

WELCOME PACK



PawMotion
REHABILITATION

Welcome to PawMotion Rehabilitation, I am so pleased that you are bringing your dog to me.

The first visit to the centre is not only daunting for your dog but also daunting for you as their owner. To help ease your mind I have created a welcome pack to help prepare your for the first visit.

So in this pack you will find:

- Meet the therapist
- Introduction into hydrotherapy
- Tips and tricks to prepare for the session
 - Step by step routine of the session
 - What to do afterwards
- Tips and tricks how to handle their condition
 - Terms and Conditions

So let's get started...

Meet The Therapist



My name is Aimee Plumb. I have been doing hydrotherapy since 2019 and run/own PawMotion Rehabilitation.

I have owned PawMotion Rehab since October 2022. Before this I worked at two other centres in Hertfordshire.

My love for hydrotherapy came about after completing a day of work experience when I was still in school. After seeing the amazing work that they done I knew that was what I wanted to do. After leaving school I went on to get a distinction merit in Level 2 animal care which then led me to do work experience with a canine physiotherapist for a year.

After completing my years' work experience with the physiotherapist, I then went onto my get my Level 3 diploma in Small Animal Hydrotherapy. Since qualifying I have been able to progress on and am now qualified in Canine Myotherapy (massage), I am a fear free professional, a qualified Canine Mobility Nurse and I have a level 4 qualification in Laser Therapy.



I currently have two dogs, Pablo who is a rescue boxer x labrador and Alfie who is a jack russell. I had started to foster Pablo when he was 4 months old and within a week knew that he was the dog for me. Whilst Pablo and Alfie are my soul dogs, a dog you may hear me talk about is my previous dog, Stan.

Stan was a rescue dog that we got for the family when I was young. When we got Stan, he was very loving but could see he had, had a hard time. He struggled to play with dogs, and it seemed he had never experienced it before.



One day Stan went to jump into the back of the car but suddenly fell landing on his back which caused a spinal cord stroke. When we took him to the vets, we also found he was riddled with arthritis.

Due to this Stan became extremely reactive to dogs and humans. As I was studying hydrotherapy, I knew this would be beneficial for him. Unfortunately, we found that wherever we took him they didn't give him a lot of time to process the situation and build a relationship with him. They would try very hard to be his friend and put him in situations where he wasn't comfortable.

I then knew I wanted to have my own centre to ensure it could be a trustworthy place for reactive dogs. This then pushed me to become a fear free professional and offer victory visits.

Introduction to Hydrotherapy

As you are willing to bring your dog to me I am guessing you have some idea about how hydrotherapy will be beneficial to your dog but here is some more in depth information about what it can do.

WHAT IS HYDROTHERAPY?

Hydrotherapy is a non-weight bearing therapeutic exercise for dogs and small animals. Using proven techniques, a hydrotherapist guides the patient through warm, sanitised water in order to aid physical recovery, improve fitness and maximise quality of life.

WHAT ARE THE BENEFITS OF HYDROTHERAPY?

- Relieves pain and inflammation
- Accelerates post operation recovery
- Aids in the treatment of chronic, degenerative and congenital disorders
- Alleviates the symptoms of orthopaedic and neurological conditions
- Improves joint function and manoeuvrability
- Enhances muscle strength, tone and symmetry
- A cardiovascular workout increases fitness and well-being
- An excellent method of weight control
- Provides mental stimulation
- It's great fun!

What are the key water properties and what do they mean?

Buoyancy:

Buoyancy is the upward exerted force onto an object when immersed in the water, this reduces the weight going through the limbs and makes movement easier.

Hydrostatic pressure:

This is the pressure exerted onto the body when submerged in water, this reduces swelling and inflammation.

Resistance:

Resistance is greater in the water compared to walking on land. It creates a cushioning effect on submerged limbs which makes movement harder, this helps to increase muscle mass.

Turbulence:

This is the movement of the water which can create a more challenging environment for the patient. This can only be used in fitness patients.

Cohesion:

Water molecules tend to adhere to each other creating a greater resistance, this is greater on the surface of the water.

Specific gravity

The ratio of body weight compared to the ratio of water, this helps with **buoyancy**.

Temperature:

The underwater treadmill is set to 28-32 degrees Celsius. The warmth of the water helps to reduce swelling and inflammation, increases blood flow and increases muscle relaxation.

Tips and Tricks to prepare for the session

One question I get a lot is 'what should I bring' so here are some points to help you prepare.

1. try to keep your dog in their routine for the day
2. don't feed your dog 2 hours prior to the session
3. prepare to bring their favourite treats and any water toys they may like. I do have some but sometimes they prefer their own, if you are coming for a laser session then a long lasting chew or Kong can be beneficial.
4. bring towels and a drying coat.



Step By Step routine of the session

When coming to the centre you will want to look out for the purple signs that say 'west lodge luxury pet hotel for dogs & cats' We are on site with them. There are some wooden automatic gates which will usually be closed, to open these you will want to drive up to them and there should be a blue light to the left, if this is flashing you are close enough.



This is what the centre looks like from the outside. When you turn up you will drive through automatic wooden gates in which the building will then be in front of you.

There is then parking to the right. There will be signs that say 'Hydrotherapy Parking Only' If the baby gate is open then you can enter the centre, if the baby gate is closed it means there is a session in progress. If you arrive early then please wait in your car until the door is left open.



This is what the centre looks like on the inside. When you enter I will ask you to sit for the first 15 minutes where we will go through your dogs history. At this point your dog can take the time to have a sniff around.



Once we have gone through your dogs history I will then fit your dog with a float coat or harness. It is vital that your dog wears one of these for health and safety reasons.

I usually start them off in a float coat as this helps make them feel more comfortable and reassured. The experience is very unusual and scary for them.



Once your dog has been fitted in their float coat or harness it is then time to get them in the pool. This may be the point that your dog struggles.

Even dogs that love swimming in a lake or a river find the pool scary and difficult. This is mostly down to the fact that they have to go up then down a ramp.

I like to take things very slowly by using treats and toys to help persuade them and guide them carefully.

Whilst I like to do this fear free they may need some guidance getting in. majority of the time once they are in they are fine.

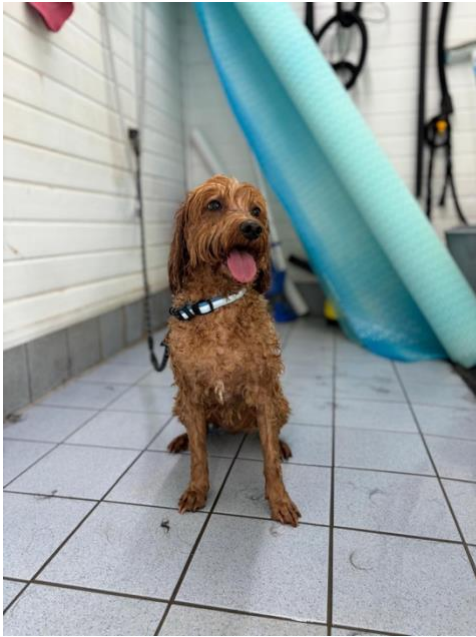
Once they are in the pool this is when treatment will start. I will usually start off with a warm up swim where I just take the time to assess their current movement. The length of swim time will depend on your dog and their condition.

Each dog will have at least a 1 min break between swims on the ramp which will then include massage and assessment of their joints.

The first session can be very daunting and nerve-wracking for your dog. Whilst it is thought that all dogs can swim and it's a 'natural instinct' for them this is actually far from the truth. What we know as doggy paddle is actually the dog panicking. Their head goes up, bum goes down, panic sets in and that's when they get into trouble. It can be an important life skill to teach your dog how to calmly and safely swim.

If you are coming for a laser therapy session then there will be a mat on the floor for your dog to lay on. We will spend time getting them used to the mat and just taking it at their own pace. Eventually we will start the laser treatment if your dog is comfortable.

All dogs have the option to say no in the centre.



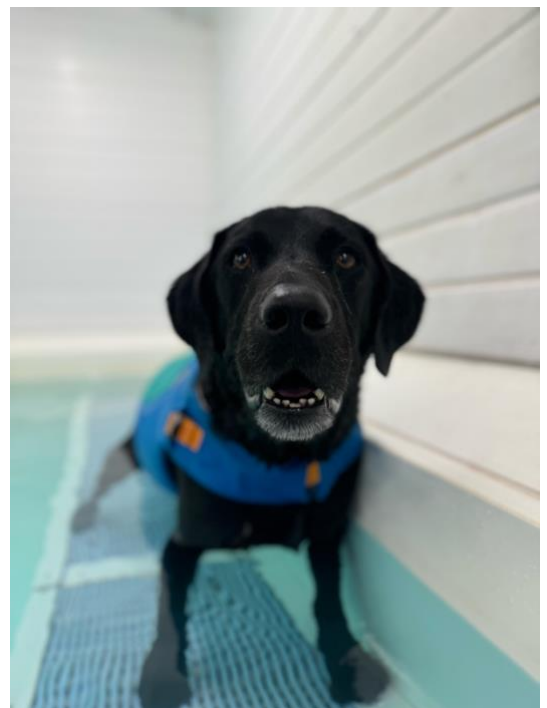
After your dog has been in the pool we will then make our way to the shower where your dog will have a nice warm shower with some scented shampoo to ensure we remove all the chlorine off their skin.

Whilst there isn't enough chlorine to harm your dog immediately it is important that we remove it with warm water to avoid build up.

The warm water also helps warm the muscles up and relaxes them after the exercise.

After the shower we will then move over to the desk and have an evaluation of the session.

We will also spend this time to rebook, take payment and the dogs will receive an after swim snack!



What to do afterwards

1 minute of swimming is like a mile walking for a dog so it is very tiring, but no strain goes on their joints.

Therefore, your dog will be super tired after their session so it is important to allow them to rest for the rest of the day.

It is important to feed them at least an hour after their session to avoid any bloat.

If your dog does want to lay down for the rest of the day I do suggest getting them up every now and then to ensure that their muscles don't seize up.

Tips and Tricks how to handle their condition

As a therapist I see quite a few different conditions and each dog reacts differently.

But here are a few tricks I believe can help for every dog.

1. Keep a diary. Keeping a diary can be really helpful for you as their owner as well as the dog. A lot of conditions will have good and bad days which can be quite mentally challenging for you. Keeping a diary means you are able to take a look at your dogs progress and understand if their bad day is due to doing too much or something to be concerned about.

2. Allow them to develop. Sometimes with their condition it is hard to know how much your dog can do and sometimes as owners you end up unconsciously stopping them from developing by holding them back on what they can do. With things like working out how much walking they can do I advise noticing what they're like after the current walk, are

they limping? Stiff? Perfectly fine? If they seem okay and not struggling then I suggest you can up their walk time by 5 minutes and see how they do. This can help you figure out when is too much for them. The minute they start limping, being stiff etc then it is too much.

3. Mental stimulation Is better than physical. A lot of the time due to their condition walks will be difficult for them so rather than getting them to walk use mental stimulation. Did you know that 5 minutes of sniffing is equivalent to 1 hours running?

4. Tune into their pain response. One of the most common things I hear is 'they were limping the other day but they're not in pain'. Interestingly yelping is one of the minor ways a dog will show signs of pain.

Every dog shows signs of pain differently but it may include:

- Limping
- Licking of the area

- Yawning or licking of the lips when being touched
- Turning around when being touched
 - Stiffness
- Avoiding doing certain things eg jumping up
 - Reactivity
 - Holding the limb up
 - Trigger points

Terms and Conditions

At PawMotion Rehabilitation, we will try our hardest to make you and your dogs visit to be an enjoyable and successful one. To be able to do this I do ask that you have a read through the terms and conditions below. By bringing your dog to our centre, you are agreeing to abide by them.

If the baby gate is shut this means a session is in progress please DO NOT ENTER. If the baby gate is open then please enter. Therefore when you enter a session please shut the gate behind you then leave it open when leaving.

1. All Owners MUST stay on site for the duration of the session. This is non-negotiable.
2. We will not carry out any treatment on your dog unless we have a referral form, at PawMotion Rehabilitation we send the referral form over to your vet ourselves. Once that has been signed and received along with your dogs history an initial appointment can be made.
3. The swim length will vary from a few minutes to 20 minutes according to the improvement in your dogs condition and fitness. All sessions (except victory visit & laser therapy) include swimming, massage, shower/blow dry.
4. Your dog should not be fed for at least 2 hours prior to a session of hydrotherapy and at least 1 hour after.
5. Payment is due on the day that the session is undertaken by bank transfer or cash. We DO NOT accept card.
6. I no longer take direct insurance claims, if you wish to claim through insurance, you must pay me directly and then claim back with your company. This will only be done after 10 sessions.
7. You must advise the centre if your dog has an infection i.e. ear, eye, skin

infections, gastric problems, Kennel Cough etc., as they will not be allowed to swim and you will need to reschedule your appointment.

8. If you have a bitch and she is in season, you must make the centre aware, as she will not be able to attend a session with us until her season is finished.

9. Any dog that has suffered from diarrhoea must have been clear for 48 hours before treatment at the centre.

10. The owner is required to notify the centre if their dogs condition appears worse, or deteriorates, or if their vet has advised them to suspend or stop their treatment.

11. Please ensure that your dog has been to the toilet before arrival and if your dog fouls outside the centre, please be a responsible owner and clear up after it.

12. Your dog MUST be kept on a collar and lead at all times around the centre and outside in the car park area. There may be reactive dogs using the kennels or dog grooming.

13. We ask that you make every effort to ensure that your dog does not come into contact with other dogs who may be attending for treatment. If you arrive early

for your session, please remain in your vehicle until the therapist leaves the door open as the previous dog may still be in the centre.

14. Owners are responsible for their childrens safety and behaviour whilst on the premises.

15. If you need to cancel your appointment with us, our cancellation policy states that we will need 48 hours notice. If the appointment is not attended or cancelled outside of the 48 hours, then the amount of the session will be due in full, an invoice will be sent to you and will need to be paid within 7 days or a £5 per day fee will be added until payment is made in full. Rescheduling of an appointment can be made free of charge up to an hour before the session is due to commence (clear communication that you would like to reschedule should be made or the appointment will be cancelled with charge) the rescheduled appointment must be of the same week.

16. PawMotion Rehabilitation will endeavour to contact all clients should we need to cancel or change an appointment: i.e. power failure, maintenance or illness, but does not accept any liability for any loss or damage.

17. We note that it is not always possible to keep your dog dirt-free, but we ask that you bring your

dog to us as clean as possible to avoid unnecessary mess. If your dog comes in dirty you will be asked to pay a £40 dirty dog charge.

18. Our policy is that we only allow one dog in the pool at any one time.

19. We would ask that you be honest with the centre and inform us if your dog has bitten anyone before, this includes members of the family. This is to ensure that everyone is kept safe and to allow the centre to have adequate staff available.

20. We reserve the right to use video footage or photos taken during sessions on our website or Facebook page to advertise our services. If you would prefer not to have videos/photos used for any reason, please speak to us before attending.

21. Clients arriving late within 10 minutes of their time slot, will be able to attend their session, but it will be shortened to allow the next dog to be treated in its allocated appointment. Owners arriving more than 15 minutes late, will not be able to attend their session.

22. There is allocated parking supplied at the front of the centre. The centre will not be responsible for any loss or injury to any person, animal or possession (including vehicles).

23. We ask that you stay respectful to others around the centre including kennel and grooming visitors.