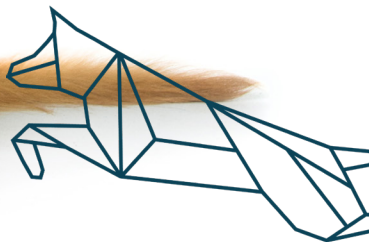




# PUPPY **WELCOME** PACK



“Congratulations on your new puppy, we hope they are settling into their new home well.”



# WELCOME TO EDEN VETS

At Eden Vets we are dedicated to providing the best care to your new family member. We have put together some information that we believe is important as a new pet owner.

We are committed to educating our clients on all things canine from when they are puppies to senior.



## ADVICE AND INFO

On all aspects of your new puppy:  
[www.bluecross.org.uk/advice/dog](http://www.bluecross.org.uk/advice/dog)  
[www.dogstrust.org.uk/dog-advice](http://www.dogstrust.org.uk/dog-advice)  
[www.thekennelclub.org.uk/getting-a-dog](http://www.thekennelclub.org.uk/getting-a-dog)

### FIRST VISIT CHECKLIST

- ☐ VACCINES
- ☐ MICROCHIPPING
- ☐ NEUTERING
- ☐ PARASITE TREATMENT
- ☐ INSURANCE

### NOTES:

### YOUR NEXT APPOINTMENT

DATE	APPOINTMENT TYPE



# CONTENTS

## YOUR FIRST VISIT

Vaccines, microchipping, neutering, parasite treatment, insurance

## YOUR PUPPIES BEHAVIOUR

Help your puppy feel more comfortable, socialisation, sound training, toilet training, crate training, walking on and off the lead and introducing puppies to furry companions and multi canine households.

## YOUR PUPPIES HEALTH

Grooming, oral hygiene, nutrition and body condition scoring



From  
**£18.50**  
a month\*



## EDEN ESSENTIALS HEALTH PLAN WHAT'S INCLUDED IN THE ESSENTIALS PACKAGE:

Potential **savings**  
of over **£200** year!

**THE TEAM AT EDEN VETS ARE  
HAPPY TO HELP WITH ANY  
QUESTIONS YOU MAY HAVE  
AND HOW TO SIGN UP.**

*\*Prices Correct at time of print*

Annual booster vaccinations



Two healthy pet checks annually \*one at time of vaccination



Year round parasite control with options for spot-on or oral treatments (your preference)



Complimentary nurse consultations (including nail clipping, weight and dental clinics) \*max 12/year



Primary vaccine course only £20 for dogs and £25 for cats if joining the plan at the time



20% off an annual health screen (includes bloods, urinalysis and blood pressure)



10% off routine neutering



10% off consultation fees



10% off dental procedures (including x-rays and general anaesthetic)



10% off all food purchased from the practice



Pay the first two months up front (plus any primary course charge) then the next 10 months by direct debit



Guaranteed no price increase during the 12 months



# ON YOUR FIRST VISIT

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## VACCINES

The first vet visit is when your puppy will have a thorough examination by one of our Veterinary Surgeons. At this appointment they will also begin their initial vaccination course providing they are 8 weeks of age. The next vaccines will be at 10 and 12 weeks. One week after this, your puppy will be fully covered for a range of diseases including Distemper, Hepatitis, Parvovirus and Leptospirosis. The Veterinary surgeon will discuss the several diseases we are protecting against.

In some circumstances your new puppy may only require two vaccines in their initial course but this will be explained and discussed by the Vet on your first visit. We also offer a kennel cough vaccine which is given intranasally. This is recommended if your puppy is likely to use boarding kennels, attend training classes or going to day care. A booster vaccination is required annually to maintain their protection against the above diseases. We do not vaccinate for the same components each year.



## MICROCHIPPING

It is compulsory for all our canine friends to be microchipped. A microchip appears like a grain of rice which when scanned over using a special reader will give a unique identification number linked to your specified details. This tiny implant is placed under the skin between their shoulder blades and once in situ it's painless! It is mandatory for breeders to microchip a puppy prior to them being sold. Your puppies' microchip should initially hold the breeders details and then should be transferred into yours. Some people may like their puppy to wear a collar as this provides an easy means of identification also.

## NEUTERING

Our Vets will discuss neutering with you at this appointment. Our Vets are happy to discuss with you the right time to neuter your male or female dog as this depends on multiple factors including size and temperament. Neutering is important to reduce unwanted pregnancies and certain health concerns. It is most known as Castration in males and Spaying in females. If you have any more questions regarding neutering your puppy, then please speak to our vets or nurses.

## PARASITE TREATMENT

Regular flea and worm treatment is advised even in young puppies that don't have access to the outdoors yet, this is because almost every puppy is exposed to roundworm from their mother's milk. Our Vets will prescribe a suitable parasite treatment for your puppy based on age, weight, type of infection and ease of use.

## INSURANCE

Insurance is recommended for your puppy to help cover the cost of unexpected expenses related to injury or illness. We advise a lifetime policy providing ongoing cover throughout your pets' life. Please ensure when taking out a policy with your chosen provider that is suitable for your pets and yourself financially. Remember changing insurers can leave pre-existing conditions void.

# YOUR PUPPIES BEHAVIOUR

Coming to the vets can be very scary for your dog, and handling your puppy gently, focusing on their ears, paws, mouth and legs can be beneficial. This early handling can make their vet visits easier and a more enjoyable experience; ensure to reward your puppy with their favorite treat when they do well.

It's important to us all that your puppy has a positive experience at the vets incase you ever need us. You can help by following our top tips:

## GO AT YOUR PUPPIES PACE

The aim is for your puppy to get to know the vet clinic whilst staying relaxed. Keep visits short and sweet. You can always come back, so don't rush your puppy and keep things positive. If your puppy continues to be apprehensive when coming into us, we recommend booking in with our nurse for 'socialisation consults'. These allow the nurse to spend time, getting to know your puppy, building their confidence and lessening their anxiety of coming into the vets. Even coming into our reception area to familiarise themselves with the veterinary environment can help.

## RECOGNISE WHEN YOUR PUPPY ISN'T COMFORTABLE

Watch how your puppy uses their body language to show you how they're feeling. If your puppy is relaxed, that's great. If they appear uncomfortable, stop what's happening so they can have a break.

## USE TREATS AND TOYS TO MAKE THEIR VISIT FUN

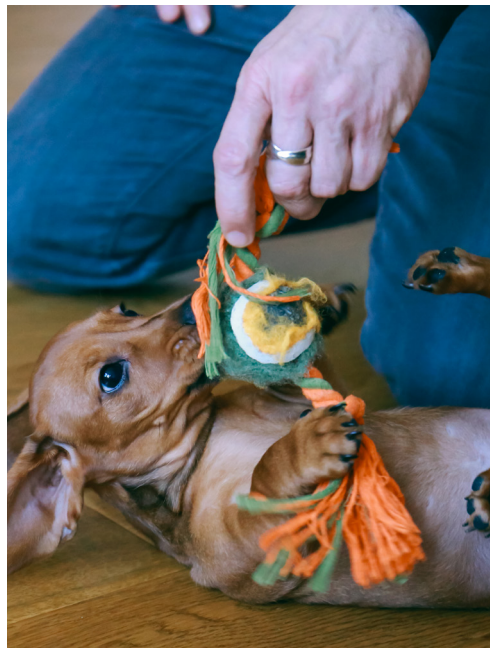
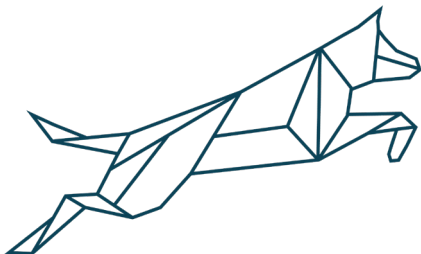
We want your puppy to associate the vet clinic with good things happening. Take plenty of treats, their favourite toy or their favourite blanket!



### TOP TIP

For tips on visiting the  
vets for the first time:

[www.dogstrust.org.uk/  
dog-advice/health-wellbe-  
ing/vet-visit](http://www.dogstrust.org.uk/dog-advice/health-wellbeing/vet-visit)



# YOUR PUPPIES BEHAVIOUR

## SOCIALISATION

It's crucial in the first weeks and months in their new home your puppy is able to encounter all sorts of situations and that they enjoy them all. Give strangers treats for them to offer to encourage a happy encounter. Take them to new places once vaccinated to allow them to experience new things.



### TOP TIP

**For tips on further socialisation info:**

[www.dogstrust.org.uk/dog-advice/puppy/puppy-socialisation-introduction](http://www.dogstrust.org.uk/dog-advice/puppy/puppy-socialisation-introduction)



Our RVN Emily offers our clients and their puppies a monthly 'puppy party' which creates a positive social experience with other dogs and a valuable experience in the veterinary environment. She also helps with tips on all things puppy related. For availability and booking, please speak to our reception team.

## SOUND TRAINING

Allow them to hear new noises daily such as the vacuum cleaner, washing machine and traffic noise. Fireworks can be extremely worrying for dogs therefore playing their sound from an early age can benefit them greatly. You can find videos on Youtube of firework sounds to play at low level and then gradually increase, whilst doing an activity they enjoy. The aim is to desensitise them to these sounds. The sooner they experience these things positively the easier they will accept them.



### TOP TIP

**For tips on sound training:**

[www.dogstrust.org.uk/dog-advice/understanding-your-dog/sound-therapy-for-pets](http://www.dogstrust.org.uk/dog-advice/understanding-your-dog/sound-therapy-for-pets)



## TOILET TRAINING

This is often the first priority to most owners when taking their new puppy home. Usually, most puppies need to go to the toilet shortly after waking from a sleep or after a meal. Aim to take them outside at least every hour. As soon as they begin to toilet, give your puppy lots of praise and offer a reward such as a tasty treat! Be patient, often your puppy will get distracted by exploring!

We do not recommend punishing them for accidents in the house as this is often due to not being able to keep a close enough eye on them. It can lead to confusion as they believe they're in trouble for passing urine or faeces rather than actually doing it inside.



### TOP TIP

**For tips on toilet training:**

[www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/how-do-i-toilet-train-my-dog](http://www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/how-do-i-toilet-train-my-dog)



## TRAINING CLASSES

Training classes are a great way to socialise your puppy and teach them new things that they can use lifelong. We highly recommend to enrol your puppy in a well run training class. Use a trainer that uses positive reinforcement. We advise finding an ABTC accredited trainer or kennel club good citizen award.

## CRATE TRAINING

Although sometimes seen as negative, a crate can be a cosy space where your pup can relax, spend time alone and feel safe. It should be large enough for your pup to stand up, turn around, lie down and stretch out fully. We advise to find a location where you want to put the crate and stick to it so your puppy learns to feel comfortable here. Choose a warm and comfortable bed or blanket. You can also place something in there that you have worn recently like an old t-shirt, this will be reassuring to them. Covering the top and sides of the crate creates a safe and secure feeling environment that they will want to retreat to, this can be beneficial on evenings such as Bonfire Night, as they can use this as their safe space. Leave the crate open so that your puppy can go in and out on their own. We recommend a water bowl to be attached to the cage itself as this prevents spillages.



### TOP TIPS

#### For tips on crate training:

[www.dogstrust.org.uk/dog-advice/training/home/crate-training](http://www.dogstrust.org.uk/dog-advice/training/home/crate-training)



#### For tips on how to crate train:

[www.bluecross.org.uk/advice/dog/behaviour-and-training/how-to-crate-train-your-puppy](http://www.bluecross.org.uk/advice/dog/behaviour-and-training/how-to-crate-train-your-puppy)



#### For more tips:

[www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/how-to-crate-train-your-dog/](http://www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/how-to-crate-train-your-dog/)



## PLAY AND PLAY BITING

Puppies love to play fight with their litter mates but need to learn that nipping humans is not acceptable. We would advise redirecting your puppy towards their own chew toys rather than your hands or clothing. Swapping their toy's daily is a great way to keep them interested.

We recommend avoiding play fighting or wrestling games with your new puppy, they need a consistent message that biting or mouthing is NEVER okay, otherwise they'll be confused. Try not to respond to attention seeking behaviours by turning away or crossing your arms. Ensure you have provided appropriate mental and physical exercise, this includes things such as interactive toys, puzzle feeders and fun training.



### TOP TIP

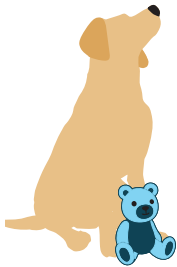
#### For tips on stopping your dog chewing/mouthing:

[www.dogstrust.org.uk/dog-advice/training/unwanted-behaviours/stop-your-dog-chewing-mouthing](http://www.dogstrust.org.uk/dog-advice/training/unwanted-behaviours/stop-your-dog-chewing-mouthing)





# YOUR PUPPIES BEHAVIOUR



**SOFT  
TOYS**  
(WATCH FOR  
CHEWING!)



**TEETHING  
TOYS FOR  
PUPPIES**

**PUZZLE FEEDERS**  
(SNUFFLE MATTS &  
INTERACTIVE TOYS)



## LEAD AND OFF LEAD TRAINING

Often owners have lots of questions in regards to lead and off lead training.

See below a few different links to some websites we think give good advice in these areas:

[www.dogstrust.org.uk/dog-advice/training/outdoors/walking-nicely-training](http://www.dogstrust.org.uk/dog-advice/training/outdoors/walking-nicely-training)

[www.dogstrust.org.uk/dog-advice/training/basics/recall-training](http://www.dogstrust.org.uk/dog-advice/training/basics/recall-training)

[www.bluecross.org.uk/advice/dog/behaviour-and-training/walking-your-dog-tips-for-walking-on-lead-and-off-lead](http://www.bluecross.org.uk/advice/dog/behaviour-and-training/walking-your-dog-tips-for-walking-on-lead-and-off-lead)

[www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/how-do-i-collar-and-lead-train-my-dog/](http://www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/how-do-i-collar-and-lead-train-my-dog/)

[www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/](http://www.thekennelclub.org.uk/dog-training/getting-started-in-dog-training/dog-training-and-games/)

## INTRODUCING PUPPIES TO FURRY COMPANIONS

Relationships between dogs in the same household can take time to establish. While some dogs become firm friends soon after meeting, other relationships can take longer to blossom, its important this is done gradually and in the right way.

**SEE BELOW FOR INTRODUCTION BETWEEN YOUR NEW PUP AND EXISTING CANINE, FELINE OR HUMAN COMPANION.**



### TOP TIPS

See below for introducing your puppy to an existing dog: [www.dogstrust.org.uk/dog-advice/life-with-your-dog/at-home/introducing-new-puppy](http://www.dogstrust.org.uk/dog-advice/life-with-your-dog/at-home/introducing-new-puppy)



Introducing your puppy to a feline companion: [www.dogstrust.org.uk/dog-advice/life-with-your-dog/at-home/dogs-and-cats-living-together](http://www.dogstrust.org.uk/dog-advice/life-with-your-dog/at-home/dogs-and-cats-living-together)



Not forgetting human companions: [www.dogstrust.org.uk/dog-advice/life-with-your-dog/at-home/dog-and-child-safety](http://www.dogstrust.org.uk/dog-advice/life-with-your-dog/at-home/dog-and-child-safety)





## GROOMING

Grooming can be a very bonding experience between you and your puppy. Most dogs will enjoy being groomed providing a gradual introduction has been done. Grooming is vital to prevent your dog's coat getting matted, as well as removing dead hair, dirt and dandruff. We recommend brushing short haired dogs once a week. Longer coated dogs will need much more grooming. Clipping is also usually required between 1-4 months dependant on their breed. Daily brushing is advised alongside.



### TOP TIP

For tips on grooming:

[www.bluecross.org.uk/  
advice/dog/how-to-  
groom-a-dog](http://www.bluecross.org.uk/advice/dog/how-to-groom-a-dog)



## ORAL HYGIENE

Alongside introducing grooming, brushing your puppies teeth is equally as important.

Toothbrushing is the most effective way to reduce plaque and tartar formation. It also helps promote a healthy mouth. We advised daily brushing wherever possible, although in puppies their baby teeth will still be in place, it is still important to get them used to it whilst they're young.

To keep their teeth healthy we recommend using an Enzymatic toothpaste as this contains an enzyme system which inhibits plaque forming bacteria.

Whimzees are a great way to reduce the formation of tartar and plaque. They are a toothbrush shaped chew which can be bought for all ages and sizes. These have a 'VOHC' certification meaning that they have been scientifically proven to work.



### TOP TIP

For tips on toothbrushing:

[www.bluecross.org.uk/  
advice/dog/dog-dental-  
care](http://www.bluecross.org.uk/advice/dog/dog-dental-care)



## NUTRITION

We recommend a complete canine diet which is age appropriate. Feeding a high quality dog food specifically designed for the life stage of your dog can have enormous benefits. Always feed the recommended daily amount of food for your puppies weight- this can be found on the back of the food packaging or manufacturers website. To ensure your puppy is having the correct amount of food, weigh their meals out daily using kitchen scales. Both wet and dry foods are available for your puppy, we recommend a dry kibble as this can assist with dental health.

Treats are enjoyed by our canine companions but must be given in moderation.



## TOP TIP - FEEDING GUIDE

We advise a feeding regime as below:

Up to 6 months: 3 Meals Daily

Above 6 months: 2 Meals Daily



## BODY CONDITION SCORING

To keep your puppies body condition perfect throughout their life, we recommend carrying out a 'Body Condition Score' at home. Checking your pets shape regularly will help you know if your dog is a healthy weight or requires weight loss. It entails running your hands (and eyes) over their body to check their shape and rating on the 9-point body condition scale.



## TOP TIP - HOW TO DO A CONDITION SCORE

- 1 Run your hands along your dog's sides. The skin should move freely over the ribs, which you should be able to feel with a light touch.
- 2 Run your hands along your dog's back. You should be able to feel the spine and hipbones under the skin without being able to see them.
- 3 Gently feel the base of your dog's tail. There shouldn't be a build-up of fat.
- 4 Feel under your dog's tummy. It should go in, not bulge out.
- 5 Look at your dog from the side and from above. You should be able to see a waist. If not, your dog may be overweight.



TOO THIN

THIN

IDEAL

OVERWEIGHT

OBESE



## ADDITIONAL INFORMATION

There are several other topics we recommend you read around when training your new puppy:

### INTRODUCTION TO OTHER DOGS

(OUT OF THE HOUSEHOLD)

[www.dogstrust.org.uk/dog-advice/puppy/introduce-puppy-to-other-dogs](http://www.dogstrust.org.uk/dog-advice/puppy/introduce-puppy-to-other-dogs)



### CAR TRAVEL

[www.bluecross.org.uk/advice/dog/travelling-with-your-dog-by-car](http://www.bluecross.org.uk/advice/dog/travelling-with-your-dog-by-car)



### STOPPING RESOURCE GUARDING

[www.dogstrust.org.uk/dog-advice/training/unwanted-behaviours/resource-guarding-food-and-toys](http://www.dogstrust.org.uk/dog-advice/training/unwanted-behaviours/resource-guarding-food-and-toys)



### THEIR FIRST WALK

[www.dogstrust.org.uk/dog-advice/puppy/first-walk](http://www.dogstrust.org.uk/dog-advice/puppy/first-walk)



### LEARNING THEIR NAME

[www.dogstrust.org.uk/dog-advice/training/basics/name-training](http://www.dogstrust.org.uk/dog-advice/training/basics/name-training)



### POSITIVE REINFORCEMENT

[www.dogstrust.org.uk/dog-advice/training/techniques/positive-reinforcement-training-with-rewards](http://www.dogstrust.org.uk/dog-advice/training/techniques/positive-reinforcement-training-with-rewards)

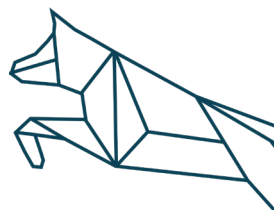


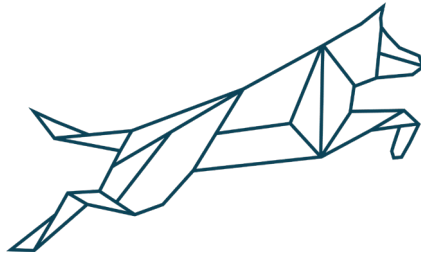
### STOPPING STEALING ITEMS

[www.dogstrust.org.uk/dog-advice/training/unwanted-behaviours/stop-your-dog-stealing](http://www.dogstrust.org.uk/dog-advice/training/unwanted-behaviours/stop-your-dog-stealing)



THE TEAM AT EDEN VETS ARE HAPPY TO HELP WITH ANY QUESTIONS YOU MAY HAVE, PLEASE CONTACT 01270 439289.





[www.eden-vets.co.uk](http://www.eden-vets.co.uk)

**Telephone:** 01270 439 289 **Email:** [info@eden-vets.co.uk](mailto:info@eden-vets.co.uk)

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