



The clinical behaviour service at the WCVM Veterinary Medical Centre provides consultation services for dogs, cats and other species including horses, birds, exotic animals and pocket pets. Consultations (except for large animals not admitted to the hospital) are seen at the VMC.

Consultations cover a wide array of behavioural issues including fear, anxiety, noise phobias, separation distress, sleep disorders, house-soiling and urine marking, excessive, repetitive and compulsive disorders, resource guarding and aggression.

- Completed questionnaires (by both you and your veterinarian) are required a minimum of **four** days before the appointment. The questionnaires provide background information to help make a diagnosis and develop a treatment plan tailored to your pet's specific needs.
- Please submit or bring any video or pictures of the problem and your environment, if available. **Please do not capture videos when there is a risk to you, your pet, or other people and pets.**
- Although space is somewhat limited, we suggest that you attend the consultation with your pet and up to two additional people who might be involved in the management and behaviour modification program (such as family members or trainers).
- Please do not feed your pet four to six hours before the consultation and bring along your pet's favourite treats.
- Initial behaviour appointments are two to three hours in length and follow-up appointments are one hour in length. Consultations include up to two months of telephone and email support for minor adjustments or modifications.
- Other consultations (such as new introductions, new pet consultations and senior pet behavioural problems) are one hour in length.

Other consultation services include:

- new introductions (such as a new baby or other pets)
- new pet consultations (problem prevention, setting up to succeed, reward-based training, and how to deal with emerging problems such as house-soiling, destruction, stealing and play biting)
- senior pet behavioural problems (including decreased awareness and disorientation, repetitive activities, anxiety and night waking)

Q. What happens during the consultation?

The initial appointment will begin with a detailed discussion of the questionnaire's responses to clarify the behavioural issue(s) and to explore the cause and factors that might be reinforcing or aggravating the situation. In some cases, blood tests or further diagnostic tests may be required, especially if your pet has not been examined by your veterinarian in the last three to six months. If your pet struggles with veterinary visits, diagnostic tests may require rescheduling and pre-visit medication.

A diagnosis will be based on the information provided in the questionnaire, discussion during the consultation, and observation of your pet's behaviour. Risk will also be assessed to determine risk for the pet, for you, and for other people and animals. Risks are not limited to cases of aggression but can also be important in many other types of cases.

You will be provided with a treatment plan tailored to your pet and household during the appointment. The treatment program generally involves behaviour modification techniques based primarily on positive reinforcement and environmental management (for example, adjustments to your environment to manage the situation). Pets may also be prescribed anxiety-relieving medication. The use of other products — such as a head halter, body harness or clicker, pheromones, or other natural products — to help modify your pet's behaviour may also be recommended. Following your appointment (within one to two weeks), you and your veterinarian will receive a written summary of the appointment and handouts.

A follow-up appointment will be scheduled for six to eight weeks after the initial consultation to assess progress and to adjust the treatment plan and medications as needed. Further follow-up appointments will depend on the progress. Cases may need continued consultation for several months depending on severity and progress.

If you are working with a trainer to assist and guide you in the implementation of the program, we can help guide you in the selection of an appropriate trainer. If you wish, we can provide the trainer with specific instructions or suggestions.

About the VMC

Welcome to the WCVM Veterinary Medical Centre (VMC), the veterinary referral centre for all of Western Canada and the teaching hospital for future veterinarians and veterinary specialists.

Our clinical team includes board-certified veterinary specialists, clinical associates and registered veterinary technologists, as well as veterinary specialists in training (residents), clinical interns and senior veterinary students. We look forward to caring for your animal and meeting you in person.

Before your visit

To prepare for your visit to the VMC, please visit us online: vmc.usask.ca/about/new-client.php. You will find more information about our location, parking, hours of operation and the clinic reception areas.

More details about payment

If your animal is not hospitalized, the WCVM Veterinary Medical Centre requires full payment at the time of service.

If your animal is hospitalized, half of the estimated cost is due prior to services being provided. Final payment is due at the time of discharge.

Occasionally, the hospital will mail statements to you after discharge for additional tests that were approved by you and for charges not included on the initial invoice at discharge.

The WCVM Veterinary Medical Centre accepts the following payment methods (personal cheques are not accepted):

- cash
- credit card (Visa and MasterCard)
- debit card (Interac)

Questions about payment? Call the administration office (306-966-7103) or visit vmc.usask.ca/about/payment.php.

What to expect

While the WCVM Veterinary Medical Centre (VMC) shares many similarities to other veterinary hospitals, there are some differences that may have an impact on your appointment.

The VMC is a teaching hospital for WCVM veterinary students and for students enrolled in the veterinary technology program at the Saskatchewan Polytechnic. Please note that teaching takes additional time. Students participate in all aspects of examining and treating our patients under the immediate supervision of licensed veterinarians and board-certified veterinary specialists. While teaching is essential to our facility, the well-being of our patients is the highest priority for VMC clinical teams.

Given the complexity of referral cases, we often need to order additional diagnostic testing or consult with others about diagnoses and treatment plans for patients. If you are travelling from out of town, please be prepared to stay two days in Saskatoon with your animal. In some cases, your stay may need to be longer.

During your appointment, we will give you an estimate of the length of time it may take for additional tests and consultation.



UNIVERSITY OF SASKATCHEWAN

Veterinary Medical Centre

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