



PAW PRINTS

The All American Pet Resort Review



www.allamericanpetresorts.com

VOLUME 9 ISSUE 2



“Just The Facts Ma’am . . .”

“Just the facts ma’am, nothing but the facts.” Many of you reading this newsletter may not be old enough to remember Sgt. Joe Friday’s opening line for the show, *Dragnet*. *Dragnet* was the first detective show that I remember seeing on TV. That opening line was so powerful that it became a staple of our family’s conversation when getting to the facts of any given situation.

Summer vacation schedules are eminent and goodness knows, after this past year, vacations are sorely needed. Boarding your pet(s) is an excellent alternative to your own personal care.

However, regardless of what other kennel owner/operators may tell you, it is important for you to consider the following facts pertaining to pet boarding. These facts are based on our 30 years experience in providing quality pet care.

In all instances, where pets interact with one another the following may result: (1) Coughs and colds may pass from one pet to another just as they do among children at school or adults at work. On occasion, this may happen regardless of an updated vaccine. (2) Some pets experience anxiety when separated from the family. Industry estimates are that about 1.5% of these pets may experience some kind of digestive track upset. If your pet is not boarded regularly or involved in a daycare program, he may be among this small percentage. (3) Last but not least, similar to children at the playground, dogs in any social, high-activity setting such as the Dog Park or daycare may be injured or may injure one another.

At our resorts, we work to mitigate the potential for illness and/or injury. Here is how.

- All pets entering the resort must have proof of up-to-date vaccinations. (Current vaccines protect pets from known viral infection strains and protect your pet only. If a new strain erupts, no vaccination may protect your pet.)
- We incorporate a strict sanitation regimen. All suites are sanitized so that waste from one suite is never associated with another suite eliminating the potential for cross contamination. Ask your resort about its specific sanitation practices.
- Overanxious or stressed pets are monitored and given one-on-one human contact until they feel settled. Once settled, we offer a number of cognitive interactions to take the pet’s mind off its new surroundings such as Kong toys filled with treats, rope toys, find-the-treat games and more.
- Unbelievably, what comes out of your pet is actually more indicative of your pet’s well-being than what goes in. Our highly trained staff notes what goes in and comes out of each pet after every interaction. If there is any abnormality of any kind, it is reported to the resort management and/or senior staff who will take any necessary immediate action.
- Our senior staff is Pet First Aid certified by the American Red Cross. This enables them to act correctly and in a timely manner in the event of an emergency with your pet. In addition, the resort at the Triangle in Durham, NC is owned and operated by a registered nurse.
- Pets are separated by age, temperament, activity level and size.
- Pets do not play all day. They get scheduled rest periods that are critical to their health.
- All play surfaces are covered with cushioned synthetic material, which is much easier on active pet joints, bones and feet. Indoor play surfaces are rubber. Outdoor play surfaces are covered with synthetic sports turf to keep pets clean and dry.

Now that you are well versed in the facts of boarding your beloved pet – relax! Go on vacation!

EXCERPT: A DOG’S WISDOM

by Margaret H. Bonham



This book is a great gift. It’s full of wonderful wisdoms on living a better and happier life.

A Dog’s Life – what is it exactly that makes us humans envious of a dog’s life? It is because deep down inside we know that our dogs lead happy, simple lives. That they don’t need to seek a wise man on top of a mountain to find themselves, because they know exactly where they are? That they have no worries to speak of – no bills, business meetings, final exams or power lunches? That they’re not interested in impressing a new girlfriend or boyfriend and they’re not angry if you missed their birthday?

We could learn a few things from our dogs. My dog was always telling me to take a break and enjoy life. After all, what could be easier than living in the moment?



WHAT'S NEW IN THE FRANCHISE SYSTEM?

The All American Pet Resort in Royal Oak, MI, our flagship, has installed a huge canvass gazebo in their expansive outdoor play yard. This enables the resort to offer outdoor play safely in these hot summer months. Drive by on a summer afternoon and watch pets lounging on the play equipment, playing catch, romping with each other and just being loved by the Professional Pet Care Specialists.

Another exciting event at this resort is that Cliff Bienko, Office Manager, Senior Pet Care Professional and All American Pet Resort Certified Franchise Trainer is celebrating his 10-year anniversary as a Pet Care Professional. Cliff's technique for soothing a stressed out pet is to sit on the floor with the pet and speaking calmly while gently petting him until the pet is settled. I have witnessed the degree of compassion Cliff has for dogs in his care. He can care for my dog anytime. Congratulations to you Cliff. Your contributions to the resort and franchise system are greatly appreciated.



Cliff Bienko



The Pet Resort @ The Triangle in the Raleigh Durham Research Triangle has a new look! Check it out. Summer is booking up fast at the Triangle resort. If you are traveling to North

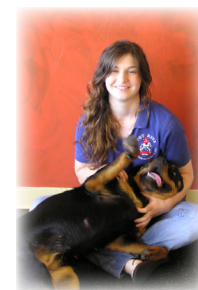
Carolina to experience, the fabulous "Carolina Blue" drop in and visit them. A special note to the Research Triangle IBMer's - Something special awaits you at this resort. Call today for details. 919-806-8058

The Lakeshore Resort in Roseville, MI takes particular pride in the selection of their Professional Pet Care staff. This newsletter features Kendall Cassidy. Since Kendall was eighteen, she has been working professionally with dogs. She participated in a program in Eaton Rapids, MI that professionally trains dogs for police K9 duty, National Transportation Safety Board and International protection work. Her training skills transfer nicely to the Lakeshore Resort where the proper socialization of dogs is our main goal. Kendall works with the more timid dogs in an effort to improve their confidence and quality of life through proper socialization.

Kendall has an almost innate understanding of how to handle dogs in the most non-threatening way possible. I asked Kendall to share her technique with us in this newsletter. Hold on to your leashes! This is really great stuff. First, she

says to turn your body sideways as you approach a strange dog. This is especially important if the dog is timid or fearful. Second, do not make eye contact with a dog. Eye contact is very threatening to dogs.

Next, she says to get down on one knee and let the dog come to you. Finally, reach out to the dog without hesitation and begin petting the dog's body, not his head. This part is important because dogs will sense any hesitancy you may exhibit thus making the experience unpleasant for the dog and possibly for you too. If your dog has a particular behavior problem or is under-socialized, stop by and see Kendall Cassidy and Jimmy Coates for a consultation and daycare program structured specifically for your dog. 586-285-5100



Kendall Cassidy

Adjacent to Pet Supply Plus in St. Clair Shores, MI, is Lakeshore Resort and Spa. Their unique Play and Train program continues to grow. Classes are held daily featuring socialization, crate training and basic obedience. All pets require proper socialization in order to be great family members. Crate training is particularly great for pets that have separation anxiety or are afraid of storms. Crate trained pets feel more secure and are better adjusted overall. Experienced pet care professionals monitor behavior and use loving and patient techniques in this program. 586-774-9895

Pet Resort Dallas is a year old. Happy Birthday! Owner Jim Ezell is now hosting a "Wine and Cheese" afternoon for his customers on the first Friday of every month. Customers love to congregate in his luxurious lobby, meet each other and discuss the antics of their beloved pets. Oh - and don't forget to check out his webcam for Yappy Hour where dogs receive their afternoon ice cream cones. It will make your day. Stop by or call 469-335-0400. Cheers!



Towles Club K9 in Punta Gorda, FL is now offering, "Wet Wednesday". Wet Wednesday is pool play day at this resort. The weather in Florida now is typical summer - hot and muggy. Pets love to come and play in the pool. It's a hoot for pet owners to watch the fun as well. Visit their web site for a live video of pets in the pool. Space is limited so call to reserve your pets Wet Wednesday today. 941-916-9655.

Our next expansion, planned in a suburb of Salt Lake City, UT is underway. Possible locations are being identified right now. If all goes well, we hope to have the resort open to service customer late this year.

SUMMER'S BUGGY NEMESIS

Pesky fleas and ticks. According to a Texas entomologist, Americans spend about \$9 billion annually on flea control. Did you know that one flea, with the help from a girlfriend; can produce 250,000 descendants in one month? These descendants are in not only your house, but also your yard, linens, furniture – literally everywhere. These pests are very difficult to get rid of. In fact, you may not be able to eradicate 100% of them once infested. However, you can still help your pet from being bugged. Here are just a few of our flea control recommendations:

Use a veterinarian recommended topical preventative.

Get your pet professionally groomed. Then follow up with daily brushings.

Add a little garlic and brewer's yeast to your pet's food. See our recipe for a homemade treat that you can make yourself.

If you want to use flea collars, select ones that have a synthetic flea-controlling hormone like methoprene, which is non-toxic to mammals but sterilizes flea eggs.

For already infested pets, get a professional flea dip.

For already infested homes, bring out the artillery. A house fogger is the best.

Use diatoms. Bio-Integral Resource Center in Berkeley, CA has developed diatomaceous earth aka chinchilla dust. This dust absorbs a flea's waxy coating, causing fleas to dry up and die. Diatoms can be sprinkled on carpets, furniture, cracks in floors, everywhere and can be purchased in quality pet stores.

Vacuum frequently and reduce clutter.

Ticks are another story. These really bug me! Ticks can get under everyone's skin, suck up to anyone and spend their lives buried in mammalian flesh. They spread diseases and expand to 50 times their size after a good meal. Ticks require immediate vigilance or an infestation will take place and you don't want that. Ticks like to congregate along paths and roadsides in tall grass and weeds just waiting

for lunch to come by. Here are a few of our preventative recommendations for ticks:

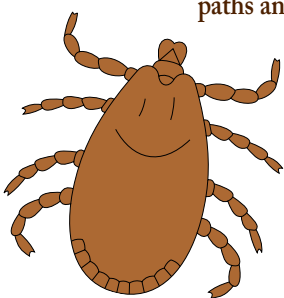
Use a veterinarian recommended topical preventative containing pyrethrums, insecticides made from chrysanthemums.

If your area is confirmed to have ticks, check your pets for hitchhikers after every walk or outside stroll.

If you spot any ticks, spray your pet with a tick insecticide then comb the fur with a fine toothed comb. This will remove ticks that are not embedded yet.

Remove imbedded ticks with a gentle pull using a pair of tweezers. Tweeze as close to the head of the tick as possible. Do NOT use a match. Many pets are burned using this technique and it is not necessary.

Once the ticks are removed, dab the spot with a topical antiseptic or antibiotic ointment. Do not flush ticks down the



toilet or toss them into the trash. Ticks have been known to come crawling out of the toilet at inopportune moments. Instead, it is recommended that you put the ticks into a jar with a cotton ball soaked in insecticide, tightly close the lid and THEN toss into the trash

SUMMER FOODS THAT ARE GREAT FOR YOU BUT NOT FOR YOUR PET)

Summer is a great time to enjoy fresh fruits and vegetables. While we enjoy, we need to be aware that some of the wonderful foods that are so great for us – contain seeds or pits that are NOT great for our pets. In fact, some are actually deadly. Some of these are a surprise. Please take care.

Apple & Pear seeds	Apricot, Cherry, Plum, Peach Pits
Mushrooms	Rhubarb leaves
Grapes and raisins	Onions
Tomato leaves & stems	Persimmons
Chicken & fish bones	Sugarless gum & candy
Chocolate	Walnuts & Macadamia nuts

SUMMER RECIPE : FLEE FLEA BISCUITS

Nutritional and brewers yeast is said to be a natural flea repellent. It is also high in vitamin B. Some dogs might be sensitive to yeast so if you notice that your dog becomes itchy just leave the yeast out of the next batch and substitute the same amount of flour.

2 C. Whole-Wheat Flour (plus a little extra for rolling)	1 tsp. Celery Seed
1/4 C Nutritional or Brewers Yeast	1 tsp. Garlic Powder)
1 tsp. Dried Dill	1 Egg
	1/2 C. Chicken Broth

Preheat oven to 400°F. Mix flour, yeast and seasonings in a large bowl. In a smaller bowl, beat the egg and add chicken broth. Mix the liquid into the dry ingredients and form into stiff dough. Roll the dough out to about 1/2-inch thickness on a lightly floured surface and cut into shapes with your favorite cookie cutter. Place cookies on cookie sheet and bake 20-25 minutes until tops of cookies are brown. Cool and store at room temperature in a loosely covered container. Give your beloved friend a few cookies every day.

(These treats are not a substitute for preventative flea treatments but are a nice augment to them. In addition, your dog will love them!) ARF!



A NOTE ABOUT OUR PHILOSOPHY

It seems as if the world is pampering pets these days. If you're like me, pets get my attention in every situation – healthy and unhealthy. I've seen pets dressed in clothing, costumes, wearing sunglasses, pets with painted nails, gem studded collars, beds fancier than mine etc. etc. All American Pet Resorts is all about pampering pets but in a different way. Our philosophy is not to turn your pet into a person. Instead, it is to offer proper socialization of your dog so that he can be the best four-footed family member ever. By boarding, grooming and socializing your pet with us, your pet gains confidence learns good behavior on and off leash, feels comfortable away from you without stress, and is generally a more well adjusted pet.



Why so much emphasis on dog socialization? I see two major influences. One is that there has been a national attitude shift regarding the status of pets in the family. Pets are now considered family members to be safeguarded in our homes and in our yards. Different from when I grew up. Our family dogs didn't need socialization. Although very much loved, our dogs generally ran loose to romp and play with us. They followed us

to school, went directly back home without being hit by a car and then waited around in the yard for our return. Other neighborhood dogs came to visit and play in our yard. Sure, they had doggie disagreements, but they always worked them out without any involvement from my family. The second influencer is that there are fewer stay-at-home family members. That means that our beloved companions are home alone for long periods. A busy social calendar also lengthens the alone hours. These factors contribute to boredom, weight gain, under socialization and sometimes, behavior problems.

As a result, our beloved pets rarely get the opportunity to congregate in their natural state – the pack. Instead, the family becomes the pack. Packs have a natural hierarchy. Instinctively, the family dog learns his place in the family pack. As part of the pack, he is possessive and protective. Consequently, when he is introduced to other dogs, his pack instinct try to takes over. However, since the dog thinks that his pack is the family, he may not know how to interact correctly when he meets dogs he does not know. We call this phenomenon under socialization. This under socialization in many instances causes inappropriate behavior at home, with visitors and on leash during walks.

At an All American Pet Resort, our Pet Care Professionals are trained in techniques to help dogs socialize properly. Kendall Cassidy, featured in this newsletter is a great example of the expertise found in our franchise system. Our Professionals become the pack leader and understand how to gain the respect and trust of even the most dominant dog. They are also experts in recognizing dog postures. Since dogs act instinctively, they are easy to read when you know how. Aggressive postures are immediately defused using a water bottle or air horn with offenders taken to "time out." Just like children, dogs do not like "time out." Once or twice in "time out" and the offender generally learns his lesson. If a pet turns out to be too aggressive to play

well with others, that pet will be expelled from group play. Instead, he will enjoy one-on-one playtime with a Professional Caregiver.

I recently had the pleasure of interviewing a customer at Towles Club K9 whose story demonstrates the success of proper socialization. Amber Hughes, a frequent daycare customer, dropped her dog, Alondra, off for the day and took a few minutes to speak with me. Amber considered Alondra her baby and was reluctant to leave her in Club K9's care. Amber was following the advice of her vet who explained that Alondra needed to loose some weight and get some socialization. Amber was nervous and so was Alondra. The first day, Amber watched Alondra on the webcam from her desk at work. She watched as her submissive and timid Alondra began to build confidence and interact with the other dogs. After the third day, Alondra was running and playing, tail wagging and smiling. Alondra is a frequent attendee at Club K9 and is now a much more confident dog. She has lost the desired weight, can be left alone when need be and is a better companion for Amber overall.

The book and subsequent movie, Marley and Me, although postured humorously, demonstrates how an under-socialized dog is not a good family member – just the opposite. Pets acting in such a manner have been abused or worse for such antics. Give your family a wonderful gift by training and socializing your dog properly. Ask your resort to help you help your dog through socialization and training. The end result is a true gift from God.

THE CASE OF THE TERRIBLE TOES

Click, click, click. If that's the sound you hear when your dog walks across the kitchen floor, odds are he is suffering from a case of terrible toes. His nails are too long. Long nails are not only a safety hazard for owners, children and other dogs but also a potential health hazard to the pet. Nails that are too long can snag, split, rip and get infected actually affecting the mobility of the pet. The picture to the right shows a dog that is in need of a good nail trim. Notice how the pads of the feet are splayed out? Over time if not corrected, this pet will begin to limp or walk lopsided in order to ease uncomfortable wear on his pads.



Experts recommend that pampered pets get their nails clipped every 6-8 weeks. Exercised pets can be trimmed less frequently as their nails are trimmed naturally on concrete or other paved surfaces. It is important to start trimming your dog's nails when he is a puppy. Getting your puppy used to having his paws handled will make the nail trimming experience easier for you, the groomer, the vet and the puppy. Some dogs that have not been socialized to paw handling are very stressed, agitated and even aggressive during the nail trimming experience.

At our resorts we require that all pets that play in groups with other pets have clipped, filed and/or dremeled nails. This is a safety precaution for pets and staff. If you are not comfortable, trimming your pets nails or do not know how, take your pet to the closest resort and have our professional grooming staff give you a free lesson or do it for you. It is \$10.00 well spent.