



# AQUAVET

## CANINE HYDROTHERAPY

## & REHABILITATION

### CLIENT INFORMATION PACK

UNIT 2, 13 - 17 OAK STREET, SHEFFIELD S8 9UB

TEL: 0114 2583221

EMAIL: [info@aquavet.com](mailto:info@aquavet.com) WEBSITE - [www.aquavet.co.uk](http://www.aquavet.co.uk)

#### **AQUAVET STAFF AND THEIR QUALIFICATIONS.**

LISA DOBSON – R.C.H., NARCH registered, RGN, DIRECTOR  
SENIOR HYDROTHERAPIST – with Advanced Treadmill

LOREN PEARSON – R.C.H. NARCH registered  
MVetPhys (Masters Vet Physio)

JOANNE SWALLOW – R.C.H. with Advanced Treadmill. NARCH registered.  
Vet Nurse (RVN)

NICOLE FREEMAN – HYDROTHERAPY ASSISTANT

#### **An Introduction to Hydrotherapy**

We want to make your trips to Aquavet as enjoyable as possible, so we have listed below a few tips and information regarding your dog's hydrotherapy sessions.

##### **Referral by Veterinary Surgeon**

We require all dogs attending Aquavet are referred by a Veterinary Surgeon who authorises hydrotherapy treatment as being suitable for their patient. This applies to dogs requiring treatment and those attending for fun and fitness swims. A registration form is enclosed with this pack.

##### **Before each session**

- ☞ Avoid feeding your dog **for at least 4 hours before your appointment**, unless there are medical reasons to do otherwise, (e.g. diabetes).
- ☞ Before you attend your appointment, please brush your dog to remove any dead and loose hair which blocks the pool filters
- ☞ Avoid walking your dog through muddy areas, dirty water or puddles to avoid water contamination
- ☞ Please ensure your dog has had plenty of opportunity to 'toilet' before their session.
- ☞ If a dog defecates in the water, an additional charge of £40.00 will be made in addition to the session fee.

- There is a small park at the top of Oak Street suitable for dog walking. Please remember it is the owner's responsibility to poop-a-scoop. If your dog goes to the toilet in the business car park, please clean it up and take the bag home with you. We do not have waste bin facilities

### **Letting us know**

Please let us know if your dog has any skin problems, infections, vomiting, diarrhoea or increased lameness. It is better to re-book in the interest of your dog's health and prevent water contamination.

Please note that cancellation of a session less than 24 hours working notice will incur a late cancellation charge of the full cost of the session.

### **Your initial visit**

This will consist of a full consultation to discuss your dog's requirements. We will check through your paperwork to ensure we have the correct consent and referral information. The first session is based on getting your dog used to hydrotherapy.

We encourage all owners to get actively involved in the hydrotherapy treatment, but if you prefer, you can wait in the waiting room; this is not a problem. Please be prepared to get a little wet and make sure you are wearing sensible footwear as the pool room floor can become very wet.

We have treats and toys to encourage the dogs. Our aim is to make the experience as enjoyable as possible

The dogs are showered off before swimming. This helps to remove any excess dust and hair from their coats. They are also showered off after swimming. They can be shampooed if required. Please see 'Other Services' in the After Care Information section. The dogs are dried off with an Aquamat, (special hydro towel), and we use a blaster, (hair drier) to remove excess water from their coat.

Please note dogs are not allowed to enter the pool without a member of staff. If your dog is enthusiastic about their swimming, we would ask that they are kept on a lead when entering the pool room. Prevention is better than cure!

### **BUSINESS OPENING TIMES AND APPOINTMENT TIMES**

Day	Business opens	First appointment	Last appointment
Tuesday	10.30 a.m.	11.00 a.m.	6.15 p.m.
Wednesday	9.30 a.m.	10.00 a.m.	4.15 p.m.
Thursday	10.30 a.m.	11.00 a.m.	6.15 p.m.
Friday	9.30 a.m.	10.00 a.m.	4.15 p.m.
Saturday	8.00 a.m.	8.30 a.m.	3.45 p.m.

### **Terms and Conditions**

Whilst every care is taken of the dogs undergoing treatment, all dogs receive hydrotherapy entirely at their owner's risk. Please be assured all equipment is regularly maintained and the standard of the water monitored.

**All treatments must be paid for at the end of each session.**

Cancelled appointments will be charged in full if the cancellation is within 24 working hours' notice.

Your dog will not be treated without prior authorisation of a veterinary surgeon and an up to date vaccination record. Owners of non-vaccinated / homoeopathically treated dogs will be asked to sign a disclaimer.

Owners whose dogs have contagious conditions such as ear, eye or skin infections, gastric upsets or kennel cough should contact their own vet for advice. Please phone Aquavet with at least 24 hours' notice if a session has to be cancelled or rearranged.

If during a course of treatment your dog's injury or condition worsens, or if a vet advises the treatment should be stopped or suspended, then it is the requirement of the owner and their responsibility to notify Aquavet immediately.

Aquavet reserves the right to refuse treatment to any dog.

Owners are requested not to feed their dog(s) **a main meal at least 4 hours before a session**. This is to reduce the risk of vomiting and gastro torsion, (or bloat).

Please ensure your pet has had plenty of opportunity to digest their meal and go to the toilet. If a dog defecates in the water a charge of £40.00 will be made, plus the price of the session fee. If this occurs, the pool has to be emptied and chemically treated. This will impact on subsequent sessions for that day.

We reserve the right to cancel a session after such an incident as a dog defecating in the water or a situation beyond our control, (e.g. power cut)

When not undergoing treatment all dogs must be kept on a lead and under control at all times. No dog must enter the pool without a member of staff being present.

It is the owner's responsibility to poop scoop after their dog whilst on the company premises and the surrounding environment. We do have poop bags available but do not have bin facilities for disposal, so please take your used bags home. There is a park at the top of Oak Street for recreational walking with disposal bins.

Aquavet assumes no responsibility for any loss or damage of vehicle or personal possessions howsoever occasioned whilst on company premises.

Aquavet assumes no responsibility for any loss or injury to any person or animal, howsoever occasioned whilst on company premises.

Aquavet reserves the right to use video footage and photographic stills taken during sessions.

### **Safety First**

When visiting Aquavet, you are advised to wear sensible footwear with non-slip soles and clothing you do not mind getting wet. The floor of the hydrotherapy, (pool), room becomes very wet and slippery.

### **Dog Preparation**

Please ensure your dog's coat is clean prior to swimming. Dogs will be showered off prior to swimming to reduce the pool / treadmill water become dirty from mud etc.

Aquavet reserves the right to refuse to swim a dog if their coat is excessively dirty. If this occurs, the session will be charged at the full price.

Aquavet reserves the right to refuse to treat dogs that show aggression to humans and/or other dogs. Owners take full responsibility for their dog's behaviour whilst on company premises and will be held liable for any damage or injury caused to humans, other dogs, equipment or premises.

### **After Care Information**

#### **After each session –**

- ☞ Please monitor your dog and make us aware of any increased lameness, stiffness or if they are over tired beyond 24 hours after treatment.
- ☞ Remember to follow any exercise and / or medication regime recommended by your Vet or Physiotherapist
- ☞ Your dog will not require any further exercise on their hydrotherapy days
- ☞ Do not allow your dog to swim in cold outdoor water during your time at Aquavet. We keep the pool water warm to ensure a good blood supply to the muscles for optimum rehabilitation and fitness swims. Dipping into cold water can cause muscle spasm and may undo the good the treatment is doing.

#### **Reports –**

For dog's attending for treatment sessions using either the hydrotherapy pool or treadmill, we will write an initial report to your Vet / other referrer after treatment has started to advise of your dog's progress. Further reports will be available on re-quest.

#### **Don't forget**

It remains the responsibility of the owner to check whether your pet insurance policy will cover hydrotherapy treatment. We are happy to complete your insurance forms in order for you to claim back the cost of the sessions.

#### **Payment and booking**

We ask for full payment at the end of each session. Aquavet accepts payment by cash or card, no cheques.

Please aim to book future appointments in advance to avoid disappointment.

#### **HYDROTHERAPY AND PHYSIOTHERAPY APPOINTMENTS – PAYMENT METHODS**

Aquavet Ltd (Hydrotherapy) and Sarah Edge, Physiotherapist are individual businesses; therefore treatments need to be paid for separately.

Aquavet Ltd can accept payment by cash, card, (no cheques), and BACS transfer for their appointment. BACS information is available from reception.

Sarah Edge, Physiotherapist, accepts payment by cash, cheque or BACS transfer.

**We would be grateful if you would bring the appropriate payment method per business when you pay for your first and subsequent appointments.** Thank you for your consideration.

#### **Other services**

We offer a shampoo service for £3.50. Collect the loyalty stamps each time you purchase a shampoo – buy 5 get one free. Or, if you wish to bring your own shampoo, there will be a charge of £1.50.

We have a Canine Physiotherapist, Sarah Edge, who is available to discuss any concerns you may have. She is ACPAT registered.

Lisa Dobson is a qualified obedience dog instructor, so please ask for details if you have any training issues.

We are also able to order pet foods, treats and toys at reduced prices compared with other retailers.

If you have any questions, please do not hesitate to contact us.

We produce a quarterly newsletter, 'Splash', to keep you up to date with the latest news from our centre, special offers and promotions, events and Swimmer of the Month. This is emailed out to clients, so please ensure you complete your email address on the registration form. We do not disclose any client information to third parties. Further information is available on our website – [www.aquavet.co.uk](http://www.aquavet.co.uk)

#### **CONDITIONS THAT MAY BENEFIT FROM USING OUR UNDERWATER TREADMILL OR HYDROTHERAPY POOL**

-  OSTEOARTHRITIS
-  STABLE POST SURGICAL FRACTURE REPAIRS
-  POST SURGICAL LIGAMENT AND TENDON INJURIES
-  POST SPINAL SURGERY
-  MUSCLE ATROPHY & STRENGTHENING
-  ENDURANCE TRAINING
-  GAIT TIGHTENING OR RE-EDUCATION
-  OBESITY / WEIGHT MANAGEMENT

WE ALSO OFFER FUN & FITNESS SWIMS FOR FIT AND HEALTHY DOGS OF ANY AGE WHO WOULD LIKE TO SWIM IN A SAFE ENVIRONMENT.