



WELCOME PACK

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New Zealand Association of
Canine Hydrotherapists



Enclosed you will find -

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Welcome to K9 Aqua Ltd

Thank you for choosing K9 Aqua Ltd as your choice of hydrotherapy facility.

Why choose K9 Aqua?

- K9 Aqua is the only hydrotherapy centre in Auckland to offer the benefits of both a heated pool and an aquatic treadmill with qualified canine hydrotherapists - ABC Nationally Accredited Level 3 Certificate in Hydrotherapy for Small Animals (UK) and Advanced Level 4 Certificate
- K9 Aqua is a Professional Member of NZACH (New Zealand Association of Canine Hydrotherapists) and is an Accredited NZACH facility <http://www.nzach.co.nz>
- ***NEW*** - From February 2021 all clients will have access to our Stance Analyzer. This measures the % of weightbearing for each limb, the Centre of Gravity for your dog and, also records Stability. Allows us to track improvements and, helpful to note any reduced weightbearing or weight shifts. Included in price.
- We regularly attend CPD to upskill our staff to ensure your pet receives the best available care.
- All dogs are treated with the highest level of care pertaining to their individual rehabilitation needs, essential for dogs that may have undergone complex surgery.
- Offer professionalism and a safe standard of practice - unsafe practice and techniques can expose dogs to potential complications or risk of re-injury.
- Incorporate clinic enrichment techniques and strategies in conjunction with therapeutic handling concepts which embrace a perspective of working with the dog to build a professional bond of active engagement, focus and trust. This is a highly proprioceptive way to practice and achieves great results.

Mission statement - It is our aim to restore and preserve maximum independence of action and functionality. With the additional goal to prolong an active and comfortable quality of life for your dog.

To help make your and your pet's visit more enjoyable, we have a few guidelines we ask you to follow and respect.

- For the safety of your dog and others, all dogs must be kept on lead upon arrival and departure. Not all our visitors are dog friendly, many are recovering from recent surgery or injury so need to be kept under control to minimise any potential risk of re-injury. All dogs react differently when in pain, as our clients often are, so please do not let your dog approach another dog. All retractable leads must be kept short and locked.
- Please arrive at least 5 minutes prior to your appointment time, to allow your dog time to urinate and/or defecate.
- Please pick up after your dog. Poo bags and bins are provided.
- Please ensure that your dog is clean, and any excess fur is removed. This enables us to maintain our water quality for the betterment of all our clients.
- **No** dirty or muddy footwear is to be worn within the building. Not only does this help our water quality, but it also reduces the risk of any debris being carried in and causing any costly repairs to our filtering systems or underwater treadmill.

FAQs

- **I only want to bring my dog for a swimming lesson to gain water confidence, must my dog still have an initial assessment? And do we still need to get a vet clearance?**

Yes, and yes. We take the health and welfare of all our client's dogs very seriously. There are contraindications to swimming i.e., heart conditions, epilepsy, lung compromises etc. Without the absolute reassurance that a dog is fit and healthy to swim, then we run the risk of endangering the dog. Swimming in a heated pool is quite different to cold water, the risk of muscle fatigue is very high. And quite often Fido is in a state of heightened anxiety or excitement.

By completing a top to toe initial assessment, it allows us to look for any anomalies in gait movement, or changes in muscle tone that the owner may be unaware of.

- **What does an Initial Assessment session involve?**

To help us build an individual rehabilitation program and to maximise Fido's rehab, we will ask you questions with regards to your expectations for Fido's recovery, Fido's home environment, current exercise, diet as well as do a gait and palpation assessment, measure % of limb weightbearing and record Fido's weight each week.

At the end of Fido's initial session, we will discuss a treatment plan in conjunction with any other rehabilitation therapies that Fido may be undertaking i.e., physiotherapy, acupuncture, massage. Please fill out the attached Client Registration form, this also includes our Terms and Conditions.

Remember to bring your pet insurance details if Fido is covered.

- **How frequently will my dog need to attend?**

Each dog has individual requirements, so it all depends on the type and severity of injury/surgery, any pre-existing conditions, weight, and level of fitness prior to injury/surgery, etc.

We recommend a minimum of once weekly sessions for hydrotherapy to be effective. Twice weekly is more beneficial and aids a quicker recovery.

Some dogs may attend twice weekly for several weeks, then drop to weekly.

- **What do you need to bring to your session?**

A clean and groomed dog, your own treats which is advisable if Fido has a food allergy. Towels are provided free of charge, but feel free to bring your own if preferred. During the colder months it is a good idea to bring a warm, dry jacket for Fido.

- **What should I wear?**

Comfortable clothing that is ok to potentially get wet, is best.

Some footwear like jandals/sandals are not recommended, as can be very slippery and unsafe, once wet.

- **Will you accept an aggressive dog?**

If Fido is unsociable with other dogs, please make us aware prior to your initial visit and we will help manage a safe arrival and departure for all dogs on site.

If Fido has issues with being handled, then please discuss this with us prior to arrival. We believe that every dog is entitled to receive hydrotherapy, only if it is safe for all involved. Muzzles can be provided or bring Fido's one along.

- **Can I bring my children?**

Children are welcome, but due to OSH regulations all children need to remain seated throughout the session. Our priority is Fido, we cannot give him/her our full attention if children distract us potentially running and slipping, climbing on equipment, or falling into the pool. Fido can find this behaviour very distracting too! Therefore, we recommend children to not attend if possible.

- **Can I get in the pool with my dog?**

No, you may not due to OSH regulations. Also, we are trained hydrotherapists and therefore we know the safest way to work with Fido to minimise any recurring injury.



Client Hydrotherapy Registration Form

OWNER'S DETAILS			
Client name			
Address			
Phone	Home:	Mobile:	
		Work:	
Email			
DOG'S DETAILS			
Name			
Breed			
Colour			Age:
De-sexed:	Y / N	Insured: Y / N	Company & policy # :
How did you hear about K9 Aqua?			
TELL US ABOUT YOUR DOG			

What do you want to achieve for your dog with hydrotherapy? (*Mobility, strength, improve quality of life, return to competitive sport etc*)

If traumatic, how did the injury happen? (*Chasing a rabbit, playing, jumping down etc*)

If chronic (i.e osteoarthritis) when did you notice it and what are the aggravating factors? (*Worse in morning/evening, walks, getting in/out of the car, getting off/on furniture, playing etc*)

Rate the pain you think your dog is in **Mild 1 2 3 4 5 6 7 8 9 10 Severe**

What medications and/or supplements is your dog taking? (*Frequency, strength*)

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Tell us about your dog's diet (*raw, vet prescribed, tinned, dog roll, kibble, a mix, fed morning/evening or both*)

Tell us about your dog's health in general (*skin or food allergies, previous injury or surgery*)

Tell us about your dog's home environment: *(flooring, stairs, bed/crate/kennel, allowed on furniture, gets in/out of car easily, live rural/urban, inside/outside dog, other pets, lives with children/teenagers)*

What is your dog's current exercise level? *(on lead, off lead, 5 mins, 30 mins, 1x day, 3x day)* And what was the exercise level prior to injury/surgery?
Any stiffness or lameness noticed after exercise?

Does your dog attend any other health professional? *(physiotherapist, CCRT, CCRP, massage therapist, chiropractor, osteopath etc)*

What else can you tell us about your dog that we need to be aware of? *(sensitive to noise or touch, anxious, dog reactive, requires a muzzle, unsure of water, not used to a harness)*

Hours (effective 01/09/20)		Price list (effective 01/09/2020)
Tuesday	1pm - 7pm	Initial assessment including hydrotherapy session (up to 90 mins) - \$125
Wednesday	CLOSED	Underwater treadmill or pool - \$75
Thursday	10am - 4pm	
Friday	10am - 4pm	
Saturday	8:30am - 4pm	
Sunday	CLOSED	
Monday	CLOSED	Concessions for 5 or 10 sessions are available on request

Concession Card Terms & Conditions (effective 01/01/21)

Concession card is only eligible for the stated 10x or 5x 45-minute sessions, it does not include the 90-minute initial assessment.

Concession card expires 3 months after date of purchase.

Any remaining sessions will be refunded at the non-discounted price that was current at the time of purchase.

Concession card is non-transferable. Payment can be made by EFTPOS, cash, or bank transfer.

Credit cards incur a 3% transaction fee.

Please Read Fully Our Terms and Conditions -

- 1. Only owners who are double vaccinated for Covid-19, may enter the clinic. Staff will treat dogs of unvaccinated owners, without the owner in attendance.**
2. Whilst every care is taken of the dogs undergoing hydrotherapy and in the maintenance of the water & equipment, all dogs enter the facility entirely at their owner's risk.
3. All hydrotherapy sessions, including those to be part of an insurance claim, must be paid for on the day of treatment.
4. Session fee will be **charged in full** if an appointment is missed or cancelled, without 24 hours' notice.
5. All dogs require signed consent and clinical history, from their Vet/Surgeon prior to commencing hydrotherapy.
6. Dogs with infectious or contagious conditions, such as ear, eye or skin infections, gastric upsets, incontinence, open/infected wounds & incisions, canine cough etc, will not accepted. Owners are advised to cancel all appointments with at least 24 hours' notice until the condition is clear.
7. Bitches in season will not be able to attend sessions until their season has finished.
8. K9 Aqua Ltd reserves the right to refuse entry to the clinic, to any dog that is deemed unsuitable for hydrotherapy.
9. Owners are advised not to feed their dog for at least 2 hours before or after an appointment and to ensure that the dog has emptied its bowels before arriving. A toileting area is available. A surcharge of \$80.00 will be made for dogs that defecate in the pool or treadmill. (As we must close to remove it & sanitise.)
10. **For the safety of your dog and other dogs, all dogs must be on a lead** when exiting your vehicle and must always be on a lead both when entering and exiting the facility. Only one dog to be in the clinic at a time.

We recommend you do not use flea treatment on your dog at least 3 days prior to swimming.

I have read and agree to abide by the above terms and conditions.

Signed:

Name: Date:

Covid-19 Double Vaccinated **Y / N**