



# MASTER GROOMER Council of Best Practices

Educated ~ Ethical ~ Pet Care

## The Master Groomer Council of Best Practices

We are a body of groomers, pet care givers, trainers and boarding and daycare service providers. All industry professionals are welcome to come to meetings, bring new topics and nominate those topics for a vote to be included in the edition. Only the credentialed master professionals are allowed to vote on the topics that eventually make it into the body of practices.

This council was designed to help standardize the care and grooming practices for groomers, pet estheticians, kennel personnel, trainers, boarding, and daycare facilities. These practices are meant as a guideline not a hard and fast protocol to be followed to the letter.

As we continue to move into the future, information will change, perceptions and attitudes will change and the availability of products, ingredients and materials will vary. We made this a living document that will change with the consensus of the voting body who have earned the right to vote by receiving their credentials. Anyone who wishes to dispute these practices are welcome to join the council and bring research and/or evidence to make your voice heard. The practices in dispute will then be put up for review and revote at the next scheduled meeting. All meetings are private and recorded for member use only.

This is a forum that welcomes scholarly debate and vigorous research so that standardized practices can be formed for clients and professionals to have a level understanding about the work to be accomplished. For more information on how to join our council, please visit:

[www.MGCBP.com](http://www.MGCBP.com) or email [michelle@allthingspaw.com](mailto:michelle@allthingspaw.com).

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As professionals, it is our duty to educate, be courteous, and patient. We try our very best to interpret your wants and needs, but will not sacrifice quality, love, and care.

We reserve the right to refuse service to anyone for any reason that may, in our interpretation, endanger the health and soundness of the pet.

Please remember, Grooming is an Art and Skill, not a factory-made item. We connect with a fellow being on a very deep level. We must never forget the feelings and fears of the four-legged “children” we are caring for.

Please take your pet’s age, temperament, past trauma, and emotional state into consideration when discussing the length and cost of the grooming and/or therapy process.

Humane treatment, mutual respect, and continuous education on the latest research and methodology are the core of what sets us apart from the average pet care establishment.

Pet wellness is quality environment, quality products, and quality care, mind, body, and spirit.

## **Mission**

The Master Groomer Council of Best Practices encourages certification over state licensing for a fee, ensuring basic skills such as handling emergency situations, safety and sanitation in the salon, animal handling, and CPR are part of the foundational working skill set. Continuing education is a necessary part of a groomer or pet esthetician’s career.

## **Conduct**

As Professional Pet Grooming Stylists, we have a responsibility to uphold the standards of care in our industry. Maintaining a professional relationship with our clients, veterinarians, and fellow stylists.

A business environment in which employees dress and operate professionally is more conducive for success. For example, professional dress codes are understood to support career development and personal growth in the workplace. That is because workers who dress and act professionally feel better about themselves and are encouraged to perform better for their clients.

Companies that interact directly with clients are obligated to provide the best services possible and present their company in the best possible light. Professionalism counts when providing written information to clients. Professionally written reports, business plans or other correspondence help businesses remain accountable with their level of service. The impression given in the paperwork submitted is important in enforcing the right impression about your business.

Conflicts are less likely to arise in a professional business environment. Workers who respect each other's boundaries and conduct themselves professionally rarely have disagreements that cannot be resolved efficiently. Professionalism in business also benefits diverse environments in which businesspeople and their clients have several different perspectives and opinions. Professional behavior helps businesspeople avoid offending members of different cultures or backgrounds.

~ **Business Communications and Etiquette, by Sherrie Scott** ~

<https://smallbusiness.chron.com/importance-professionalism-business-2905.html>

### **Dress for success**

Dressing in industry appropriate attire or Company Uniforms, promotes authority and respect for your profession. Take pride in dressing appropriately, and you will undoubtedly radiate an image of self-respect and self-worth. People will see you and think positively of you as it's clear you respect yourself.

### **First Impressions matter**

The visual aesthetic we present to others through our appearance and apparel is extremely important, as is our demeanor. Greeting the client in a respectful and pleasant manner creates a lasting impression of you and your business. Building a strong client relationship by making your clients feel comfortable being open and honest with you, and that their ideas and concerns will be taken seriously, should be the focus of your interactions. While your relationship with your client is of a professional nature, acknowledging that you see them as a person—that is, more than just a paycheck—can go a long way.

### **Share your knowledge.**

If your client doesn't understand your area of expertise, they may feel disconnected from the process. This is your opportunity to share information that will help the client understand what you do, which will build trust and confidence in the process. Explaining to your client what you did, why you did it, and how you came to your decision will help them feel knowledgeable and in-the-loop. Set reasonable expectations with your clients and make sure they understand your limitations and set a professional grooming schedule with them for the future based on their lifestyle and animal's needs.

### **Salon Environment**

The way your salon looks is a direct reflection of how you operate. Potential clients may be turned off if they saw a messy, disorganized salon, and might change their minds about who they do business with. A dirty workspace, aside from being a hazard to employees or clients, is exactly the sort of thing that can tarnish a company's reputation. Employees do not want to work for a company with a dirty environment either. When your salon is clean and professional, you can attract new clients, potential employees, and keep the current employees and clients happy and safe. Spend time viewing your business as a potential new client would. Is your lobby clean, well-lit, and safe? Is the environment inviting? How are the animals handled and housed? What is the

stress and noise levels during the day? Knowing the answer to these questions will help you develop an inviting, safe environment for everyone.

Whether it is your boss, colleagues, mentors, clients, or other people in your professional network, meaningful relationships do not just happen. It is important to actively nurture and build these relationships; as they will not only make you more engaged and committed to your business, but it can also open new doors for you. Build a relationship with the veterinarians in your area, start by writing a letter of introduction as they are generally very busy people. Writing a letter is the best opportunity you will have to tell them exactly what you have to offer and why they should choose to build a relationship with you. Be clear about both your strengths and your limitations. Remember, limitations are not shortcomings or weaknesses, but rather the limits within which you are comfortable or qualified to operate.

**PPGSA Standards of safety and sanitation - <https://pijac.org/PPGSA-Standards>**

Every salon should have at least one person present during open hours who is CPR and First Aid trained.

Every salon should have separate first aid kits for animals and for humans, and they should be in different areas. Every kit needs to be checked twice a year and any expired products should be removed and replaced as soon as possible.

Injuries that require a veterinarian should be treated enough in the salon to enable transport to the veterinarian. Fill out any incident reports and make follow-up contact with the veterinarian the next day. If feasible take photographs to document the incident. Injuries that do not require a veterinarian should still be reported to the owner and an incident report kept on file at the salon. Take photographs of the injury.

Pre-existing conditions should be well documented, with pictures where possible and monitored while in the salon. Any changes should be reported to the owner or their veterinarian immediately.

**Basic Groomer PPE**

Refer to your company policy on proper safety procedures and uniform requirements.

- Footwear
- Smocks
- Face Masks
- Ortho Mats
- Eye Protection
- Bite Protection
- Humane Restraints
- Gloves
- Adjustable tables

## Tool Station

### Giving medication

Stylists should not administer any tranquilizers, sedatives, or any other pharmaceutical drug designed to calm an animal during the grooming process, without direct supervision of a veterinarian and consent from the client.

Stylists should only provide daily prescribed medication to animals who are boarding and with written consent from the owner and their veterinarian. Any medication to be given must have a clear, up to date prescription label with instructions for administration and storage.

These guidelines are different in every state and sometimes city regulations. Please make sure you have a proper understanding on the law when handling medications of any kind.

### The 15 Coat Types

#### **MASTER GROOMERS COUNCIL ON BEST PRACTICES**

#### **15 Grooming Coat Types**

Jennifer Bishop-Jenkins, ICMG - [www.GroomersGuide.com](http://www.GroomersGuide.com)

this is proprietary material and should not be used by anyone else except MGCBP in its “client advice

publication” without express written permission of the author.

All Dog Groomers should groom any dog correctly to its individual Coat Type. Any variance from

these general principles result in harm in some form to the dog.

All CLIENTS should insist that their dogs be groomed to these general principles, vital to the well-

being of the dog.

I.

#### **TWO GENETIC CATEGORIES**

a.

#### **PDL**

(Predetermined Length - Hairs grow to a certain length and stops) or

“FUR”

i. These Coats shed and should NEVER be clipped especially on the torso area - clippers or scissors do not differentiate between Top Coat primary hairs which are slow growing with long (or permanent) dormancy phases, and insulating undercoat which sheds out seasonally and frequently throughout the year and is fast-growing and shedding out.

ii. The Groomers’ primary task is to clean and condition and DE-SHED UNDERCOAT while PROTECTING TOP COAT. The outer guard hairs protect from the sun and all

environmental hazards, while the undercoat changes seasonally to allow air-flow in the warmer months to the skin, and warm insulation during colder seasons. Dogs need their natural coats to protect them. Shave downs of these coats are **NEVER** an option.

iii. These coats respond well to high velocity dryers to blow out undercoat. It is vital that the primary topcoat hairs, which are the structure of the coat and grow very slowly, are never cut. Any clipping or cutting of the primary hairs/topcoat can result in permanent coat damage, a significant increase in undercoat production, increased matting, and the dog's thin skin endangered from sun exposure.

b.

#### **UDL**

(Undetermined Length - Hairs grow and grow until you cut them) or

#### **“HAIR”**

i. These Coats mat and tangle easily and are trimmed to breed specifications. These dogs experience intense matting and tangling during puberty, or “Coat Change” and should be kept shorter and more frequently groomed during pubescence.

ii. The Groomers' primary job - hair is well-conditioned, brushed and thoroughly combed during preparation, trimming to breed and owner specifications.

iii. One inch of hair is the length recommended by Veterinary skin and coat experts and should be left especially on the torso “Jacket Area” to protect the Langerhans cells in the dog's thin skin which are the body's immune system. Light causes the Langerhans cells to become cancerous or die. Dog's need their hair to protect them.

## **II.**

### **THREE VETERINARY/DERMATOLOGICAL CATEGORIES**

- All dog's hair needs oils, minerals and nourishing moisturizing conditioners - they are all made of Keratin. But they need these elements

in different amounts. Products used should align to the needs of the individual dog.

a.

#### **SHORT -**

These grooming coat types need more **OILS**

b.

#### **Normal/MEDIUM**

- These grooming coat types need more **MINERALS** - Magnesium, Calcium, Phosphorus, etc.

c.

#### **LONG**

- These grooming Coat Types need more moisturizers, collagen, humectants and emollients.

## **III.**

### **FIFTEEN GROOMING COAT TYPES**

a.

## FUR TYPES

- i.Hairless
- ii.Smooth
- iii.Double
  - 1.Short
  - 2.Medium
  - 3.Long
  - 4.Primitive (Triple, Arctic)
- iv.Flat/Feathered
- v.Wire (has special/unique care requirements in follicles/hairs)
  - 1.Rough
  - 2.Broken

b.

## HAIR TYPES

- i.Curly
  - 1.Curly
  - 2.Wavy
  - 3.Rustic
- ii.Long
- iii.Corded
- iv.Combination
  - 1.Often a Fur and Hair crossbreeding with elements of both Fur and Hair
    - a.Such as de-shedding undercoat and trimming top coat
    - 2.Some purebreds that have changing stages of elements of the coat in its growth cycle
    - 3.Some Purebreds have different types of coat on different parts of their bodies.

The Fifteen Coat Types by Veterinary/Dermatological distinctions and Product Needs

### SHORT COATS (Fur) -

need oils

Hairless

Smooth

### NORMAL-MEDIUM COATS (Fur) -

need minerals

Double

Short

Medium

Long

Primitive (Triple, Arctic)

Flat/Feathered

Wire

Rough

Broken

**LONG COATS - (Hair)**

need moisturizers, humectants, emollients, collagen

Long

Corded (see breed specifications regarding conditioning)

Combination

**DESCRIPTION OF THE 15 COAT TYPES with Breed Examples****FUR TYPES:**

Fur Type Coats should not be clipped especially on the torso - they must have undercoat deshed while preserving top coat, and in case of wire coats, carded or stripped.

**HAIRLESS** - Part or all of the dog lacks hair, skin is tough and crusty, need oiling with light nourishing oil, wicking away of crusty dead skin cells, and sunscreen or clothing when outdoors.

Chinese Crested Hairless Variety, Xoloitzcuintli, American Hairless Terrier

**SMOOTH** - A short, single coat that has no undercoat - need light oils and protection from the sun. Beagle, Doberman, Boxer, Bulldog

**FLAT-FEATHERED** - A shorter, flat lying coat on the "Jacket" of the dog (top and sides of neck and torso) and longer fur on underside furnishings. Back must be carded or stripped or de-shed only.

Clippers are never to be used on the "jacket" area of the dog. Furnishings may be trimmed some to breed standard and owner preference. Golden Retriever, Springer Spaniel, Irish Setter

**DOUBLE - SHORT** - A short, thick layer of Topcoat/Guard hairs that must never be cut anywhere

on the dogs, along with a thick intensive shedding undercoat that groomers should comb out. Labrador Retrievers, Greater Swiss Mountain Dogs.

**DOUBLE - MEDIUM-** A Double coat with a Ruff around the neck, "Pantaloons" on the rear furnishings, a thicker bushy tail, and some breeds have coated ears. Some minor trimming on feet and ears may be necessary while de-shedding the torso only. German Shepherd Dog, Border Collie,

Australian Shepherd

**DOUBLE - LONG** - A thick, long Double Coat, no trimming on the jacket area at all, de-shed all

over. Some trimming of "stringy, dead ends" on the belly, pantaloons, cat feet, ears - follow breed standards, never cut into the undercoat. Newfoundland, Bernese Mountain Dog, Rough Collie, Shetland Sheepdog

**DOUBLE - PRIMITIVE (TRIPLE, ARCTIC)** - Third layer of tight, thick, fuzzy undercoat along skin,

never will feel like it is combed through as with other double coats - do not use fine tooth combs, only wide-toothed rakes and big poodle combs, and not down to the skin. Long, soft slicker brushes. Use HV dryer during and after conditioning to loosen undercoat. Shaving these coats does

serious damage. Siberian Husky, Samoyed, Pomeranian, Chow Chow

**WIRE - ROUGH - (Most Wire Coats)** Must be handstripped and carded over the entire dog, especially the jacket, for the health of the skin and coat. Serious skin and medical problems can arise when clipped. "Jacket" area requires especially significant coat removal flat-lying to torso. Strip and trim according to breed standard. Scottish Terrier, Airedale, Irish Wolfhound, West Highland White Terrier, Russell Terriers Rough variety.

**WIRE - BROKEN - (Only a few wire coats)** Shorter, smoother coat and also shorter on face, with

some wire hairs. They need some carding, and perhaps a little stripping, especially on the torso, jacket area. Broken Variety of Russell Terriers and Parson Russell Terriers. Many Terrier mixed breeds that have smoother, shorter undercoat and less outer wire coat. Some Border Terriers and Irish Terriers.

#### **HAIR TYPES:**

Hair Coats must be well-prepared, fluff dried, well-conditioned and thoroughly combed; trimmed to breed profile and regulated for matted and tangling.

**CURLY -** Stretch dried so that haircut is even and smooth. Trimmed to breed profile. Hand scissor

finish. Poodles, Bichon Frise, Bedlington Terriers

**WAVY -** Can be dried more naturally, trimmed to breed profile, chunkers offer better for finish work than scissors. Portuguese Water Dogs (Wavy variety), Kerry Blue Terriers, Havanese

**RUSTIC CURLY -** Brush, combout, breed standard trim, must be entirely done before the bath. If

the tight harsh curls are brushed out, combed out between grooms or by the groomer after the bath, the coat will mat badly. Do not use creamy conditioner - only light clear protein conditioners. After the bath the dog should be allowed to shake and then completely air dry - not even cage drying - from wet to dry without any combing, brushing or cutting. The harsh tight ringlets must be left alone to form naturally, or the dog will mat badly later. Only two breeds have this coat type: Lagotto Romanoglo, Spanish Water Dog

**LONG -** Can vary widely from the Yorkie to the Afghan to the Shih Tzu. Hair hangs long and straight. Can be trimmed to breed profile or owner preference, but like all haircut dogs, they should keep approximately an inch of hair.

**CORDED -** Can be done to several breeds and coat types such as Poodles, Afghans, Havanese - but

traditionally these breeds: Puli, Komondor, Bergamasco. Harsh protective coat that hangs in dreadlocks. Allow to go into puberty and mat and pelt up - using mat splitter, set beginning of cords per breed requirements. Maintenance involves careful washing, rinsing of each cord and then tugging them into separate cords as new coat grows in at the skin.

**COMBINATION -** some purebred dogs - Pumi, SCWT, Old English, Bouvier's - that have a combination of undercoat, wire coat, long coat. Mostly mixed breeds ie Doodles where Fur and Hair type coats have been deliberately crossed. They carry the "worst of both" in that they both have undercoat that needs to shed out but can't because it's been bred to hair types. These coats mat and tangle extremely easily. Treat both as fur and hair - de-shed undercoat and trim topcoat to breed profile or owner request. Leave hair hopefully at least an inch long.

\*Jennifer Bishop-Jenkins

## **Shaving the Double Coat or Primitive Coat**

The skin and coat protect the dog by providing a barrier between the body and the external environment. Double-coated and Primitive Coated dogs have a soft, inner coat of hair that lays close to their skin and serves as an insulating layer, helping keep them warm in cold weather and cool in hot weather. In summer, a dog will shed a good bit of this under layer, but what remains will help capture air between the two coat layers, allowing the dog to regulate their body temperature. The outer coat (or guard hair) consists of longer hair that gives a dog its color and is not shed out as often. Many people mistakenly think shaving a dog will make him cooler; but instead, this practice can lead to harm. Shaving a double coated dog can also do long-term damage. When the coat is shaved down, the undercoat hair will grow back faster, and sometimes will crowd out the slower-growing guard hairs. This can change the texture and color of a dog's coat, can result in improper hair growth and possibility damage to the follicle, this also makes the dog susceptible to heat stroke and sunburn. When clipping the coat, clippers do not differentiate between undercoat and outer coat, which are on two different growing cycles. Clippers take it all off at an equal length.

Fur Type Coats should not be clipped especially on the torso - they must have undercoat de-shed while preserving topcoat, and in case of wire coats, carded or stripped.

### **HAIRLESS -**

Part or all of the dog lacks hair, skin is tough and crusty, need oiling with light nourishing oil, wicking away of crusty dead skin cells, and sunscreen or clothing when outdoors. Chinese Crested Hairless Variety, Xoloitzcuintli, American Hairless Terrier

### **SMOOTH -**

A short, single coat that has no undercoat - need light oils and protection from the sun. Beagle, Doberman, Boxer, Bulldog

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A shorter, flat lying coat on the "Jacket" of the dog (top and sides of neck and torso) and longer fur on underside furnishings. Back must be carded or stripped or de-shed only. Clippers are never to be used on the "jacket" area of the dog. Furnishings may be trimmed some to breed standard and owner preference. Golden Retriever, Springer Spaniel, Irish Setter

### **DOUBLE - SHORT -**

A short, thick layer of Topcoat/Guard hairs that must

never be cut anywhere on the dogs, along with a thick intensive shedding undercoat that groomers should comb out. Labrador Retrievers, Greater Swiss Mountain Dogs.

#### **DOUBLE - MEDIUM-**

A Double coat with a Ruff around the neck, “Pantaloons” on the rear furnishings, a thicker bushy tail, and some breeds have coated ears. Some minor trimming on feet and ears may be necessary while de-shedding the torso only. German Shepherd Dog, Border Collie, Australian Shepherd

#### **DOUBLE - LONG -**

A thick, long Double Coat, no trimming on the jacket area at all, de-shed all over. Some trimming of “stringy, dead ends” on the belly, pantaloons, cat feet, ears - follow breed standards, never cut into the undercoat. Newfoundland, Bernese Mountain Dog, Rough Collie, Shetland Sheepdog

#### **DOUBLE - PRIMITIVE (TRIPLE, ARCTIC) -**

Third layer of tight, thick, fuzzy undercoat along skin, never will feel like it is combed through as with other double coats - do not use fine tooth combs, only wide-toothed rakes and big poodle combs, and not down to the skin. Long, soft slicker brushes. Use HV dryer during and after conditioning to loosen undercoat. Shaving these coats does serious damage. Siberian Husky, Samoyed, Pomeranian, Chow Chow

#### **WIRE - ROUGH -**

(Most Wire Coats) Must be hand stripped and carded over the entire dog, especially the jacket, for the health of the skin and coat. Serious skin and medical problems can arise when clipped. “Jacket” area requires especially significant coat removal flat lying to torso. Strip and trim according to breed standard. Scottish Terrier, Airedale, Irish Wolfhound, West Highland White Terrier, Russell Terriers Rough variety.

#### **WIRE - BROKEN -**

(Only a few wire coats) Shorter, smoother coat and also shorter on face, with some wire hairs. They need some carding, and perhaps a little stripping, especially on the torso, jacket area. Broken Variety of Russell Terriers and Parson Russell Terriers. Many Terrier mixed breeds that have smoother, shorter undercoat and less outer wire coat. Some Border Collies and Irish Terriers.

#### **FELINE\*\*\*\*Shaving Short Coated Cat**

**Malissa Conti-Diener - [www.theoilygroomer.com](http://www.theoilygroomer.com)**

Cats are especially well-adapted to regulate their own body temperatures and get no benefit from being shaved in the summer. Much like dogs, cats’

fur also provides insulation from extreme heat and cold. Cats have evolved to efficiently maintain their own body temperatures, and their fur coats are an important part of this natural thermal regulation system. Remember, domestic cats can trace their origins to desert-dwelling felines and are particularly adapted to handle the heat. Like dogs, cats can also suffer from sunburn if they are shaved. Sunburn is just as painful in four-legged creatures as it is in humans and may lead to skin cancer.

Some cat breeds with double coats or denser coats also shed seasonally. These include Siberian, Russian blue, ragdoll and American bobtail cats. The lengthening of daylight hours in the spring triggers the shedding of the additional hair that grew during the winter. In the fall, the shortening of days has the opposite effect, triggering new hair to grow in preparation for winter. But first, your cat will shed their dead hair to make room for the new growth.

## **Nail Clipping and Grinding Protocol**

### Clipping:

Make sure clippers are in proper working order.

The blades should be sharp to avoid crushing or splintering the nail.

The spring should work smoothly, without catching.

If using a guard that comes with the clippers, make sure it is attached firmly as to not hinder the clipping process.

1.  
Pick up a paw and firmly, but gently, making sure to never move the leg out of its natural range of motion, and watching for any sensitivities they may have.

2.  
Place your thumb on the pad of a toe and your forefinger on the top of the toe on the skin above the nail. Make sure none of the dog's fur is obstructing your view of the nail.

3.  
Push your thumb slightly up and backward on the pad, while pushing your forefinger forward. This extends the nail.

4.  
For the first cut, clip only the tip of the nail, straight across, including the dewclaws to avoid hitting the blood vessel known as the quick. For dogs with dark nails, or nails where it is not easy to see the quick, watch for a chalky white ring; that will darken and moisten the closer you get to the quick area.

5.  
For the second cut, angle your nail clippers 45°, and cut small sections

at a time, until you reach the quick area.

6.

For the last cuts, angle your clippers to the sides of the nail and trim off the pointed sides. This makes for a smoother nail after trimming and makes the nail less prone to breakage or cracking.

Grinding:

1.

Start by making sure everything on your grinder is in safe working order.

If using a battery-operated grinder, make sure the battery is charged and firmly in place.

If using a corded grinder, make sure there are no breaks or shorts in your cord and that everything is untangled. Corded grinders tend to have a higher working speed, when using them make sure the grinder stays at a comfortable speed for the dog. Corded grinders may be so powerful that they will tear ear leather away from the body, battery operated grinders are recommended for the safety feature of stopping with too much pressure.

If using paper grinding bands, make sure you have a fresh band attached, and no hair is wound around the bar.

After use, be sure to clear out air vents, removing all the nail dust; this will prolong the life of your grinder motor.

1.

If the dog has long hair, make sure to keep it back from the grinding tool so it does not get caught. When doing the hind legs watch for the tail hair.

2.

Support the dog's toe firmly but gently, always being aware of the dog's natural range of motion and any sensitivities they may have.

3.

For better control, hold the grinder higher up, closer to the actual grinding tip.

4.

Start by only grinding a small part of the nail at a time. Grind across the bottom of the nail and then carefully from the tip of the nail, smoothing any rough edges in a rounded motion.

In the event a nail is trimmed too close, there are products that are safe, and will stop the bleeding, such as Kwick Stop, or Clot It. In a pinch, scraping the bleeding nail over a bar of soap or using flour may help stop the bleeding.

## **Anal Gland Expression Protocol**

The anal sacs are two small pouches located on either side of the anus. The walls of the sac are lined with a large number of sebaceous (sweat) glands that produce a foul-smelling fluid. The fluid is stored in the anal sacs and is released through a small duct or canal that opens just inside the anus. The anal sacs are commonly called 'anal glands'. The sacs are present in both male and female dogs.

Dogs normally release a small amount of anal gland secretion when they defecate. Some dogs will also express their anal sacs if they become nervous or excited. Some dogs have a problem expressing their anal sacs naturally and will need to have them expressed manually to keep them from becoming impacted. The expression should be done by the veterinarian, and animals with reoccurring anal sac issues will need to see the veterinarian on a regular basis for expression based on that animal's needs. If the secretion in the sacs thickens to the point of impaction, the sacs will appear swollen, distended, painful for the dog; and eventually may rupture. Scooting can be a sign of anal gland inflammation or potential impaction. If left untreated, the infection can quickly spread and cause severe damage to the anus and rectum.

The veterinarian can recommend ways to prevent impaction and can treat the animal if an impaction happens. Stylists should not attempt to express the sacs in the salon as expression that is not needed will lead to anal sac inflammation in an otherwise healthy animal. Anal glands are internal organs and should only be done by a veterinarian or a technician under the supervision of a veterinarian or unless the groomer is veterinary trained.

## **Styling**

Depending on the dog's stage of life, overall health, mental state, and tolerance: we can begin the styling. Choosing the correct tools to perform the style safely is first; use smaller tools for small dogs, larger for larger. It is also at this stage of the grooming process we are at the highest risk of injury to ourselves or the pet because the accumulative stresses are at their potential peak. Before the actual styling begins, start the pet assessment over and make any necessary changes at this time. These are some of the stress or discomfort signals a pet will give when trying to trim their head.

If it is safe to continue, you may begin the styling, making sure we are aware of any known or potential stressors, and sticking to a predictable routine will go a long way in relieving the stress. The risk of injury to a pet with a darting tongue, or who makes sudden sharp movements, increases with the use of cutting tools near the face; so, it is imperative we remain focused.

- Keep your table clear of any tools.
- Select the safest grooming restraint for that animal.
- Provide adequate stabilization for elderly or infirm pets.
- Use stress reducing techniques.
- Use proper sanitation routines.

### **Sanitary Area and Pad Cleaning Protocol**

The pads of a dog's foot are designed to provide extra cushioning to the bones, tendons, and ligaments of the paw and to protect them from shock. The pads also increase friction when the dog is walking, which aids in walking on rough terrains.

When the hair between the pads is too long it may tend to mat, pick up debris, or cause the animal to slip while walking. Trimming the hair between the pads flush with the pad protects the tender skin between the toes and returns the traction.

You may use clippers or Shears to trim the pads.

If you are using clippers, make sure they are clean, in good working order, well-oiled and you have an appropriate length chosen (10,15,40 is most commonly used).

If you are using shears, make sure they are cleaned, well-oiled and a good fit for your hand.

1. Hold the foot in a comfortable position for the dog.
2. Comb any hair between the toes down.
3. Hold the shear or clipper parallel to the pad. Trim only the hair that is raised above the pad area. Do not lay shears across the pad, as this may lead to a pad injury.
4. Look in between the pads for any matting or debris that needs removed. Mats and tangles are particularly problematic when they're in between the paw pads as they tend to cause pain when they get too big. If you find one gently scoop the mat out with the clippers.
5. Look for any sign of injury or swelling to the pads. Immediately inform the owner or their veterinarian if needed.
6. Apply paw balm to dry, cracked pads.

### **Sanitary Trims**

Sanitary trims, keep the genital area free of tangles and mats that trap urine, feces, dirt, associated bacteria, and odors close to the skin, which leave the dog at risk for developing irritation and infection if left on the skin.

Sanitary trims are most commonly done with #10 blade, or can be done with a sort of guard comb such as a #4 for sensitive dogs.

1. Trimming the hair on a dog's belly area can be done either by lifting the dog's rear leg, or by having them stand on their hind legs. When lifting the dog's rear leg, remember to hold the leg in its natural position. Do not pull it backward, outward, or overextend it as this will cause pain.

2. When clipping a male dog's belly area, always trim from back to front, lightly skimming your clippers over the fur and being extra careful of skin folds and penis. Trim up to about the male dog's navel, and a bit down the inner thighs. The process is similar for a female, but there is no need to trim as far up as the navel. Make sure to clean the skin folds around the vulva, some dog's anatomies have more folds in this area, and urinary infections can be common.

3. When trimming the dog's backside, use one hand to hold the tail up and out of the way to the side. Use your clippers to very lightly trim away fur, working horizontally from the outside-in, from each direction across the rectum, then trim the underside of the base of the tail, about an inch. Never face the blade upward, some dogs will sit when you lift their tail, and if the clipper is facing upward; this may cause an injury.

4. After clipping, gently brush or comb to check for missed hairs or mats that may have been missed.

Report any signs of pain, discharge or illness to the owners and their veterinarians immediately.

### **Ear Plucking and cleaning Protocol**

Ear related infection or injuries are commonly seen in the salon. Paying special attention not to irritate or cause any further injury to the pet's ear is important. It is also likely the pet may scratch, shake, rub or chew on an ear that is inflamed or irritated. An estimated 20 percent of dogs have some form of ear disease, which may affect one or both ears. Breeds with natural dropped ears such as Basset Hounds and Cocker Spaniels are most prone to infection. Dogs with painful ears are more likely to show signs of anxiety or aggression, use caution when handling these areas.

Ear plucking is the manual removal of hair from inside the ear canal. Dogs with chronic ear infections may benefit from plucking to increase air circulation and making ear medication easier to apply and more effective. However, if the dog does NOT suffer from recurring ear infections, there is no medical reason to pluck if the hair is not allowed to mat or block the ear opening.

Blocked ear canals also prevent the natural shedding of wax and hair. This debris accumulates in the canals and within the middle ear, adding to inflammation and pain. Dogs with painful ears are more likely to show signs of anxiety or aggression, so use caution in this area. If you think a dog may have an ear infection that needs vet care, it is really important that the vet see the ear **DIRTY**. This helps the vet accurately diagnose the type of infection and prescribe the correct treatment. So, if you see signs of pain, drainage, or infection contact the dog's owner or their veterinarian; and be sure to document your findings.

## **Ear Plucking Basics**

You will need Ear Powder to make the hair easier to grip as you pluck or cleaned and sanitized Hemostats to grab and remove the hair.

1. Apply a small amount of ear powder on your fingers, or use your hemostats, to firmly grip a few hairs at a time that are surrounding the opening of the dog's ear canal. Pull firmly but gently to remove the hair, which should come out easily (if it doesn't, don't pluck it).
2. You only need to pluck enough hair to open the ear canal, no need to over pluck!
3. After plucking, clean the dog's ears to remove any powder residue.
4. If the dog shows any signs of pain, drainage, or infection contact the dog's owner or their veterinarian; and be sure to document your findings.

## **Ear Cleaning**

**Clean the pinna with a cotton round or ball and only wipe the inside of the ear that you can see.**

**Nothing should be dumped into the ear canal, it is shaped like the letter "L", the tympanic membrane might be torn and flush debris into the middle ear.**

If you see signs of pain, drainage, or infection contact the dog's owner or their veterinarian; and be sure to document your findings.

If a dog has an ear infection that is being treated by a veterinarian, and requires medication to be applied to the ears, it is best to let the owners apply the medication. In the event you are boarding the animal and must apply the medication, follow all Veterinary instructions and Prescription labels on the bottle. Make sure the bottle is clearly labeled with the pet's name and application instructions before accepting the medication from the

owner. Most will have you clean the ears first and then apply the medication.

## Head and face safety

Written by Bobbie Baugher, NCMG, Cce., with express use permitted to MGCBP to publish, all other use is prohibited without written consent.

Leaving whiskers on these types may enhance the pet's ability to sense surroundings and keep the eyes safer from ramming incidents

Brachycephalic means "short-headed."

Certain breeds of dogs and cats are prone to difficult, obstructive breathing because of the shape of their head, muzzle, and throat. These dogs have been bred to have relatively short muzzles and noses and, because of this, the throat and breathing passages in these dogs are frequently undersized or flattened. Persian cats also have a brachycephalic conformation. -

### ACVS

Some dogs with Brachycephalic Syndrome may also have a narrow trachea (windpipe), collapse of the larynx (the cartilages that open and close the upper airway), or paralysis of the laryngeal cartilages. Some breeds with the Brachycephalic head style are the Boston Terrier, Chihuahua, Bulldog, Chow Chow Pug and Pekinese.

### Mesocephalic

- these heads are more moderate and have a broader back skull than muzzle. The dogs often have wrinkled skin over the muzzle, protruding eyes, and an undershot jaw. Some breeds with the mesocephalic head are the Cocker Spaniel, Bichon Frise, Alaskan Malamute.

### Dolichocephalic

- these heads are long and narrow. Some of the dolichocephalic (long headed) dog breeds are the Airedale, Basset Hound, Bedlington Terrier.

## Signs of Anxiety or pain

- Restlessness
- Panting
- Drooling
- Licking
- Yawning
- Freeze response

- Pacing
- Urinating or defecating
- Excessive barking or whining
- Aggression
- Destructive behavior
- Depression
- Repetitive or compulsive behaviors

### **De-escalation techniques in the salon**

- Assess the situation.
- Control your own stress responses and body language.
- Look for alternative ways to complete the task.
- Reassure the pet.
- Slowly introduce the new technique you plan to use.
- Praise the pet for calming themselves.
- Re-assess the pet's behavior and adjust accordingly if needed.
- Know when to stop. Sometimes beauty needs to fall second to the dog's overall health.

Bobbie Baugher

### **Pre-groom pet assessment**

Before we start the grooming process, it is important for us to perform a quick pet assessment, to be aware of any medical/mental conditions that may be present. If a dog is exhibiting a sign or symptom that is concerning, ask for veterinary approval before grooming. Always report any new or concerning sign or symptom to the owner and their veterinarian. If you are not comfortable taking in the pet because of temperament, medical condition, uncooperative owner you are not obligated to take in that pet.

- Eyes - Clear, bright, no discharge.
- Ears - Clean, clear, odor-free.
- Nose - Clear of discharge or sneezing, healthy skin appearance.
- Mouth - Healthy teeth and gums, clear of infection in lips, gums, free of abscess or growths.
- Neck/Throat - No signs of pain or discomfort, no coughing, or difficulty breathing.
- Mental - Alert, friendly, no excessive panting, pacing, drooling, or shaking.

Temperament - aggressive behaviors - you are not obligated to take in a dog that you are afraid of.

### **Check-In Protocol**

Mary Oquendo - [www.pawsitiveed.com](http://www.pawsitiveed.com)

Consistency gives your clients the same experience each time they arrive, which will improve customer service. Make checklists that spell out the policies and procedures for different interactions including the check in process. Having defined routines also ensure tasks are completed fully. Missing steps or ignoring part of the check-in process may result in costly mistakes. If you are the salon owner, written checklists provide a reference for staff, so they do not have to stop and ask for help if they have questions.

One of the benefits of doing an assessment with the owner present is it allows them to see exactly what you see. It is also a good opportunity to educate your clients on coat care, or to explain why there might be additional charges for condition or behavior of the pet. Some of the things to look for are listed below.

The pet assessment time for a new customer will be longer than an established client, so be sure to schedule extra time to allow for a through check in, or offer a meet and greet appointment before the actual groom. Before you touch an unfamiliar pet, keep a muzzle close and your face at a distance. If you are uncomfortable or unable to touch the pet, send them home. Do not risk your livelihood with a potentially career-ending bite. If a dog is exhibiting a sign or symptom that is concerning, ask for veterinary approval before grooming.

- **Overall Appearance:**

Are they bouncy with bright eyes? Or lethargic, coughing or having trouble breathing? Are their eyes dull? Coughing may be an indicator of kennel cough, respiratory infections, canine influenza or a heart condition. Add in runny noses and eyes and you have a serious health concern. Watch them walk. Does the dog appear to be in pain?

- **Mouth, Tongue and Gums:**

Gums should be pink except for those breeds with mottled or dark gums such as Chows Chows and Springer Spaniels. A yellowish tinge may indicate liver failure, bluish is hypoxia (no blood flow) and pale gums are an indicator of shock. Teeth in poor shape cause mouth pain, which in turn, creates snappy dogs. Take this opportunity to educate your clients on dental care.

- **Eyes:**

Eyes should be bright and dilate equally. Unequal dilation or rapidly moving eyes are a sign of neurological problems. Hardened discharge may have irritated and raw skin underneath. Red eyes may be an indicator of

stress or an eye infection.

- Ears:

Foul odor, redness, discharge, and head shaking are all signs of an ear infection. Thick looking ears may be a hematoma or severe matting, do not clean or pluck ears in this condition, instead refer them to their veterinarian.

- Joints and Spine:

Arthritis, spinal or leg injuries will cause pain when moved or touched. A pet in pain can and will bite.

- Pads and Nails:

Check pads for ingrown nails, debris or cuts. Check toes for split or unhealthy-looking toenails, swollen, red, or injured toes. Even well-behaved pets may have feet issues.

- Belly Area:

If the belly area is distended or hard, refer to vet immediately as this could be a sign of bloat. Drooling and a very uncomfortable looking pet may accompany it.

- Skin & Coat:

Note any lumps, bumps, cysts or warts on their body. Take note of where these are so you do not injure them during the groom. Check the skin for irritations, wounds and parasites. Can you even see the skin? You have no idea what you will find once the mats are removed. You may find open sores that required veterinary treatment.

- Ruptured Glands:

If the glands are swollen, red, hard, bleeding or ruptured, have the owner seek medical help before grooming the animal.

- Change in Routine:

Ask if anything in the animals environment changed recently. Look for potential stressors that may change the animals demeanor.

While checking in/out be sure to communicate clearly with owners about what if anything you find. The assessment does not stop at the door, and all staff must be trained to be able to recognize common problems and report them to the owners and their veterinarian. Contact the owner immediately for conditions noticed after check-in. Stylists are an important part of the dog's care team, and as such we should conduct ourselves in a

professional manner. Remember to use correct medical terminology in your pet assessments, or reports.

Signed waivers must be kept on file, along with general owner contact information. Additional waivers may be used for things such as heavy matting, senior or injured pets, double coat shave downs or cats as per the salons policies and procedures.

\*Mary Oquendo, Groomer to Groomer 2018

## **SCHEDULING**

It is the professional obligation of every pet stylist to schedule their day in such a way that they have time for client communication and education. Stylists should not end the day flustered with no time for cleaning or record-keeping. Build in time allows you to always to do right by dogs, staff, and clients.

**Liability Forms - for your own protection - please make sure an attorney has approved of the verbiage of your forms under the laws in your area**

Documentation is so vitally important to track a dog's symptoms, to share with owners what we have observed, to communicate with veterinarians, and to cover your behind if needed. Keep track by diligently writing down what you observe, take photos of visible symptoms, and document the time and date of when/where you communicated this information to an owner or their veterinarian. Give a copy to the owner for their files, and of course keep a copy for yourself. Always remember to back up your files regularly.

### **Intake and General Liability forms:**

A record of any groomed animal must be kept by the facility and should include:

Name of owner

Address

Species/breed with specific identifying characteristics

Gender

Age

Name of the owner's veterinarian

Immunization dates

Medications

Emergency contact information  
 Grooming notes  
 Owner's signature

### **Medical Release Form**

Medical release forms are suggested when grooming any animal with a pre-existing condition. This form releases the stylist from liability if a known condition is aggravated by routine grooming. These forms should include:

Name of owner  
 Address  
 Species/breed with specific identifying characteristics  
 Gender  
 Age  
 Name of the owner's veterinarian  
 Immunization dates  
 Known pre-existing medical conditions  
 Known aggressive behavior  
 Medications  
 Owner's signature

### **Matted Pet Release**

Matted Pet release forms are to be use when any animal's condition is so poor that the only option is a short shave. This form releases the stylist from liability if any unseen condition is found or aggravated by the grooming process. These forms should include:

Explanation of pet's condition and planned course of action  
 Name of owner  
 Address  
 Species/breed with specific identifying characteristics  
 Gender  
 Age  
 Name of the owner's veterinarian  
 Immunization dates  
 Known pre-existing medical conditions  
 medications  
 Owner's signature

### **Double Coat Shave Down Release**

Double Coat Shave Down Release forms are to be use when a pet parent is choosing a short shave, after being educated of the potential consequences. This form releases the stylist from liability if the animal's coat returns damaged, or does not return at all due to unknown medical

causes. These forms should include:

Explanation of proper coat care and consequences of shaving

Name of owner

Address

Species/breed with specific identifying characteristics

Gender

Age

Name of the owner's veterinarian

Immunization dates

Known pre-existing medical conditions

Owner's signature

### **Incident Forms**

In the event of illness or injury; an incident file must be kept within each facility for any animal sustaining injury or illness requiring veterinary care, death or escape. Each report must include:

Date of incident

Pet's name

Breed/species

Age

Owner's name and contact information

Description of incident

Course of action taken

Veterinarian seen

Follow-up

Emergency Evacuation Protocol

Each salon should have Emergency Protocols in place in the event of fire, flood, or natural disaster. Plans should be clearly written and posted in employee common areas for easy access.

### **Bathing Protocol**

First, assess the pet's overall health and mental condition. Many dogs are anxious about water near their eyes, ears, or mouth. This is likely due to a fear of the water hitting their nose, lips, or teeth, as this may cause discomfort or pain. Taking care to reduce water pressure and paying close attention to the angle of the waterflow, will go a long way in correcting these behaviors.

Before bathing, there are a few items you will need within reach by the tub. You should not have to walk away from the animal for any reason, once they are in the bathtub.

Items you will need:

- Small comb (cat or flea comb) for eye crust removal.
- Eye Wash
- Wash cloths
- Towels
- All shampoos, facial scrub, and conditioning products you plan to use.
- Toothbrush and toothpaste
- Cotton balls
- Ear powder
- Ear Cleaner
- Happy Hoodie or similar

## **Water Pressure and Temperature**

Next make sure the water pressure and temperature are appropriate for the dog you are bathing.

General water pressure should be low to moderate. Use lo pressure for faces, young dogs, or those with anxiety. 85-90 degrees for the average dog. 90-94 degrees for puppies, seniors, arthritic, or otherwise ill or injured dogs.

Wash cloths should be used to clean the faces of Brachycephalic dogs.

Cotton balls may be used in the ears of sensitive pets.

Keep eye wash handy and use whenever you feel products may have entered the eye, or to flush debris.

Ear powder and cleaner may be used in the tub, for ease of cleaning any mess or over-pour.

Toothbrushing may be done in the tub for ease of cleanup.

Once the pet is secured in the tub, begin your washing routine over the body and legs, making sure to always keep one hand on the pet.

Always direct the flow of water away from the dog's face, slowly wet the dog's head, moving in reverse up the spine, from occiput to brow ridge. Cover the dog's eyes, begin to change directions, pointing down the outside of the ear and cheek, but always away from the dog's ear canal or muzzle flew. At this point, you may direct the water to the underside of the chin, but away from the pet. Carefully use your hand or washcloth to apply water to the area above the nose and near the eyes.

If using a shampoo system, apply shampoo following the same steps as in the last slide; or carefully apply product by hand being mindful of eye, ears, nose, and mouth openings.

Carefully comb or remove with your fingers any eye drainage buildup from eye corners. Be sure to comb or pull drainage and debris away from the eye. Gently clean and inspect nose wrinkles, using a washcloth.

Repeat the rinsing steps above, being sure to avoid directing water at any facial

orifice and taking care to only use a washcloth for brachycephalic breeds. Follow with your conditioning treatments, including those wrinkled areas.

## **Drying**

Many dogs are anxious about drying near their muzzle and beard. This is likely due to a fear of the air hitting their nose, lips, or teeth, as this may cause discomfort or pain. Taking care to reduce dryer speed and paying close attention to the angle of the airflow, will go a long way in correcting these behaviors. Injury from HV drying is rare but can be easily avoided by taking a few simple steps. Fear, avoidance, and even aggression while drying, may be signs of a medical or mental event. A dog showing signs of anxiety, pain, or aggression toward the drying process, should be evaluated for ways to lessen the behavior. If the behavior persists beyond these measures, a veterinary consult may be necessary. Dryers that produce heat should be equipped with a timer that will automatically shut the dryer off after 30 minutes, unless the dryer is used as a hand-held dryer or is a dryer directly attended by a person such as a High Velocity Dryer.

## **High Velocity Dryers**

- Do not direct the flow of air into the eyes, nose, mouth, or ear canals.
- Turn dryer speed down when dealing with young, ill, injured, or anxious pets.
- Provide hearing protection for both people and animals (noise cancelling headphones for people, Happy Hoodie's or similar for pets).
- Monitor the pet for signs of stress or discomfort.
- Reduce the heat when dealing with Brachycephalic, elderly or dogs with injured skin.

## **Cage Dryers**

Should have timers and heat controls

- Monitor dryer temperature.
- Never use cage dryers unsupervised either hot or cold. Too hot or too cold are equally dangerous.
- Never use a heated cage dryer on a muzzled pet.
- Monitor animals for signs of stress or discomfort.
- Do not cage animals together.
- Do not put a muzzled pet in a cage dryer.

## **Clearing the Stop area**

Some dogs have ocular discharge that adheres to the fur around the eyes

and can even lead to dermatitis in that area. When this drainage builds up, bacteria reproduce in the moist fur, causing skin irritation or odor, and some dogs will itch or rub their face with their paws, leading to potential eye trauma.

Animals with bulging eyes, or pets with excessive drooping of the eyelids, such as the Shih Tzu, Pug, Chihuahua, Basset Hound or Cocker Spaniel, are most prone to eye trauma. If the dog shows any sign of eye pain, injury, or illness, always inform the owner and their veterinarian, and keep detailed records of your observations. Remember any dog whose eyes are causing pain or anxiety, is more prone to bite.

1. Carefully comb or remove with your fingers any eye drainage buildup from eye corners, this is best done while bathing because soaking the material helps loosen the buildup. If not bathing the animal, use warm water and a washcloth or gauze pads to moisten the area and clear away the discharge. Be sure when combing, to comb or pull drainage and debris outward and away from the eye. Gently clean and inspect the skin and any wrinkles, using a washcloth.

2. After the bath, or the drainage and debris has been removed, clear the hair in front of the eye by shaving the eye corners, or using shears to remove the hairs that grow towards the eye. Make sure to never use a blade so short as to irritate the skin, and if there is skin irritation present always inform the owner and refer them to their veterinarian. Keep detailed records of your findings.

3. It is not necessary to shave or trim completely down the nose unless the pet has a very short Brachycephalic head structure and doing so leaves the pet vulnerable to sun damage.

4. Remember any dog whose eyes are causing pain or anxiety, is more prone to bite. Use caution when handling this area.

## **Muzzling**

Anxious or injured dogs are more likely to bite when stressed or fearful, the use of a muzzle is sometimes a necessary tool in these situations. Using the appropriate size and design of muzzle will ensure the safety of the animal and the groomer.

- Muzzles should be used for no longer than 20 mins.
- Muzzles should be used under direct supervision.
- Do not muzzle a Brachycephalic pet.
- Do not put a muzzled pet in a cage dryer.

There are also behavioral correction devices, that do not close a dog's mouth, but do prevent them from biting, such as Elizabethan Collars, Groomers Helpers, Slings, or a second groomer. Battery operated or electrical behavioral control devices, such as shock collars, as well as pinch-collars and choke collars, should not be used in the salon setting. If the use of a short-term behavior control device is not enough to deescalate the situation, a behavior consult referral or veterinarian visit may be in order. Owners should always be informed if the use of a behavioral control device has been used, as well as recorded in the salon records.

## **Bites**

In the event of dog bite, owners must be informed immediately, salon records need to be updated and an incident report filed, you may be required to report the bite to the local authorities. If the bite has broken the skin, a visit to a medical clinic is in order, bring along client information as it will be required.

## **Tools**

### **Equipment**

#### **Clippers -**

Clippers are one of the main tools of our trade. Pick a clipper that fits your hand nicely, is light weight, quiet and will hold up to daily use. Clippers come in corded and cordless varieties, as well as heavy use, or detail working sizes. Regular maintenance is required, and proper disinfection protocols must be used between animals.

#### **Attachment combs**

- also known as snap-on combs or clipper guards are used over a blade to create a longer length. Typically, the blades used with an attachment comb are the #9, #10, #15, #30, or #40 blades. Attachment combs are available in plastic or stainless steel with either a slide-on design or a spring attachment to connect them to the clipper blade. Use proper cleaning and disinfecting protocols between animals.

#### **Scissors & Shears -**

Being a pet stylist, one of the most important pieces of equipment you will use are scissors. The term shears is used to describe a cutting tool that is longer than 6" with double-ground edges and two different-sized finger holes. The term scissors is used when describing a cutting tool measuring less than 6" A professional groomer should have a several sizes and styles of Scissors and Shears. Each design is made to perform a different job. Choose something that fits your hand, is made for

daily use and can be professionally sharpened. The wrong shear can contribute to carpal Tunnel syndrome, Tendonitis, Bursitis, rotator cup, or other neck and back injuries. Scissors & Shears must be cleaned between each pet, and oiled daily. Even coats that have been dried, hair will still hold moisture, which in turn will work onto your shear's blades and the center screw that holds the shears together; so be sure to store them properly.

#### Rakes -

Rakes are designed to pull out dead coat and shedding fur with ease. They come in many styles, for different uses. Choose something that fits your needs and is easily cleaned and disinfected after each use.

#### Combs -

An important tool for professional pet stylists. A comb is used to help reduce the amount of hair that would normally shed out, remove any small tangles and help leave a smooth finish to your groom. Combs come in many styles, sizes, and colors, with many different uses. As with all tools, combs must be cleaned and sanitized between each use.

#### Stripping Knife -

Stripping knives are specifically used for dogs with hard wiry coats such as many terriers and sporting dogs, to tidy up their appearance to achieve their breed profile appearance. Stripping knives come in many styles and sizes for different uses and must be handled appropriately to avoid damage to the coat or skin. To use position the knife following the grain of the dog's coat, use a combing action to trap the hair between the serrated teeth. Hold the hair in place with your thumb and gently pull in the direction of the lay of the coat to remove the hair. Use an arm and shoulder pulling movement, not a wrist action. If you flex your wrist, you will cut rather than pull the hairs with the knife and are likely to injure yourself in the long run. Clean and disinfect between each use.

#### Carding tools -

Carding is the removal of undercoat from a flat lying dog's coat. It can be used on dogs like Pugs, Chihuahuas, Labs as well as the sporting breeds like Cocker Spaniels and Setters to remove dead coat and make the coat lie nice and smooth on the back. It is usually done using a tool that is similar to a stripping knife but is made differently. They can be purchased in many styles and used for different techniques. Carding should be done at a 45-degree angle while using a combing motion through the coat. As with any tool, be sure to clean and disinfect between each use.

#### Brushes -

When brushing any animal, it's most effective to use short strokes rather than pulling through the coat in long strides; it's much gentler this way and makes short work of tough knots.

#### Slicker brushes

have wires positioned close together on a backed surface and come in many styles and textures.

#### Bristle brushes

are clusters of tightly packed natural or synthetic bristles, that are best used on used on short-haired, smooth-coated dogs that shed frequently, to remove loose hair and stimulate the skin.

#### Pin brushes

look similar to brushes commonly used by people. They are usually oval-shaped, with a loosely arranged set of flexible wires with pins on top. Clean and disinfect between each use.

#### Rubber Curry -

Can be used on dry coat to remove excess hair, or wet coat to work shampoo down to the skin. Clean and disinfect between each use.

#### (Metal) Curry -

Normally a dual-sided stainless-steel blade designed to help remove loose, dead hair. They have coarse teeth for thick coats on one side, fine teeth for shorter coats on the other. Clean and disinfect between each use.

### Appearances

#### Kennel Trim (term for slang “puppy cut” see Poodle Puppy trim)

- the same medium to shorter length all over torso and legs with short head style.

#### Field Cut

- a sporting group dog or Flat-Coated breed with undercarriage furnishings clipped short, but the saddle left its natural length.

#### Poodle-Type Tail -

Traditional style is a shaved band at the base of the tail, and then a full pom-pom that is scissored into a rounded or oval shape.

#### Plume Tail -

A long, dense fringe of hair on the tail, carried beautifully over the back.

#### Flag Tail

- Setters and spaniels that are un-docked have tails referred to

as flag tails. Often there is a suggestion of shorter hair at the base, the topcoat blending with the length of hair on the animal's rump, and the underside of the tail shorter for an inch or so to keep things tidy. After that little gap, the hair is longest close to the rump and shorter at the tip.

#### Carrot Tail -

The tail will appear to be wider at the base, tapering tighter towards the tip to follow the structure of the bone.

#### Lion Tail

- The rule of thumb is that two-thirds of the tail, starting at the base, is trimmed closely, with a longer plume of hair left at the end. If you arch the tail over the dog's back, the spot where the tail begins to bend is approximately where the plume should begin.

#### Rat Tail

- Clipper the top 2/3 of the tail from the tip towards the base either against the grain or with the grain. Clip the complete underside of the tail in the same manner from the tip to the rectum. The top of the tail from the base to the clipped area should be scissored in a "V" shape.

#### Clean Foot

- Close clipped foot that exposes the toes, from top of knuckle to toenail area, underside of foot to match.

#### Natural Foot

- Length left natural with minimal trimming.

#### Round foot

-

Round Feet - Fluffy feet that are scissored neatly without exposing the nails.

#### Beveled foot

"Beveled feet" are rounded, but the difference between round feet and beveled feet is that with beveled feet the hair on top of the foot is left longer so that the entirety of the leg and foot look like one column that is rounded at the bottom.

#### Tassel Ears -

When a close blade is taken to the upper portion of the ear, leaving a diamond shaped tuft at the bottom third of the ears. This tassel portion is then trimmed to the most desirable shape for that individual dog.

**Spaniel ears -**

When the top portion of the ear is shaved close (good rule of thumb is top 1/3, but this largely depends on the dog's structure), leaving a "U" shaped longer portion of the ear at the bottom, that is neatened with shears.

**Short ears -**

When naturally long ears are trimmed short, only using shears.

**Long ears -**

Long natural ears, with minimal trimming.

**Bladed ears -**

When a blade or guard comb is taken to the ear leather. This can be done with the longest guard comb, or some of the shortest blades. Generally, the inside of the ear leather is clipped closer than the outside.

**Angulation**

: The precise measurement of angles.

**Balance**

: A harmonious or satisfying arrangement or proportion of parts or elements, as in a design.

**OR****Symmetry**

: Correct or pleasing proportion of the parts of a thing.

**Proportion**

: A relationship between quantities such that if one varies then another varies in a manner dependent on the first...Agreeable or harmonious relation of parts within a whole; balance or symmetry.

**De-matting:**

The process of removing matted coat.

**Tail descriptions by Daryl Waters Conner****Accessories Protocol****Application of bows bandanas or accessories**

All after groom accessories should be loose fitting around the neck and affixed with a breakable rubber band instead of tied ends. This allows the accessory to easily break away if the animal were to get its neck caught. Anything that is attached to the hair directly should have adequate space to allow a comb to slide between the accessory and the skin, to ensure no skin is caught in the band. Anything that is attached to the animal's collar should not interfere with the

normal securing function of the collar.

Bows should not stay in past a week and should be taken down and the hair left to relax for a day before applying fresh.

## **Sanitation**

All pet animal enclosures, cages, runs, isolation rooms, or areas that contain pet must be cleaned and sanitized in between each animal. Equipment used in a grooming or boarding facility such as brushes, combs, and clipper blades must be cleaned and sanitized between uses on different animals. Hair on the floor around a grooming station must be removed after an animal is groomed and before any other animal may be groomed.

All other products, tools and equipment used in the performance of the work must be well maintained in good working condition and used in a safe, professional manner.

Pet restraints must be safe and humane and follow current standards of practice for all pets.

All mixing bottles and premixed solutions need to be dumped at the end of the day, and their containers disinfected nightly.

Clean bathing system tubes and filters regularly.

It is best to use the two-step cleaning process, this is cleaning first, disinfecting second.

The CDC explains it this way:

Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Sanitizers contain chemicals that reduce, but do not necessarily eliminate, microorganisms such as bacteria, viruses, and molds from surfaces.

Disinfecting does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Never mix different cleaning chemicals together. Mixing cleaning products that contain bleach and ammonia can release dangerous gases that can cause severe lung damage or death.

## **Using Proper Medical Verbiage**

The purpose of Veterinary Medical Terminology is to create a standardized language for care team professionals. This language helps professionals communicate more efficiently and makes documentation easier. The Veterinary Medical Terminology can look and sound complex, but it's important to be able to break words down and understand their roots, prefixes and suffixes to prevent any misunderstandings or errors.

As members of the dog's care team, it is our responsibility to list symptoms, describe observations, use correct terminology, and offer our expertise

when we are trained to do so.

It is important to know anatomical and directional terminology to accurately document and have a shared method of communicating, which helps to avoid confusion when pinpointing structures and describing locations of concern with the veterinarian.

The task of trying to utilize all the terms may seem daunting at first, but breaking down the term by the prefix, root, and suffix will help make things a lot easier.

### **Medication Application - when prescribed**

1. Medication can be applied immediately after cleaning the dog's ears. The veterinarian will provide further information about how often the medication is to be applied.
2. Gently but firmly, grasp the tip of the ear and pull the ear flap straight up to expose the ear canal and help straighten out the ear canal.
3. Administer the medication according to Veterinary and label instructions.
4. **DO NOT** put the tip of the bottle into the ear. If the tip of the bottle touches the ear, wipe the tip off with a clean cotton ball soaked in alcohol to prevent the spread of bacteria or yeast.
5. Continue to hold the ear flap up vertically and gently massage the base of the ear below the ear opening for about 30 seconds. This allows the medication to coat the entire ear canal. You should again hear a 'squishing' sound in the ear as the medication coats the horizontal part of the ear canal.
6. If the inner part of the ear flap is involved with the infection, place the prescribed amount of medication on the infected part of the ear flap. Spread the medication around with your finger (preferably covered with a glove).
7. Repeat this process with the other ear, as needed.
8. If debris or medication accumulates on the flap part of the ear, it can be wiped away with a cotton ball soaked in ear cleaning solution.

### **Parasites**

#### **Parasite Protocol**

“A parasite is an organism that lives on or in a host organism and gets its food from or at the expense of its host.”

Diligent sanitation practices are important to stave off these parasites. Different areas in the world may have different parasites, regional and local townships each have their own mix of parasites.

## Types of Dog Parasites

### Internal

- Heartworm

### Intestinal

- Hookworms
- Ringworms
- Roundworms
- Tapeworms
- Whipworms
- Coccidia, Giardia, and Spirochetes (non-worm parasites)

### External

- Fleas
- Ticks
- Lice
- Mites

### Heartworms

enter a dog's bloodstream from the bite of an infected mosquito.

### Hookworms

are acquired either by puppies from their mother (when nursing) or by adult dogs swallowing the parasite's eggs or having the hookworm burrow into the skin.

### Ringworm

is actually a fungus and not a worm. Puppies less than a year old are more susceptible to ringworm. Adult dogs who are malnourished or stressed, or whose immune system is diminished, are also at risk, and the ringworm fungus is easily transmitted.

### Roundworms

are an extremely common parasite, symptoms of roundworm are coughing, vomiting, diarrhea, or malnourishment. Roundworms can infect other dogs and children.

### Tapeworms

are ingested by your dog, via a host that is harboring a tapeworm egg. This is usually an adult flea.

### Whipworms

are acquired by licking or sniffing contaminated ground.

Coccidia, Giardia, and Spirochetes are invasive, non-worm parasites that live in a dog's intestinal tract. What makes them particularly dangerous is that they can infect a dog before he actually appears sick.

### Coccidia

are single-celled and found more frequently in puppies, where they may acquire it through their litter mates or mother.

### Spirochetes

can live in the bloodstream, as well as in the intestine, and can cause Lyme disease, syphilis, and other serious diseases.

### Giardia

are found throughout the U.S. and are, unfortunately, a pervasive protozoa. Transmission of these parasites can come from infected soil, water, feces, food, other animals, and more.

### Fleas

are tiny wingless insects that feed on mammals, including dogs.

### Ticks

can cause a number of serious illnesses, and canine tick-borne diseases include Lyme disease, Ehrlichiosis, and Rocky Mountain Spotted Fever. There are over 800 species of ticks worldwide and they all feed on the blood of mammals, birds, and reptiles. Ticks go through four life stages. Given the many ailments associated with ticks, annual screening by your vet for tick disease is mandatory. There are broad-spectrum antibiotics that are effective for tick-borne diseases.

### Lice

are small, flightless insects that live in the hair or feathers of animals and people. There are 2 basic types of lice. Biting or chewing lice (order Mallophaga) infest both birds and mammals. They feed mostly on skin debris and the secretions of their hosts. Blood-sucking lice (order Anoplura) are skin parasites of mammals only. Typically, lice are species specific; that is, they do not readily transfer from one animal species to another. Lice should not be handled in the salon. If you notice lice on a dog during

check-in, refer the dog to the veterinarian and offer to reschedule the groom after treatment. If the lice are noticed after the check -in, place the dog in a Isolation kennel, contact the owner immediately and clean everything the dog has touched.

### Mange

is caused by microscopic mites that invade the skin of otherwise healthy animals. The mites cause irritation of the skin, resulting in itching, hair loss, and inflammation. Most types of mange are highly contagious. Both dogs and cats are very susceptible.

### *Sarcoptes scabiei* var *canis*.

This highly contagious parasite is found on dogs worldwide. It is often called canine scabies. Although the mites that cause mange prefer dogs, humans and other animals that come in contact with an infected dog may also become infected.

### *Demodex canis* mites

, resulting in inflammation and hair loss. There is evidence of hereditary predisposition for this condition in some dogs. It is strongly suspected that suppression of the immune response to these mites may play a role.

### Trombiculosis

is a type of mange caused by the parasitic larval stage of mites of the family Trombiculidae (chiggers). Adults and nymphs look like tiny spiders and live on rotting material. Dogs acquire the larvae by lying on the ground or walking in suitable habitat.

### *Cheyletiella yasguri* mites

cause walking dandruff in dogs. (The dandruff that is seen “walking” is actually the mites moving about on the skin of the dog.) Walking dandruff is very contagious, especially in kennels, catteries, or multi-pet households.

## Zoonotic Disease Protocol

**Not here to diagnose, however, we should know the symptoms of toxicity or effect - transmission**

What is a zoonotic disease?

According to the CDC: Zoonotic disease or zoonoses are terms used to describe an infection or disease that can be transmitted from an animal to a human being. Zoonotic diseases are caused by harmful germs like viruses, bacterial, parasites, and fungi. These germs can cause many different

types of illnesses in people and animals, ranging from mild to serious illness and even death. Animals can sometimes appear healthy even when they are carrying germs that can make people sick, depending on the zoonotic disease.

Zoonotic diseases are very common, both in the United States and around the world. Scientists estimate that more than 6 out of every 10 known infectious diseases in people can be spread from animals, and 3 out of every 4 new or emerging infectious diseases in people come from animals. Because of the close connection between people and animals, it's important to be aware of the common ways people can get infected with germs that can cause zoonotic diseases. According to the CDC these can include:

**Animal contact**

: Coming into contact with the saliva, blood, urine, mucous, feces, or other body fluids of an infected animal. Examples include petting or touching animals, and bites or scratches.

**Indirect contact**

: Coming into contact with areas where animals live and roam, or objects or surfaces that have been contaminated with germs. Examples include aquarium tank water, pet habitats, chicken coops, barns, plants, and soil, as well as pet food and water dishes.

**Vector-borne:** Being bitten by a tick, or an insect like a mosquito or a flea.

**Foodborne:** Each year, 1 in 6 Americans get sick from eating contaminated food. Eating or drinking something unsafe, such as unpasteurized (raw) milk, undercooked meat or eggs, or raw fruits and vegetables that are contaminated with feces from an infected animal. Contaminated food can cause illness in people and animals, including pets.

**Waterborne:** Drinking or coming in contact with water that has been contaminated with feces from an infected animal.

Thankfully, there are things we can do to protect ourselves and the animals in our care. Proper safety and sanitation protocols, wear proper PPE, frequent hand washing, and insect protection techniques should all be utilized to reduce the risk of infection.

Simple hygiene and common sense will drastically reduce, if not eliminate, the risk of zoonotic spread of disease from dog to people.

~ VCA Hospitals

## **Skin and Coat Definitions**

Skin and Coat structure:

## Dermis

- The vascular, thick layer of the skin lying below the epidermis and above the superficial fascia that contains fibroblasts, macrophages, mast cells, B cells, and sensory nerve endings and has an extracellular matrix composed of proteoglycans and glycoproteins embedded with collagen and elastin fibers.

## Epidermis

- The outer non-sensitive and nonvascular layer of the skin of a vertebrate that overlies the dermis.

## Follicle -

Are tubular structures formed by invaginations of epidermis into the dermis. Follicles serve to generate, attach, and support hair or feather shafts, and also contribute to epidermal re-epithelialization and repair following injury.

## Primary hair -

Also referred to as guard hairs, outer hairs, or outer coat.

## Secondary hairs -

There are short fluffy hairs called secondary hairs.

Other names for secondary hairs include underfur and undercoat.

## Tactile hairs

- Also called sinus hairs and vibrissae but better known as whiskers, are long, thick, broadly spaced hairs on the muzzle and forehead of dogs and many other animals.

## Fur

- Coat that grows to a Pre-determined length (PDL) and stops.

## Hair

- Coat that grows continuously until you cut it, Undetermined length (UDL)

## Undercoat

- soft down hairs, to serve as insulation.

## Topcoat

stiff guard hairs that help repel water and shield from dirt or debris.

## Guard hairs

- longer, generally coarser, and have nearly straight shafts that protrude through the layer of softer down hair.

## Keratin

A fibrous protein forming the main structural constituent of hair, feathers, hoofs, claws, horns, etc.

### Cuticle -

The outermost membranous layer of a hair consisting of overlapping scales of epithelial cells.

### Medulla

- The innermost layer at the hair's center.

### Cortex

- The proteinaceous usually pigmented layer of a hair below the cuticle.

### Arrector Pili Muscle

- This is a tiny muscle that attaches to the base of a hair follicle at one end and to dermal tissue on the other end. In order to generate heat when the body is cold, the arrector pili muscles contract all at once, causing the hair to "stand up straight" on the skin.

## Anagen

- active phase of the hair growth cycle that precedes catagen and telogen, that is marked by rapid division and differentiation of cells in the lower portion of the hair follicle and by lengthening of the hair shaft.

## Catagen

Transitional phase of the hair growth cycle between anagen and telogen during which the lower portion of the hair follicle regresses and hair growth ends.

## Telogen

Hair growth cycle during which the hair shaft is released from the hair follicle and is shed from the body.

## Dander

- Minute scales from hair, feathers, or skin that may be allergenic.

## Shedding

When a dog loses dead or damaged coat to make room for new, healthy coat to grow. This coat is most often in the Exogen phase also known as the Return to Anagen phase.

## Matting

- Dense tangles and knots, mats that cut off the air flow to the dog's hair and can trap moisture, which can cause irritation and sores, or hide parasites.

### Lipoma

is a fat-filled Lump found under the skin of middle-aged or older dogs and is considered a natural part of aging. These soft, rounded, non-painful masses grow slowly and rarely spread. Any breed can develop lipomas, although overweight or obese dogs are more prone to them.

### Perianal Adenoma

- is a common tumor related to the sebaceous (oil) glands surrounding the anus. These lumps are mostly seen in intact (unneutered) male dogs, although they have been found in spayed female dogs. A perianal adenoma is often slow growing and non-painful but may ulcerate and become infected on its surface. If the dog shows any signs of pain or injury, contact the owner or their veterinarian immediately. Dogs with pain in their tail area are more prone to biting, use caution when handling this area.

### Skin Tags

- Like aging people, older dogs can develop skin tags, which are harmless, fibrous growths often extending from the skin's surface by a stalk.

### Sebaceous Cyst

- Are common in dogs and develop when sebaceous glands that are associated with hair follicles, fill with sebum. These cysts are also prone to secondary bacterial infection, and occasionally the sebaceous cyst may burst during the grooming process. If this happens, a white, paste-like, or cottage-cheese-like material may be seen. Do not try to pop these cysts, doing so may cause further inflammation or infection, and may be painful for the dog. Refer the owner to a veterinarian for treatment and be sure to document your findings.

### Abscess

-An Abscess is a pocket of fluid located in the body. Abscesses may appear suddenly as a painful swelling and will feel firm or squishy like a water balloon.

### Hives

- May appear as a rash of round, red bumps or as a collection of round or oval, raised bumps on the skin that may itch, caused by an allergic reaction. Occasionally a dog will need medical treatment if the reaction is severe enough. Contact the owner and their veterinarian immediately and document the incident, be sure to include all products the animal came in contact with at the salon.

### Warts or Papilloma

- Are small red bumps, caused by a highly contagious virus between dogs, warts are usually benign growths that occur on the face, eyelids, mouth, genital area, lower legs, feet, on the footpads and between the toes, and typically have a cauliflower like appearance.

### Hematoma

- is a localized mass of blood that is confined within an organ or tissue and is sometimes called a blood blister. The most common type of hematoma affects the pinna or ear flap of the dog.

## **Anatomy Definitions**

### Canine Body:

#### Anterior -

Front of the body (used more in description of organs or body parts).

#### Posterior -

Towards the rear.

#### Rostral -

Nose end of the head.

#### Cephalic -

Pertaining to the head.

#### Medial -

Towards the midline.

#### Lateral -

Away from the midline.

#### Superior -

Uppermost, above, or toward the head.

#### Inferior -

Lowermost, below, or toward the tail.

#### Proximal -

Nearest the Midline or beginning of structure.

#### Distal -

Farthest from the midline or beginning of the structure.

#### Dorsal -

Refers to the back

#### Cranial -

Towards the head.

#### Caudal -

Towards the tail.

Foreface -

The front portion of the skull that articulates with the cranium.

Muzzle -

1. The head in front of the eyes: nasal bone, nostrils, and jaws.

Foreface.

2. A strap or wire cage attached to the foreface to prevent the dog from biting or from picking up food.

Flews -

Upper lip pendulous, particularly at their inner corners.

Stop -

The step up from muzzle to back skull; indentation between the eyes where the nasal bones and cranium meet.

Ear/ Pinna

- The auditory organ, consisting of three regions: inner ear, middle ear, and the most important pinna (or leather), which is supported by cartilage and which affects the expression of all breeds.

Crest -

The region of the pelvic girdle, formed by the sacrum and surrounding tissue.

Prosternum -

Is the most forward projection of the rib cage which forms the front of the fore-chest.

Sternum -

is the Breastbone.

Withers -

Is the highest point of the shoulder blade and from whence the height of a dog is assessed.

Scapula -

The scapula does not articulate with any bones at its top but is attached by four muscles to the spinal column at a number of places from the first cervical to the ninth thoracic vertebra and to the first seven or eight ribs.

Shoulder Layback -

The angle the shoulder blade forms with the humerus is called the 'lay of shoulder' while their junction is a joint called the 'point of shoulder'. However, the elbow joint is the junction between the humerus and the radius and ulna.

Chest -

The part of the body or trunk that is enclosed by the ribs.

Topline -

The dog's outline from just behind the withers to the tail set.

**Rib Cage -**

The collection of paired ribs, cartilage, sternum, and associated tissue that define the thoracic region.

**Underline -**

The combined contours of the brisket and the abdominal floor.

**Hip -**

The hip joint is a ball and socket joint. During growth, both the ball (the head of the femur, or thighbone) and the socket in the pelvis (acetabulum) must grow at equal rates.

**Loin -**

Region of the body on either side of vertebral column between the last ribs and hindquarters.

**Tuck-up -**

A “tuck up” is a small-waisted waistline, the place where the body has a shallower body depth at the loin.

**Superficial landmark anatomy**

point of reference for all pattern trims and central focus point for visual balance and symmetry. Comprised of soft tissue.-CS

**Croup -**

The croup is that muscular area on the rump or buttocks of the dog, forward of the set-on of tail. Where there is a sharp decline in angle of the croup, it can be referred to as droop.

Musculature/soft tissue and connective tissue laying behind the last rib, over the lumbar area of the spine, and deep muscle attachment across the ilium. Central process for thrust and drive in line with creating the dog's topline and rear angulation. A raised or dropped croup can be a visual indicator of poor pelvic set and hip/drive process. -CS

**Coupling -**

Is the distance from the last rib to the pelvis. Looking over the dog's back from above, this area is called the loin.

**Flank -**

The side of the body between the last rib and the hip.

**Ventral -**

Refers to the belly or underside of a body or body part.

**Thigh -**

The hindquarter from hip to stifle.

**Tail -**

The tail is an important part of a dog's anatomy and is an extension of the spine. The bones of the tail (vertebrae) are bigger at the base and get smaller toward the tip. Soft discs cushion the spaces between the vertebrae and allow flexibility. The tail muscle and nerves facilitate tail movement.

**Sacrum -**

The region of the vertebral column that consists of three fused

vertebrae that articulate the pelvic girdle.

**Tail set -**

How the base of the tail is set on the rump.

**Vent -**

The anal opening.

**Hock -**

The Hock is a joint on the hind limb located between the lower thigh and the rear pastern.

**Elbow -**

The posterior region of the articulation between the arm and forearm.

**Stifle -**

Is technically the dog's knee on the back leg. This is the joint

forming the junction between the femur and the tibia and fibula, plus the patella which slides over the joint as the dog moves.

**Pastern -**

The pastern is the area of the leg that is below the wrist (or carpus) on the front legs but above the foot. On the hind legs, the pastern is the area of leg below the heel (hock) but above the foot.

**Rear Pastern -**

The metatarsus; the region of the hindquarters between the hock and the foot.

**Carpus -**

Bones of the wrist.

**Paw -**

Any of the feet of a four-legged mammal, bearing claws or nails.

**Pads -**

Tough, shock-absorbing projections on the underside of the feet.

**Soles.**

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And the many years of experience, not only of the members of the council, but the body of work by the ones who came before us. We will continue to strive for the most humane, safe and effective standards and will continue to have scholarly discussions as we move into the future of the grooming industry.

mk