

# THE PetPatrol POST

A LIFESTYLE GUIDE FOR THE PET LOVING OWNER ©



## WE'VE LISTENED TO YOUR FEEDBACK...

At The Pet Patrol Post, we recently introduced a Market Research Questionnaire to measure your satisfaction with the magazine, its performance and to hear your feedback to ensure we maintain the high standards you expect.

**You told us:** It was very helpful. You particularly liked the pet professional content and you would like more information and understanding around:

- Pet training tips and behaviour
- Animal health, well-being and husbandry
- Nutrition, enrichment games and activities
- Alternative treatments
- Local pet friendly establishments (including coffee shops and retail outlets), walks and activities

**You also told us that:** It wasn't long enough to eat five biscuits while reading it!

**We listened:** We will drive increased engagement with local pet professionals and, in addition to our existing contact with you, we would also like to periodically invite you to coffee-morning style gatherings, which we believe will give you a greater opportunity for open dialogue to not only meet your needs, but to build a framework that will help strengthen the quality of the service we provide and enhance our relationship with you.

Yours warmly, Zita x

## WELCOME



Welcome to your Winter edition of The Pet Patrol Post, where you can find out about all the latest and greatest things happening in the world of Pet Patrol 365 before anyone else!

Our aim is to provide you with advice to help assist your pet ownership journey. If you have any specific questions, please get in touch by emailing [zita@petpatrol365.co.uk](mailto:zita@petpatrol365.co.uk).

So kick back and relax, we've got the accompaniment to your morning coffee right here!

3 WORDS TO DESCRIBE ME...  
COMMUNICATIVE, TENACIOUS, CREATIVE!

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## ASK THE EXPERTS

DAWN SHURVILLE, ORTHOPAEDIC SURGEON

IN ASSOCIATION WITH PORTLAND ROAD VETS

01342 327799

[HTTPS://WWW.PORTLANDVETS.CO.UK](https://www.portlandvets.co.uk)



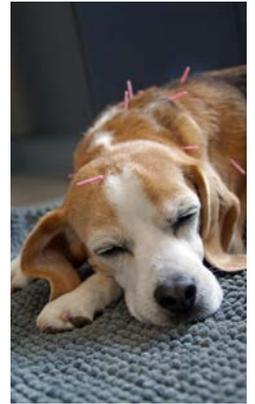
#TeamPortland  
#BetterTogether

## WHAT IS ACUPUNCTURE?

Acupuncture has been practiced by the Chinese and other Eastern cultures for thousands of years and may be used to treat a wide variety of illnesses. Acupuncture treatment should always follow an accurate diagnosis of the problem and a full appraisal of all treatment options. In many cases acupuncture is best used in conjunction with conventional medicine. Adding acupuncture to a treatment plan can help to reduce the patient's requirements for medication. Most importantly, acupuncture is extremely safe when practised correctly and is well accepted by the majority of animals.

## WESTERN SCIENTIFIC ACUPUNCTURE

Scientific research into acupuncture has made enormous progress over the past 40 years and now explains much of acupuncture's actions which had previously only been understood in the ancient concepts of health described in Traditional Chinese Medicine. This has brought about the greater recognition and acceptance of acupuncture within the scientific community. Early research focussed mainly on pain relief and the endogenous opioid responses to acupuncture; however, further advances have revealed potent normalising effects to the hypothalamus and autonomic nervous system. This has opened the understanding of its use in all manner of internal medical disorders including respiratory, digestive, and reproductive problems. The Yin and Yang balance paradigm can now be explained by the correlations with the parasympathetic and sympathetic nervous system and this helps bring the holistic view of health back into focus.



## WHAT CONDITIONS CAN IT TREAT?

Pain is one of the most common indications for acupuncture. Very often in dogs and cats this is chronic pain due to arthritis, but muscular strains and spinal problems can also respond well. Acupuncture can be a great asset to the rehabilitation of pets following orthopaedic or spinal surgeries. Acupuncture can also be of great benefit to medical conditions in pets, such as gastrointestinal disease, urinary disorders, epilepsy and much more. As each treatment is specifically tailored to an individual through extensive history taking and detailed examination, the protocol used will vary from animal to animal; so speak to your veterinary acupuncturist about your pet's individual case. Be aware that as with any treatment, there are a small percentage of animals that will not respond to acupuncture. Acupuncture can only be performed on animals in the UK by a qualified veterinary surgeon who is a practising member of the Royal College of Veterinary Surgeons.

## WHAT HAPPENS DURING THE TREATMENT?

Most animals, even cats and rabbits, will accept acupuncture treatment without any distress or discomfort. The needles used are very thin and the majority are inserted into points on the animal that are not painful. The needles can be left in for 5 or up to 30 minutes depending on the case. During treatment, many animals will become more relaxed and even sleepy and this may continue for the rest of the day. Occasionally, pets will seem even slightly euphoric, so be careful not to let them overdo it!

### What response can I expect?

- Your dog or cat may initially be a little stiffer or uncomfortable. This may indicate that they need less stimulation at the next treatment, but does suggest that they are likely to respond well in the longer term. After a day or two this will improve, so just allow them to rest.
- There may be no response. This does not mean that your animal will never respond, but it may take a little longer. Many animals can take up to the fourth treatment to show a significant improvement. There are a small percentage of pets (as with humans) who will not respond at all.
- There may be an improvement - this may occur any time within a few days of the treatment. The improvement may not last until the next treatment, but this is normal in the early stages. Later in the process, the effects should last for longer so there can gradually be longer between treatments.

## HOW OFTEN, HOW MUCH?

On average, 4-6 treatments are required to start with, but acupuncture can be continued long term. Individual acupuncturists vary in their protocol, but as a rule, these are given weekly initially with gradually increasing intervals, until the desired effect is achieved. The frequency of treatments depends on the individual animal's needs, but often top-ups are required to maintain the therapeutic effect in the long term. Every pet will have a treatment plan tailored to their individual needs. As acupuncture is now recognised as a very successful treatment for many conditions, the majority of insurance companies will cover the costs involved. If you are in any doubt, check your policy or contact your insurance company for more information.

# New additions to the #PetPatrol365 Family!

Has your pet got what it takes to become an exclusive member of our Team?

Get in touch: [zita@petpatrol365.co.uk](mailto:zita@petpatrol365.co.uk)



**FORREST**



**HAMISH**



**ALFIE**



**BILLY**



**WILLOW**



**ROSS**



**OLIVER**



**PHOEBE**



**MAIA**



**MIKA**



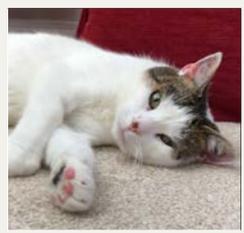
**PIGLET**



**MISTY**



**BLUEBELL**



**PRECIOUS**

## #TeamWhiskers in the Spotlight

**Squeaky or bouncy - what do you look for in a toy?** I love bouncy toys so that I can practice my hunting skills and leap onto them.

**What's your favourite treat?** Dreamies! Dreamies! Dreamies! I can't resist them! I even wake my mum up for my early morning treat!

**What would constitute a perfect day for you?** A tasty breakfast followed by exploring my territory outside and meeting my friend Tom. Then back for a scrumptious fish tea; lots of cuddles from my mum and finally a sleep on my favourite chair. Mmmmm!

**Do you have any special talents?** Yes, eating!!! I can do this at any time and I can even sniff out where my food is!

**Complete this sentence: "I wish I had a friend with whom I could share..."** absolutely nothing! I like my friends far away - my garden and home are mine and I don't want to share them. So, friends keep away from my space or we won't be friends anymore!"

*"Putting her into a cattery isn't an option"...*

"Zita has been looking after our cat Minks since January 2015 and it gives us great comfort to know she's in good hands, as putting her into a cattery isn't an option. She's now 16 and a bit wobbly, but we know that she absolutely adores Zita because when we arrive home, she isn't upset and anxious as she was previously when we had students looking after her.

We love the photos, videos and funny news Zita sends us, proof that our fussy cat is actually a traitor and drapes herself over Zita in a way that she only reserves for a very special few!

We love Zita even more because she not only puts up with the mad cat, but the difficult owners who have been known to play horrible tricks on her with a plastic spider and remotely flickering the lights to pretend there is a ghost in the house! Not only does she deal with all of this with excellent humour but has also been known to wash bedding and carpets when there have been 'cat accidents'.

We couldn't ask for more and would highly recommend Zita to anyone who needs to leave their pets with total peace of mind."

**Mr & Mrs Brand, Cowden**



## COMMERCIAL DOG WALKING ON ASHDOWN FOREST

**Did you know that commercial dog walking on Ashdown Forest requires a licence? Pet Patrol 365 are licensed.**



### CONDITIONS OF LICENCE AND DOG WALKERS CODE OF CONDUCT

A commercial dog walking licence permits an individual to exercise up to six dogs at any one time on Ashdown Forest subject to the following conditions:

- Your permit should be displayed clearly in your vehicle and should be worn when walking dogs commercially on the forest.
- Dogs must be under effective control at all times and placed on leads when in the grazing area, or in close proximity of grazing sheep on other parts of Ashdown Forest.
- Dogs must be placed on leads when in close proximity to horse riders and young children.
- Dog faeces should be bagged and removed from the Forest when deposits are made within 200 yards of Forest car parks, on picnic areas and Forest paths.
- Dogs should be fully vaccinated and wormed.
- The duty Ranger should be informed immediately if a dog escapes from control by calling 01342 822846.
- No wheeled vehicle may be taken out of the car park onto Ashdown Forest.
- Public Liability insurance copy must be provided for the Conservators' records.

### Well behaved dogs are welcome on the Forest but please remember the 4 'Cs':

1. **CONTROL** - Always ensure that your dog is in sight and comes back when called. If you are not totally confident of your dog's recall, use a lead.
2. **CARE FOR FARM ANIMALS AND WILDLIFE** - Never let your dog approach or chase livestock or wildlife.
3. **CONSIDER OTHERS** - Never let your pet approach other people, dogs or horses uninvited.
4. **CLEAN UP** - Always remove your dog waste from pathways and take it home.

Under the Dangerous Dogs Act 1991 it is a criminal offence for a person to be in charge of a dog dangerously out of control in a public place. Penalties include a fine of up to £20,000 or, in cases resulting in injury, up to 5 years in prison. It is an offence under the Dogs (Protection of Livestock) Act 1953 to allow a dog to attack or chase livestock. If a dog is on enclosed land where there are sheep, it must be kept on a lead or otherwise under control. Livestock managers are entitled to shoot any dog found attacking grazing animals. Byelaw 6 of the Ashdown Forest Act, 1974 states that "no dog shall be allowed upon the Forest unless it is under proper control and restrained from causing annoyance to any person or worrying or disturbing any animal." Any person offending against this Byelaw shall be liable on summary conviction to a fine not exceeding Level 2 on the standard scale.

**Please email the office at [conservators@ashdownforest.org](mailto:conservators@ashdownforest.org) if you have any questions regarding commercial dog walking on Ashdown Forest or would like to apply for a Licence.**

*Paws for Thought...*

"Until one has loved an animal, a part of one's soul remains unawakened."

**Anatole France**



## DO PETS GRIEVE?

Many people find it hard to believe that animals can form very firm attachments with each other. Even pets that outwardly seem to barely get along will exhibit intense stress reactions when separated. In fact, grieving pets can show many symptoms identical to those experienced by the bereaved pet owner. The surviving animals may become restless, anxious and depressed. There may be much sighing and excessive vocalisation along with sleep and eating disturbances. Often, grieving pets will search for their dead companions and crave more attention from their owners.

## HOW CAN YOU HELP A GRIEVING PET?

Eventually your pet(s) will return to their normal behaviour. In the meantime, it is important to keep a grieving pet to its usual routine so that it won't develop bad habits, such as becoming more dependent on treats, or extra attention, which might lead to your pet acquiring a separation anxiety. Keep exercise and feeding to a regular pattern as much as possible.

If more than one pet is remaining, allow the surviving animals to work out the new social structure themselves.

Don't get a new pet to help the grieving pet(s) unless you are ready. It is sure to backfire unless you are emotionally ready for a new pet. It is likely that, whilst still grieving, you won't have the energy.

## SHOULD YOU LET THE SURVIVING PET(S) SEE AND SMELL THEIR DEAD COMPANION?

There is no evidence that doing so will help the surviving pet(s), but some people claim that it does. Do whatever feels right FOR YOU and your surviving pet(s).

## WHAT ABOUT YOUR GRIEF?

**Given time, healing will occur. However, there are several things that you can do to help speed up the process:**

- Give yourself permission to grieve. Only YOU know what your pet meant to you.
- Get lots of rest, good nutrition and exercise.
- Surround yourself with people who understand your loss.
- Learn all you can about the grief process - grief is perfectly normal.
- Be patient with yourself and take as long as you need to mourn. DO NOT let society dictate how long mourning should last.
- Give yourself permission to backslide - grief comes in waves. Don't be surprised if holidays, words, smells or sounds trigger a relapse.
- Don't be afraid to get help. Grieving for the loss of a pet, whether through death or enforced separation, can be a sad and difficult experience. Life once filled with the love and friendship of a pet may suddenly seem very empty and feelings of despair and loneliness are not uncommon. Sometimes it helps to share these feelings with someone who knows from personal experience how distressing the loss of a pet can be, and who will listen with compassion and without judgement.

If you know of someone that is grieving - listen, be sympathetic and encourage them to talk about their loss. Below is a list of useful websites for further support:

Blue Cross - [bluecross.org.uk](http://bluecross.org.uk)

RSPCA - [rspca.org.uk](http://rspca.org.uk)

Living with Pet Bereavement - [livingwithpetbereavement.com](http://livingwithpetbereavement.com)

Animal Samaritans - [animalsamaritans.org.uk](http://animalsamaritans.org.uk)

The Ralph Site - [theralphsite.com](http://theralphsite.com)



# THE PEOPLE BEHIND THE PASSION...

## INTERVIEW WITH ZITA WELLS OF PET PATROL 365



### Please describe your current role?

Fuelled by a love of animals, and a desire to be in control of my work-life, I set up Pet Patrol 365 in 2003.

The business predominantly consists of two key areas:

#### 1. Rural Dog Adventures (specialising in gun dog breeds)

The focus is on fun, exercise, breed specific training, games and stimulation. It is paramount that the dogs in my care receive an experience that offers safety, mental and physical well-being, improved fitness and appropriate socialisation and development skills.

#### 2. 5 Star Luxury Cat Care at Home

The focus is on fuss, games and play, grooming, and the administration of medication for diabetic, poorly and elderly cats.

As well as the physical aspect of varied pet care duties my role chiefly manages relationships with clients and their pets whilst employing diverse skills. I am regularly the first port of call for emergencies and frequently act as a liaison between client and veterinary practitioner.

### How do you keep your customers satisfied and build customer loyalty?

As a business owner, I am committed to moving forward. In 2018 I made fundamental decisions to maintain growth and provide continuity. To assist me, I asked clients to complete a questionnaire. I wanted to develop enhanced services that would meet their needs and expectations, and feedback was central to the changes I made.

By providing the highest standard of care and companionship and creating trusting and long-term relationships (with both pets and their owners) clients benefit from clear communication, excellent time management and a professional, friendly and caring approach.

### Please tell us of at least one professional achievement?

#### Foundation in Canine Healthcare A+

In 2008 I became the first student to obtain an A+ having gained 6 straight A's across all modules. The course tutor, Catherine O'Driscoll, wrote *"Congratulations! I have pleasure in enclosing your certificate, as you have passed with flying colours. I have to say that it was the most professionally presented work that we have yet seen. Well done, and here's wishing you many years as an animal health advocate. With much love, Catherine."*

### What motivates you?

- A genuine love of animals and the outdoors
- Problem solving with a 'can do' attitude
- Pets and their owners benefiting from resourceful, supportive and exceptional levels of commitment and service
- Researching and passing on continuing education for the benefit of myself, pets and their owners
- Promotion of responsible pet ownership and stewardship

### How do you measure your professional success?

My ability to establish strong client relationships and the continued growth of my business through client retention. Achieving set performance goals, and receiving positive feedback from clients and endorsements from professional colleagues (including veterinary surgeons, dog trainers and behaviourists).

### What drives you towards professional excellence?

- Working productively
- Achieving results
- Applying proven skills
- Staying focussed
- Believing in myself
- Realising strengths
- Fulfilling potential

SWEET 16!

Pet Patrol 365 will be celebrating its 16th Birthday in December!

Thank you to all our fabulous past and present clients for trusting us with your beloved pets.

# THE PEOPLE BEHIND THE PASSION...

## INTERVIEW WITH ZITA WELLS OF PET PATROL 365

### What is the toughest decision you've had to make in the last few months?

A conducive working environment is more than just ensuring a comfortable physical space. I offer a temperament and compatibility guarantee to clients whose dogs are interacting with other dogs, and vigorous screening is undertaken before a dog is accepted. Occasionally, a dog is no longer suited to the surroundings, dynamics change and to prevent behaviours impacting on other team members, I have to make the difficult decision to retire the dog from the team. There are instances where this might be a 'temporary solution' when the dog is being referred to a vet or behaviourist for further assessment.

### What is the most challenging aspect of running the business?

Self employment offers a lifestyle choice with variety and the opportunity to be creative. It can be exciting and rewarding but at the same time isolating and stressful. I work long hours, have fewer opportunities for holidays and much of my time is eaten up with office tasks. Income is not guaranteed and you bear responsibility for unpleasant duties and difficult decisions. You have to keep learning new disciplines (book-keeping, accounting, procedures, legislation, technology, planning, to name just a few). Nonetheless, the positives far outweigh the negatives.

### What is the most rewarding aspect of running the business?

There is no question that running your own business is a risky proposition; but with risk comes reward. There are variables in almost every aspect of the company and you develop the experience to capitalise on good opportunities and recognise bad ones. Each day is filled with new opportunities to challenge myself, be creative and learn something new.

I am clear about my core values, key drivers and have a forward thinking strategy. I understand my target market, and acknowledge client pain points. I enjoy the commitment to work tirelessly so that people get to know, like and trust me based on my performance.

### What do you feel are the critical success factors for your industry?

New Animal Welfare Regulations came into force on 1st October 2018 which replaced the Boarding Establishments Act 1963, Pet Animals Act 1951, Riding Establishments Act 1968, Dog Breeding Act 1991 and Performing Animals Act 1925. The previous laws were largely outdated in the UK and, as the pet care industry is rapidly growing, the new regulations were brought in to ensure the welfare of animals in the care of others. Dog walking and pop in services are not covered by the new regulations.

I would like to encourage the industry to self-regulate through education, certification and accreditation of facilities and practicing best standards. All petpreneurs have the opportunity to be animal advocates.

### What is the biggest story in your industry at the moment?

The pet industry has experienced explosive growth in recent years as pet owners consider themselves more like pet parents. These days, pets are treated more like family not only in terms of affection but also when allocating a significant part of the household budget for pet supplies (food, treats, toys, clothing, technology) and increased services (pet care, training, grooming, boarding establishments/hotels).

### What advice would you give to a new start-up?

Starting a new business is often a learn-as-you-go process. But, the smarter decisions you make earlier on, the better chance your company has for success.

Bear in mind:

- Do your research
- Be a solution
- Keep it simple
- Count the costs
- Earn while you build
- Speak up about your business
- Know your legal requirements
- Balance your heart with your head

### JUST FOR FUN...

- **The hobby that I could never give up is...** swimming
- **I love...** the beach, great coffee, unexpected friendships and random acts of kindness
- **My favourite cuisine is...** curry
- **I am afraid of...** spiders
- **I've always wanted to be...** a lawyer
- **My guilty pleasure is...** a massage
- **An activity on my bucket list is...** working in wildlife conservation
- **I asked a friend to describe me and she said...** passionate, driven, genuine and kind
- **I once volunteered at...** a canine hydrotherapy centre
- **The thing I find most attractive in a person is...** a sense of humour, trust, kindness, humility and ambition

ASHDOWN FOREST CENTRE  
WYCH CROSS  
FOREST ROW  
EAST SUSSEX  
RH18 5JP  
TEL: 01342 823583



#WeSupportAshdownForest  
#BetterTogether

## POOH'S WALK FROM GILLS LAP

Opposite Gills Lap descends to the North Pole and Eeyore's Sad and Gloomy Place - 2 miles/3.25 km

From Gills Lap car park walk north, away from the road junction, on the wide ride. Pass a bench and after about 250m you reach a clump of tall pine trees (Gills Lap) on your right - The Enchanted Place. The concrete, surveyor's triangulation point is 669 feet/204m above sea level. Turn left onto a path, pass through Quarry car park to the road.

Cross with care onto a path opposite and in 30m turn left onto the ride. On the far side of the valley appears as Five Hundred Acre Wood on the Ordnance Survey map but Pooh knew better: to him it was the Hundred Acre Wood.

It is mentioned in the story in which Eeyore loses a tail and Pooh finds one, when Pooh went to visit Owl, whose house was in the wood (100 Aker Wood on the plan drawn by Christopher Robin and Mr Shepard), for advice on the sore subject of Eeyore's lost tail. Pooh used the same route down into the valley that was, and is, used while searching for the North Pole. In later life Christopher Robin was to write: "It is a real forest with giant beech trees, all dark and mysterious. You would need to be a brave explorer to venture into the Five Hundred Acre at night, and I never did."

Greatly descend and bear right through light woodland before descending steeply on more open heath to reach the valley bottom, a bridge and the site of the North Pole. It was Christopher Robin who had the idea of an expedition to discover the North Pole. Nobody was quite sure what it was, including Christopher Robin who told Pooh that it was just a thing you discover. In Pooh's hands (or paws) it became an 'expotition' and he spread the word. Led by Christopher Robin a long line, including all Rabbit's friends and relations, started out. At the bottom of the valley they came to a stream where Roo fell in. Fortunately Pooh discovered the North Pole and used it to rescue Roo. And, as the world knows, they stuck the pole in the ground and Christopher Robin tied a notice to it:

**NorTH PoL E  
DICSoVERED By  
PooH  
PooH FouND IT**

Cross the bridge and ascend the wide ride. Towards the top pass by pine woodland on the left. Turn right at the t-junction of rides. Follow the ride as it skirts around the rim of the valley.

Eeyore's Gloomy Place ("rather boggy and sad") is somewhere in the valley below on the right - even the grown-up Christopher Robin was not sure where it was. The Gloomy Place was where Eeyore lost his house. That is another story with a happy ending. Continue to the road and junction opposite Gills Lap car park. Cross with care. If you enjoyed this 'expotition', there are many other places to explore on the Forest!

*NB: This walk has been taken from an Ashdown Forest leaflet in association with [www.mappingideas.co.uk](http://www.mappingideas.co.uk), [www.per-rambulations.co.uk](http://www.per-rambulations.co.uk), Weald Forest Ridge, Heritage Lottery Fund, High Weald Joint Advisory Committee and The Conservators of Ashdown Forest. All details are believed correct at time of production but we cannot accept responsibility for any errors or omissions.*



## Excerpts From A Cat's Diary...

**DAY 752** - My captors continue to taunt me with bizarre little dangling objects. They dine lavishly on fresh meat, while I am forced to eat dry cereal. The only thing that keeps me going is the hope of escape, and the mild satisfaction I get from ruining the occasional piece of furniture. Tomorrow I may eat another houseplant.

**DAY 761** - Today my attempt to kill my captors by weaving around their feet while they were walking almost succeeded, must try this at the top of the stairs. In an attempt to disgust and repulse these vile oppressors, I once again induced myself to vomit on their favourite chair... must try this on their bed.

**DAY 765** - Decapitated a mouse and brought them the headless body, in an attempt to make them aware of what I am capable of, and to try to strike fear into their hearts. They only cooed and condescended about what a good little cat I was... Hmmm. Not working according to plan.

**DAY 768** - I am finally aware of how sadistic they are. For no good reason I was chosen for the water torture. This time, however, it included a foamy chemical called "shampoo." What sick minds could invent such a liquid? My only consolation is the piece of thumb still stuck between my teeth. Well, that and the fact that the dog was the next victim after me!

**DAY 771** - There was some sort of gathering of their accomplices. I was placed in solitary throughout the event. However, I could hear the noise and smell the foul odour of the glass tubes they call "beer". More importantly, I overheard that my confinement was due to MY power of "allergies." Must learn what this is and how to use it to my advantage.

**DAY 774** - I am convinced the other captives are flunkies and maybe snitches. The dog is routinely released and seems more than happy to return. He is obviously a half-wit. The bird on the other hand has got to be an informant, and speaks with them regularly. I am certain he reports my every move. Due to his current placement in the metal room his safety is assured. But I can wait; it is only a matter of time...



**PURDY & PETRA**

## #TeamWoofers in the Spotlight

### Squeaky or bouncy - what do you look for in a toy?

Definitely bouncy - that way we can hone our sniffability gundog skills when they get lost in the long grass.

**What's your favourite treat?** We love fish, so sardines on toast is a favourite!

**What would constitute a perfect day for you?** We both love to find birds in the rough, so shooting is a great day out with so much choice of menu!!!

**Do you have any special talents?** I'm Petra and I am a Princess! I'm Purdy and I quietly guard our boundary to protect our loving owners. We both love swimming in the sea.

**Complete this sentence: "I wish I had a friend with whom I could share..."** running and playing in the Ashdown Forest with Auntie Zee and #TeamWoofers!"

Here's what Harvey + Lily's  
owner's had to say about  
our 11+ year relationship...

"We can't recommend Pet Patrol 365  
highly enough!

Zita has been looking after Harvey and Lily  
for over 11 years now, ever since they were  
pups and we first bought them home. In fact,  
she's as much a part of the family as they are.

Zita is totally 100% committed to the  
well-being of the dogs and has always taken  
care of them as though they were her own.

They love to spend time with her and  
#Team Woofers, and we've no doubt their good  
behaviour is largely down to her efforts in  
training them.

Zita has always been completely reliable and is  
usually able to accommodate if we ask for a  
temporary change of routine or one-off visit.

Many thanks for all your help over the  
past 11 years Zee!"

**Mr & Mrs Culling, Holtye**



### Excerpts From A Dog's Diary...

- 8:00am** Dog food! My favourite thing!
- 9:30am** A car ride! My favourite thing!
- 9:40am** A walk in the park! My favourite thing!
- 10:30am** Got rubbed and petted! My favourite thing!
- 12:00pm** Lunch! My favourite thing!
- 1:00pm** Played in the garden! My favourite thing!
- 3:00pm** Dog treats! My favourite thing!
- 5:00pm** Wagged my tail! My favourite thing!
- 7:00pm** Got to play ball! My favourite thing!
- 8:00pm** Wow! Watched TV with the people! My favourite thing!
- 11:00pm** Sleeping on the bed! My favourite thing!

## ADVERTISING - DO YOU WANT TO GET INVOLVED?

Launched in 2018, the aim of The Pet Patrol Post is to provide a local one-stop-shop for pet owners and lovers to connect to the local community and businesses.

We are keen to talk to businesses interested in locally targeted advertising or looking to promote their business in our magazine.

Perhaps you would like to work with us collaboratively on content within a future issue? If so, please get in touch by emailing [zita@petpatrol365.co.uk](mailto:zita@petpatrol365.co.uk).

## ASK THE EXPERTS

**DAWN ALLEN**

**FOUR POSITIVE PAWS**

**07941 517571**

**dawn.allen@fourpositivepaws.co.uk**

**#BetterTogether**

"IT'S OKAY" MY DOG IS FRIENDLY!

DIFFERENT PERSPECTIVES...

Fred and Freeda are walking Woolly off-lead. Woolly is excitable and loves to run up to every dog she sees. Woolly tries to say hello by getting very close to other dogs and barking. Woolly is persistent and runs around other dogs in tight circles. Woolly's behaviour doesn't change and intensifies when other dogs try to get away. When other dogs start to increase their communication by growling, Woolly insists on saying hello. Then Woolly gets bitten. Woolly is now injured, in pain and distressed. Fred and Freeda are shocked, distressed and angry.

Fred and Freeda are now walking Woolly in a quiet area chosen to suit her as she has become anxious on walks since being bitten. Fred, Freeda and Woolly are still recovering from the distressing incident. Since being bitten Woolly has become sensitive around other dogs and either bolts or practices defensive behaviours when unfamiliar dogs get too close. Fred and Freeda have experienced verbal abuse when Woolly lunges and barks if dogs get too close for comfort.

To stay safe, prevent problems and have more relaxed walks, Fred and Freeda take Woolly to a place where dogs are only on-lead and use a long line so they can support their dog to start to regain confidence.

Then, out of nowhere an off-lead dog bolts towards Fred and Freeda and their on-lead dog Woolly. They try their best to create distance. They ask the other owner to please call their dog away. That owner replies "It's okay he's friendly and just wants to say hello."

Fred and Freeda's anxious dog, who is still recovering from the previous bite, escalates communication with the off-lead dog by growling and lunging but the off-lead dog is insistent and will not leave the on-lead dog alone.

Fred and Freeda ask again, "Please call your dog back." The owners of the off-lead dog repeat that their dog is "friendly" and say that "the dogs can sort themselves out." On the last request from Fred and Freeda the other owners laugh and then become abusive. They say they have the right to walk their dog off-lead anywhere they want to and accuse Fred and Freeda of having a vicious dog.

Fred and Freeda's dog Woolly is being relentlessly pursued and the off-lead dog is not responding to warnings and Woolly bites Dandy the off-lead dog.

The wound is minor and Woolly nipped Dandy causing a slight grazing of the skin. But now, Dandy has also become nervous and anxious around other dogs and whilst previously appeared to be friendly now growls and lunges at dogs that come near.

Woolly was considered a happy go lucky, friendly dog and had appeared to mix well with other dogs until he met the first dog that had to defend itself and bit him. Then when Dandy wouldn't leave Woolly alone and the owners wouldn't or couldn't recall him Woolly had to defend himself.

Dandy had been a boisterous, playful, excitable dog that lacked good social skills and had no recall.

Since the altercation with Woolly, Dandy is also a reactive dog. The owners now experience the same scenarios as Fred and Freeda and choose quiet, on-lead areas to have a safe walk while rebuilding Dandy's trust and confidence.

These scenarios are becoming every day occurrences and the severity ranges between an upsetting scuffle with no injury to dogs and people, to incidents where dogs and or people are being significantly injured physically and psychologically.

An off-lead dog that bolts up to unfamiliar dogs and gets too close and or has physical contact is not 'friendly'. This dog is unskilled and is behaving inappropriately and is a risk to itself and to other dogs. Just because an incident has not happened yet doesn't mean it won't happen in the future.

An on-lead dog is not a bad dog or an untrained dog. It is on-lead for a reason. An on-lead dog must be respected and should not be put in a position that may cause pain or discomfort.

## ASK THE EXPERTS

**DAWN ALLEN**

**FOUR POSITIVE PAWS**

**07941 517571**

**www.fourpositivepaws.co.uk**

**#BetterTogether**

To provide support, an anxious or reactive dog will benefit from low dog density walks. But is it fair when great effort has been made to find a quiet and sometimes on-lead area to have an off-lead, out of control, unskilled dog start behaving in a way that can cause distress to an on-lead dog and owner, and for the on-lead owner to get verbally abused?

Whilst we cannot wrap our dogs in cotton wool and avoid all other dogs, we can be empathetic and cater for their individual needs and have respect for others.

Common myths and outmoded principles include 'dogs can sort themselves out' and 'they need to learn'. The number of dog attacks, altercations, bites, fights and injuries and well documented science based data suggest otherwise.

Some dogs may initially be able to work through an uncomfortable situation but, if this is repeated, they will learn how to defend themselves and use the fight/flight options. Some dogs will have more tolerance than others and some dogs will simply shut down. Some dogs need support to learn appropriate skills with appropriately matched dogs and to learn through positive associations.

Dogs are learning all of the time, they can learn how to behave well and appropriately but if over faced, over asked, over stimulated and over exercised they can learn different survival strategies that result in defensive behaviours.

We can think about analogies to help us relate to our dogs. If we went out for a walk and were followed by a stranger we would feel very uncomfortable. Our physiology would change and prepare us for flight or fight. We get home safely and we process what has happened. Each of us will deal with this differently. Some of us will be upset and anxious, some angry.

A friend calls round the next day and suggests doing the walk again. You really don't want to but your friend won't listen, won't take no for an answer and insists that everything will be fine. They even suggest that you are exaggerating or imagining what happened the day before.

During the walk you are followed again. This time you feel more anxious and feel that you are in imminent danger and at risk but your friend just laughs and tells you everything is fine and you are just being silly.

You get home safely but this time you feel distressed and now you are doubting your friend's ability to listen to you and feel upset because you thought you could trust your friend.

On the third day your friend calls round and you say you definitely do not want to go for a walk. Your friend is strong minded and against your better judgement you agree. You don't feel able to say no and you figure that you will be safe if you are with your friend. This time the person that has been following you escalates their actions!

Humans have a choice where they walk and can choose to take time to recover from a scary situation. Our dogs don't have that choice unless we listen to them and support them to be safe on their walks. That includes on and off-lead dogs, dogs that need space and dogs that are learning and developing their social skills.

Sharing space with each other can be challenging for humans and dogs. Let's enjoy our walks and share our own and our dog's space. Not all dogs want to say hello and sometimes saying hello is simply acknowledging and not getting up close and personal.

Getting professional, early help with recall, understanding canine communication, stress, and anxiety, and specifically for dogs that are fearful and nervous around other dogs, can all help prevent issues, manage problem behaviour and provide skills for calm, relaxed and safe walks on both ends of the lead.

Dawn Allen, Four Positive Paws, specialises in dog to dog and dog to human fear, aggression and reactivity including dogs that bite and have bitten.

**"IT'S OKAY" MY DOG IS FRIENDLY!**

**NO! NO! IT'S NOT OKAY!**



Just because your dog is friendly does not mean other dogs are. Some may be nervous, reactive, fearful, in training, elderly, post operative, in season or owned by people who just want to be left alone.

**NEVER LET YOUR DOG RUN UP TO ANOTHER DOG.**

**RESPECT OTHERS AND THEIR NEED FOR SPACE.**

IF YOU HAVE NO CONTROL OVER YOUR DOG OR THEY HAVE A BAD RECALL, KEEP THEM ON THE LEAD. THANK YOU.

## LOCAL DOG FRIENDLY CAFES



When you're out and about, dog friendly cafes are a great way to see the sights and pass some time.

Although there is no law which prevents dogs entering cafes (as long as they cannot access the kitchen and food storage areas), it is the business owners individual choice as to what their policy is and, therefore, this must be respected.

## TOP 10 TIPS FOR DOGGIE ETIQUETTE!

- #1 Exercise your dog beforehand so they are tired.
- #2 Don't take your dog in if it's wet or muddy.
- #3 Keep your dog on a lead and close to your feet or under a table.
- #4 Don't allow your dog to roam free.
- #5 Don't allow your dog to bark excessively at people or other dogs.
- #6 Take a water bottle, travel bowl and treats.
- #7 Don't allow your dog to go on the furniture (even on your lap might be frowned upon).
- #8 If your dog is not enjoying the environment, head off and come back another time.
- #9 If there is another dog already in the cafe then don't sit where they can eyeball each other.
- #10 Ensure your dog isn't blocking a walkway or in a place where people may trip up.

We asked our readers to recommend their favourite local dog friendly cafes. Please check with the establishment before entering of any restrictions (e.g. garden only):

## DOG FRIENDLY!

### East Grinstead

- 🐾 Flint Owl Bakery
- 🐾 The Mug Tree
- 🐾 CJ's
- 🐾 The Nest
- 🐾 Cafe Nero

### Ashdown Forest

- 🐾 Pop Up Cafe - Ashdown Forest Centre
- 🐾 Coolings Garden Centre
- 🐾 The Llama Park

### Forest Row

- 🐾 Java & Jazz
- 🐾 Taffels Cafe
- 🐾 Coco's Cafe

### Hartfield

- 🐾 Pooh Corner

We'd love to see photos of you and your dog enjoying one of the cafes listed. Send them to [zita@petpatrol365.co.uk](mailto:zita@petpatrol365.co.uk) before Friday 31 January 2020, and one lucky owner will win some tasty dog treats for their pooch!

## LOCAL PET CHARITY 2019 CHRISTMAS FAIRS



RSPCA, South Godstone - [rspca.org.uk](http://rspca.org.uk)  
Llama Farm, Wych Cross - [llamapark.co.uk](http://llamapark.co.uk)  
Foal Farm, Biggin Hill - [foalfarm.org.uk](http://foalfarm.org.uk)  
Dog's Trust, Shoreham - [dogstrust.org.uk](http://dogstrust.org.uk)  
Felines 1st, Crawley - [felines1st.org](http://felines1st.org)  
Raystede, Ringmer - [raystede.org](http://raystede.org)  
Cats Protection, Chelwood Gate - [cats.org.uk](http://cats.org.uk)

Saturday 16th November  
Saturday 16th November and Sunday 17th November  
Sunday 17th November  
Sunday 24th November  
Sunday 24th November  
Saturday 30th November and Sunday 1st December  
Sunday 8th December