

Here's a copy of
'News for New Friends!'



NEWS FOR NEW FRIENDS

It's full of cool info...
Give it a try!!!



A P U B L I C A T I O N O F T H E B E S T F R I E N D S V E T E R I N A R Y C E N T E R , G R A F T O N , W I S C O N S I N

Why come to see us?

Because we care about you and your pets, and we're always striving to make our health care, and your experience in our hospital, better. Come meet our friendly staff and tour our clinic. We'd love to meet you and your pets!

Here are some of the things our patients' families are saying about us:

"... We are new to the Cedarburg and Grafton neighborhood, and had yet to seek out a new veterinarian ... and I telephoned your clinic. Tiffany answered the call and was most sympathetic to my situation and sought to schedule me on the very same day. When I arrived at the clinic, your entire staff was extremely helpful and friendly - seeing to Scooter immediately. Within a few moments, Scooter and I were taken to one of the examination rooms for further evaluation.

Throughout the visit, you and your staff attended to Scooter as though he was one of your own family pets ... he was handled with the loving care that all pets deserve. I returned home assured that we had indeed found our new veterinarian, and look forward to having the BFVC provide care for Scooter in the future..."

"Thank you for making a donation in Charlie's name to your Pet Fund. We miss Charlie dearly but the donation will allow others to care for their pets. Thank you to the doctors and staff for always being kind and caring and for coming to our house on your day off - it made it easier for us.."

"...We have always known our "girls" got much, much more than special care at the clinic. All of you are so involved with your patients and owners. Louise was so special to us. Your special way of handling the situation once the decision was made was so gentle and caring. It certainly made living without her much easier. Louise was so fortunate to be loved so much and cared for so well to the very end. Thank you again..."

"...We would like to sincerely thank you for taking such good care of Little Fluffball for us when she was too little for us to care for! We appreciated letting us 'visit' and the caring and helpful attitude displayed by all staff members! Thanks again!!..."

And written by the pet himself ...

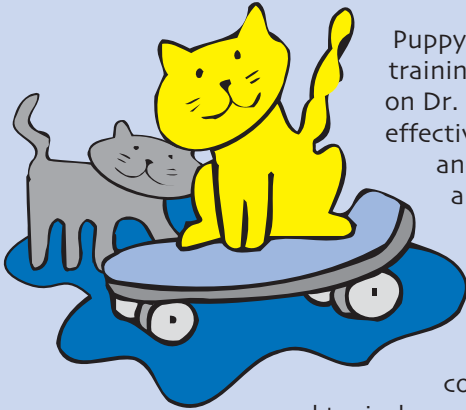
"...I just wanted to say Thank You for taking such good care of me while I was sick and my mom and dad were gone. I especially appreciated your letting me have the run of the place. I don't do well being away from home and I especially don't like being in a cage. So thanks again. Mom and Dad are back home and I'm fine now!..."

Caring People Helping Pets

2082 Cheyenne Court, Grafton, WI 53024 • phone: 262-375-0130 • fax: 262-375-4196 • www.bestfriendsvet.com



We offer **PUPPY** and **KITTEN** socialization classes and **GENTLE LEADER** training



Puppy socialization and training classes are based on Dr. Ian Dunbar's effective and kind training and behavior videos and books. Classes are held once weekly for 5 weeks. Designed for puppies 8-12 weeks old, classes

cover initial training and typical puppy "problems" such as chewing and housetraining. Puppy "play time" is encouraged. Classes are meant for the entire family. Children (8 and older) are especially encouraged to attend, to learn how to help with their new best friend!

Kitten class is a single one to two hour session, offered on evenings or weekends. We cover training and socialization, so your kitten can become a well rounded feline friend.

Gentle Leader halters are a relatively new training aid for all sorts of problem behaviors in dogs, including pulling excessively on the leash, barking, biting, dashing outdoors, jumping up and chewing. They are a humane form of collar that gives you better control than a choker or prong collar but is much more gentle. These halters take advantage of the dog's natural tendency to give

in to pressure applied to the bridge of the nose and behind the ears, the places the halter presses against. Our behavior counselors will fit the collar to your dog and show you how to use it. The Gentle Leader comes with a detailed instruction DVD as well. Videotapes and handouts are available in our office, or call us with questions about this wonderful tool to help you live more peacefully with your canine family member!

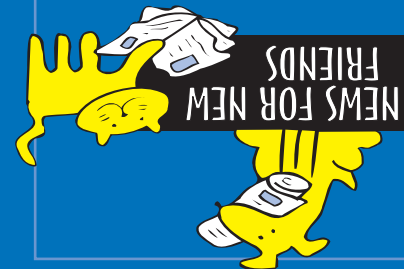
Behavior counseling is available for many other topics as well, including feline litterbox avoidance and furniture clawing, canine boundary training, using the Bark Not citronella collar, which discourages problem barking by emitting a puff of scent dogs don't like, and much more.

For more information on any of these topics or to register for a class, call 262-375-0130



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BEST FRIENDS VETERINARY CENTER
2082 Cheyenne Court, Grafton, WI 53024

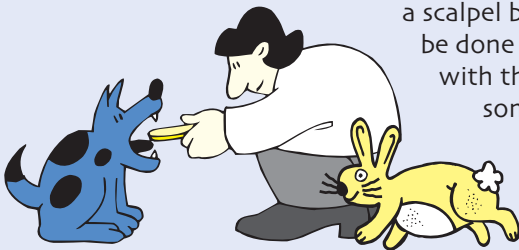


BFVC OFFERS LASER SURGERY

With the laser, surgeries can be done with:
Decreased pain • Decreased swelling • Decreased bleeding

Best Friends Veterinary Center is one of a growing number of veterinary practices that are using a surgical laser - over 1000 nationwide. We were the first in this area to offer this cutting edge technology for your pets. Along with decreased pain, bleeding and swelling, laser surgery also provides a lowered risk of infection and sometimes reduced hospitalization time.

Just as with laser surgery in humans, surgical procedures formerly done with a scalpel blade can now be done more safely with the laser. For some procedures, the laser makes therapy possible



that cannot be done with a blade. These include laser surgery for chronic stomatitis in cats, lick granulomas in dogs, treatment of gingivitis, and certain eye and eyelid tumors. Entropion (a rolling in of the eyelids) is treated quickly and easily with the laser. Throat surgery, removing eyelashes growing under the eyelids that cause eye ulcers, liver biopsies, lateral ear canal resection for chronic ear infections, and shortening overgrown nails are other examples. The laser is also ideal for removing many lumps and tumors and decreases post-operative pain for spays and neuters.



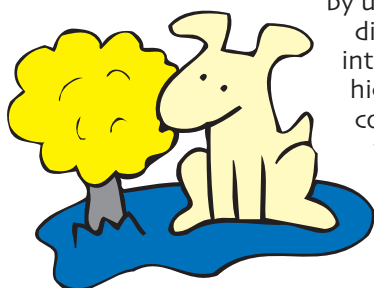
The laser is particularly effective for declawing cats, greatly reducing pain and stress. Older cats who would suffer greatly to be declawed the old fashioned way are walking around comfortably the day after the same procedure done with the laser.

BFVC Green Building Philosophy

The major philosophical influence on our new hospital was environmentally responsible design. There is a wide range of environmentally sound products available nowadays - did you know you can buy type II heavy duty wall coverings made from recycled Japanese phone books?

We tried to design and construct as "green" a hospital as we could. Our sheet vinyl floors were chosen because they contain 35-40% recycled vinyl. The white benches in our waiting and exam rooms are made entirely of recycled plastic. The drywall contains recycled materials and our scraps were crushed and used as a soil amendment. Ceiling panels used in the waiting and in-patient treatment rooms are made almost entirely of scrap wood. The roofing material we used contains 49% recycled steel. Low E glass in all the windows, airtight Structural Insulated Panels in the roof and extra insulation ensure an energy efficient building. And

by using natural light effectively, distributing light sensibly, and integrating readily available, high performance lighting components, we hope to be very energy efficient.

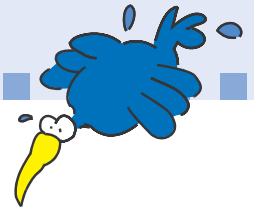


Because 1/3 of the waste that enters Wisconsin landfills each year comes from construction sites,

one of our goals was to minimize this waste on our job site. Wood and drywall scraps from the site were recycled, as were cans, bottles and cardboard. We recycle all scrap paper at BFVC, including printing office manuals and staff meeting outlines on paper that has been printed on one side already. We recycle all our cans, bottles and cardboard. The Styrofoam boxes in which we receive vaccines and equipment are taken to a plant in Madison that turns them into beanbag chairs.

We also focused on the environment with our landscape design. Low maintenance, natural landscaping includes prairie grasses and wildflowers along the West and North sides of the parking lot. Though it will take 3-5 years for the prairie to establish itself, once it does no watering will be needed to maintain its beauty. Hardy fescue grass and native species of flowers in the memorial garden beds will require little extra water. What it does need will be provided by collecting rainwater runoff from the roof.

Sustainable architecture and design occurs when buildings minimize the use of energy, resources and impact on the environment. Our goal was to create a building that would be energy-efficient, environmentally sound, and both comfortable and healthy. We hope it can be a living model of how buildings can be designed and built with "Green" principles in mind – and still be beautiful, practical and safe.



About Best Friends Veterinary Center

- At BFVC our emphasis is on WELLNESS with lots of handouts for client education.
- Two choices of puppy and kitten package levels give you routine exams, vaccinations and parasite checks at a discounted price.
- An array of services keep your older cat or dog healthy and happy longer.
- House calls can be made for routine services such as vaccinations, and for euthanasia.
- Behavior counseling available to help you and your pet learn to live together in harmony.
- Nurse/technicians are certified and work alongside our doctors to provide the best of care.
- State of the art anesthesia machines and surgery monitors ensure safe sleep for your pet during routine and specialized surgery.



- We use caps, masks, gowns and separate sterile surgery packs for each patient.
- We also work with board certified surgery specialists who can perform advanced procedures at our hospital as needed.



- With top of the line lab equipment we perform in-house blood testing to assure safer anesthesia, quicker diagnosis of diseases and earlier detection of geriatric problems.
- Our vaccination protocols are up to date.
- Evening and weekend emergency service is available as are convenient PM and Saturday hours.
- Best of all, our friendly, dedicated staff is always available to help meet all of your pet care needs.
- Tours are welcome, we have many museum displays in our new facility and we welcome the opportunity to give school talks.
- Do you have a question regarding pet care? Email us at Email: info@bestfriendsvet.com and/or check out our website at www.bestfriendsvet.com!

Pet Insurance Now Available!

Two out of three family pets will eventually suffer an accident or serious illness. Just as with humans, health insurance helps you to provide the best care available, even when the expense is unexpected.

Many of our clients have asked us questions about the availability of health insurance for their pets. Veterinary Pet Insurance Company, or VPI, is one of the few pet health insurance company to have licensure in this state.



Items covered in their plans include office visits, injections, prescriptions, treatment and surgery, lab fees, X-rays and hospitalization. The company has been in business for twenty-five years, so you don't have to worry about the stability or value of your policy. They are also endorsed by The American Humane Society. Some plans also include routine vaccinations.



If you are interested in purchasing health insurance for your pets, the phone number for VPI is 1-800-USA-PETS.