



# Wheeling Animal Hospital & Pet Resort

## Boarding FAQs

*We love your pet as much as you do!*

532 S. Elmhurst Rd. • Wheeling, IL 60090 • (847) 520-7387 • [www.wheelinganimalhospital.com](http://www.wheelinganimalhospital.com) • [wheelingac@aol.com](mailto:wheelingac@aol.com)

### **Frequently Asked Questions**

**Q: Why does my dog need the K-9 Cough vaccination every 6 months?**

**A:** K-9 Cough (Bordetella, tracheobronchitis) is a highly contagious upper respiratory disease, similar to a human cold. It is spread through exposure to another dog infected with the disease. Of course, just like the human flu vaccination, the K9 Cough vaccination is not a guaranteed measure of prevention, however it is a dog's only safeguard against the virus. Six months following the original vaccination date, your dog's immunity will begin to decrease exponentially to a low level of protection against this virus. While dogs are in our facility we require this 6-month booster as a preventive health measure.

**Q: Why does my dog and/or cat need a fecal exam every 6 months?**

**A:** Dogs and cats walk on all fours, on all floors, inside and outside. If your pet happens to encounter another pet's stool in the process, then licks his/her paws to clean off, there is the likelihood of ingesting and harboring a parasite in the process (e.g., roundworms, hookworms, whipworms, tapeworms, Giardia). Most internal parasites, if caught early, are relatively easy to treat. If not caught, they can lead to diarrhea, vomiting, bloat and intestinal blockage, which is why we require that all pets are negative for parasites.

**Q: Why does my dog need a Distemper vaccination every 12 months?**

**A:** Canine distemper is a contagious, incurable, often fatal, multisystemic viral disease that affects the respiratory, gastrointestinal and central nervous systems. It is transferred through airborne particles that an infected dog sheds through bodily secretions and especially respiratory excretions. The 1-year vaccination has been proven and licensed by veterinary pharmaceutical manufacturers. The 3-year vaccination has not yet been licensed, therefore, we only accept the 1-year vaccination.

**Q: Why does my cat need a FVRCP vaccination every 12 months?**

**A:** This vaccination provides protective immunity against feline viral rhinotracheitis (FVR), feline calicivirus (C), and panleukopenia virus (feline distemper) (P). The virus is extremely contagious to cats, and is caused by a feline herpes virus. FVR can leave some cats with permanent respiratory system and optical damage. Calicivirus is transmitted through direct contact with an infected cat or an infected item. A carrier cat can pass the virus on for up to one year. There are several different strains of calicivirus, causing a range of illness from mild infection to life-threatening pneumonia. Feline distemper is a highly contagious disease that moves very quickly through the system. It is caused by a parvovirus that may remain active in the environment for up to a year without a host.

**Q: Why does my dog and/or cat need a Rabies vaccination every 12 months?**

**A:** Rabies is a serious infection of the nervous system that is caused by a virus usually transmitted by a bite from an infected animal. It is also a zoonotic viral disease, meaning it is transferrable from animal to human. We require this vaccination as a preventive health measure for all of the animals (and humans) in our facility. It is an Illinois state law. We will also accept a licensed 3-year rabies vaccination.

**Q: What does "outdoor exercise" mean?**

**A:** Dogs are taken out of their rooms and brought to our outdoor patio for one-on-one playtime such as catch. This is typically when the pet eliminates. Each session lasts approximately 10 minutes. Our patio is even heated in the winter so your dog never gets frosty paws!

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**Q: *What are the differences between the Dog Den and the Dog Villa?***

**A:** There are two main differences: 1) The Dog Den units have steel walls, a steel door and epoxy-coated concrete floors. The Pet Resort villas have drywalls, a windowed door and larger rooms have tile floors. 2) The Dog Den package includes two playtimes (AM, PM), while the Pet Resort package includes three playtimes (AM, Noon, PM). *All units include a Cozy Cot and Cozy Pad.*

**Q: *What are the differences between the Cat Cottage and the Kitty Condo?***

**A:** There are two main differences: 1) Cat Cottage units have steel walls, a steel door a plastic coated grate, and a steel base. The Kitty Condos are larger, have a perch shelf, a separate litter box area and the option to combine two condos to allow more space. 2) The Cat Cottage package includes two cuddle times (AM, PM), while the Pet Resort Condos include three cuddle times (AM, Noon, PM). *All units include a Cozy Pad.*

**Q: *What time are the pets fed? What time do they go outside or have cuddle time?***

**A:** Our boarding guests are fed between 7 and 8 a.m. The dogs are let outside individually and the cats are cuddled immediately following breakfast. The dogs are let out again and the cats are cuddled between Noon and 1 p.m. Dinner is served between 4 and 5 p.m. We commence the final outings and cuddle times between 6 and 8 p.m. Then it is quiet time and lights out!

**Q: *What time will staff arrive on the weekends to care for the pets?***

**A:** While the hospital hours are shorter on Saturdays, and is closed on Sundays to the general public, our staff schedules run the same on the weekend as they do Monday through Friday to ensure all of our boarders are well taken care of.

**Q: *How often do they get water?***

**A:** Access to fresh water is very important. We top off water bowls every two hours and then replace water during AM and PM feedings.

**Q: *Why are you so strict about bedding? My pet would never damage their bedding.***

**A:** We request that you not bring any of your pet's bedding for their boarding visit. We provide comfortable and sanitary lambs wool bedding (Cozy Pads) for all pets, and also Cozy Cots for dogs. Pets can be highly possessive of their personal bedding, and may become agitated when our staff removes the bedding for sanitizing, which, for the health of all our pet guests, we must do each day. Being around other pets could also make them feel they need to "mark their territory." Also, we don't want blankets or other fabrics, plastics, or plush fillings to get caught up in or wrapped around the pet, which might cause them harm. Our bedding is hypoallergenic, safe and comfortable.

**Q: *Can I call and check on how my pet is doing?***

**A:** Absolutely!

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**Q: If I have multiple dogs in one room, do they each get a cot? Is it a special request?**

**A:** We provide one complimentary cot per room. You must request an additional cot at check in. Providing multiple cots in one room will greatly compromise your pets' movable space. It can be done, however, it depends on the size of the dogs and the size of the room you have chosen. Two large dogs can fit into the Master Suite with two cots comfortably. Three medium size dogs can fit into the Master Suite with 3 cots fairly comfortably. Two small dogs can fit into a small villa with one cot, or a medium villa with two cots.

**Q: What if I need to extend my pet's stay after they have already checked in?**

**A:** If you need to lengthen your pets' visit at the Pet Resort, we request a 24-hour notice. Please remember, our rooms are limited and we book reservations months in advance, so the room your pet is in may not be available for "just one more day." We may have to move him/her to a smaller room or larger room upon which applicable room charges apply. Moving pets requires many adjustments for our staff and other pets in house, therefore, an additional \$7.00 service fee will be charged per move instance. Also, keep in mind that if you have scheduled a bath, pets' receive their bath the evening prior to check out. If you would like them fresh and clean at pick up, you may want to schedule a second bath (\$10 for dogs; \$20 for cats). Please plan carefully.

**Q: Can I visit my pet while s/he is boarding?**

**A:** Visitation is highly discouraged. Please understand that boarding can be stressful on pets. They are in a new environment, with new smells, with new people and with a routine they may not be used too, and of course, they are without you. If you come to see them while they are here, they think it's time to go home! But sadly, you leave once more, and the comfort they may have started to feel is now completely gone again. Oftentimes, their level of stress is worse than it was the first time you left, and this can lead to certain health concerns. It only takes a day or two for pets to become relaxed and at peace in their new environment. We at the Wheeling Animal Hospital & Pet Resort have a very experienced and caring staff that will treat your pet as if it were our own. We strive to help each pet enjoy their visit with us, and we appreciate your understanding.

**Q: What is I.B.D. or Stress Colitis?**

**A:** Although we do our best to make your pets happy, being in a strange place away from home can be stressful. "Colitis" is what we call diarrhea or loose stools associated with the large intestine. This is sometimes called "Inflammatory Bowel Disease." A big sign of Stress Colitis or I.B.D. is usually diarrhea, which may even have some blood in it. It is brought on by stress, and it may occur temporarily while your pet is boarding.

Following is our protocol for treating Stress Colitis:

1. Call you to advise you of the situation.
2. Send a stool sample to the laboratory to check for intestinal parasites.
3. Withhold food for 12 to 24 hours to give the stomach a chance to settle.
4. The veterinarian may prescribe a bland prescription diet, or an anti-inflammatory.

**Q: My pet has special medical and/or handling needs, can s/he be boarded?**

**A:** If you have a special needs dog, we are happy to help. We must review each pet's needs on an individual basis to determine the appropriate course of action. Pets with significant medical needs may not be best boarded in the Villas or Condos, but rather in the hospital boarding area. Despite the qualifications of our well-trained staff, some pets are better off with in-home care. And of course, we cannot accept overtly aggressive dogs. Please be clear when detailing your pet's needs so we can help advise you on the best care for your pet. Medication charges apply; ointments/pills \$5 flat fee per day; injections \$9 flat fee per day. A special handling fee may be assessed and charged at check in.

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**Q: *Is there anything I need to know when I bring my pet home from their boarding stay?***

**A:** We recommend withholding food and water for a few hours upon arrival at home. As owners, we tend to feel guilty about leaving our pets, so as soon as we see them, we want to lavish them with love and treats. Your pet will be **very excited** to see you, so excited that s/he may not be able to digest (and keep down) all the love, attentions, food, water, and treats at one time! The food and water just might come out on your kitchen floor. Also, Pets will frequently become very thirsty from the excitement and stress of seeing their family and loved ones again when they're picked up. It's natural and you should expect your pet to be a bit dehydrated from all the excitement once you get them home. *Once s/he settles down, you can begin your usual feeding regimen.*

**Q: *Why does my pet smell after I pick him/her up after boarding?***

**A:** We clean our kennels rigorously and use hospital-grade disinfectants to keep them squeaky clean. However, in the closed quarters of a boarding kennel amongst other pet guests, a pet's natural odor may become more noticeable. In the midst of boarding, the pets become aroused and all of their senses are heightened in their new environment. Pets tend to secrete more saliva, their body produces more fluids, and skin glands tend to secrete more oils. Pets communicate largely through scent, and they want the other pets smell them and know they are there! They are saying, "Hey, it's me! I'm over here!" It is a natural, biological survival and communicative mechanism.

*Also, since you haven't been with your pet for a while, you may be more sensitive to his/her natural scent. We recommend booking the Boarding Check Out "Soap, Suds and Brush" or making a full service grooming appointment for your pet before check out.*

***If you have any other questions, please feel free to ask our Pet Resort Staff.***

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