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PRESIDENT'S MESSAGE

I recently attended a conference that was not a veterinary conference. Like most conferences it did meet the goals of delivering information and providing some rejuvenation. However, it did not live up to my expectations. I suppose I have been fortunate to attend conferences where the veterinarians and technicians that I have listened to have been passionate about their interests. This passion regardless of the material delivered is far more rejuvenating to me.

Two common questions we receive on the listserv are “How do I talk to my staff/peers/boss about methods which I feel are inappropriate.” And, “How do I respond to the client/staff/fellow trainer who loves Cesar Millan or the trainer down the street who uses pinch collars.” I draw on my experiences at conferences to respond to these questions. I ask myself what speakers were able to get their point across to me, and did they have the WOW

factor. What I have taken away is that you must have confidence in your knowledge and you must have credibility. To build your knowledge you should know where to find books on the subject in question, you must read these books and digest the information, and you should attend CE then discuss all this information with your peers. Take note of information that jumps out at you so that you may reference published readings in your discussions. This builds your credibility; you aren't just making up

what you are saying! If they are swayed that you present a good argument but are still in doubt that your information is sound they may reference those sources. Since the answers to common questions like these are not always found in a textbook, I also recommend Internet searches to pull up additional bits of information. While much of the information you find on the Internet may be opinion it often prepares me for the arguments that may be presented when I challenge a technique or an opinion of a colleague. What I find most valuable in a heated discussion is passion, but you must keep a cool head and not be accusatory. Simply give them sound information, in the end they will have to make up their own mind.

“How do I talk to my staff/peers/boss about methods which I feel are inappropriate?”

I hope that each of you is able to exude the passion and excitement necessary to offer intrigue to the concept of positive reinforcement and using the new tools available in the field of animal behavior.

I hope you begin to alter the perceptions of those that have closed their minds to these concepts and new ideas. Even if we only change one mind at a time, it may be one more pet saved from a technique that may cause more harm than good. Lastly, I hope that you will have the courage to step outside the box and will continue to grow and change and not be someone who says, “This has always worked for me.”

Tara Lang, RVT

2007 DOGS! COURSE ESSAY WINNER

Sheri Church, LVT

ESSAY QUESTION: Is there any one experience that sparked your interest in behavior medicine and how will you use the education you receive from the DOGS course?

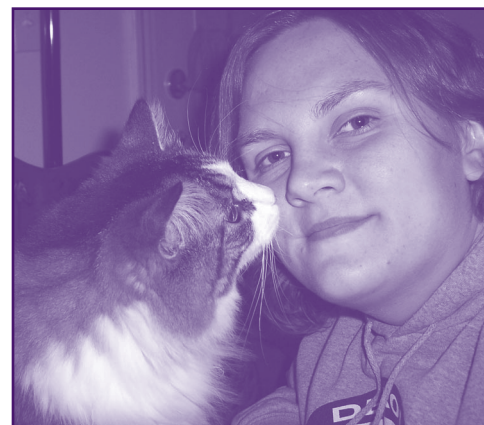
Veterinary medicine is like a puzzle. Each patient has different characteristics, histories, personalities, and symptoms that you must piece together to see the whole picture. For me, behavior was one of those 10,000 piece puzzles where there are pieces missing. In school, we really did not learn much about behavior. When I got into practice in the spring of 2003, I slowly started to learn some basics such as feline litter box problems and canine crate/house training. I will admit that I often felt lost when a client would ask a question about behavior, and no matter how simple it was, I sometimes wouldn't have an answer for them. I would rely on the veterinarian to answer the questions, but I often felt like I wasn't doing as much as I could. I began to look up answers for myself in the two behavior books that were on a bookshelf in the office, with hope that the next time I was asked a question I would feel more confident and be able to answer it.

In the past year, I have learned more about behavior than I ever expected. In February of 2006 I attended the Western Veterinary Conference in Las Vegas. I decided to attend a variety of lectures, but after attending a few behavior lectures, I was hooked! I don't think I went to any other lectures unless it was about behavior! I had the pleasure of listening to Linda Campbell, RVT and Drs. Debra Horwitz, Wayne Hunthausen and Kersti Seksel. I can remember being very excited

about the information I learned after the first day. I was amazed what a veterinary technician can do to help their clients and their pet's behavioral needs, different things you can do in the veterinary hospital to make your patient's stay more comfortable (in the kennel or the exam room), and most of all...the idea of puppy and kitten classes! I was so excited about puppy and kitten classes that I probably drove the doctor I was staying with crazy! Linda Campbell also talked about the SVBT and brought brochures along, and I decided the SVBT would be a great place to start to learn more about behavior. The Western Veterinary Conference was the defining moment for me and my pursuit to learn more about behavior.

Since attending the conference I have searched for different learning opportunities. I've gone to the SVBT meeting in St. Louis, a behavior conference at Cornell University, and I have purchased several books (good thing I have a Barnes & Noble membership card!). Each time I attend a meeting or read a different book, I find new things that I can use in practice. One of my favorite things to do is give puppies squeeze cheese on a tongue depressor when getting weighed or receiving their vaccination (I believe this idea came from the SVBT meeting!). One client referred to me as "here comes the cheese lady" when her puppy started to bounce excitedly at the end of her leash! I even used the cheese trick when we had a low-cost microchip clinic. Most owners and their pets didn't even notice when I injected the microchip, they were too interested in their yummy treat! I believe that offering puppies something as simple as squeeze cheese has made a difference in their first experiences at the clinic. I am also proud to say that I am more confident when I talk to owners about their pets normal or abnormal behaviors, and I have taken an initiative to talk to owners when they come in with their new puppy or kitten about normal behavior and how to avoid problems.

I have recently set many goals for myself and for the practice I work at. I am



currently working on a bachelor's degree and I hope to start puppy and kitten classes at our clinic in the near future. Someday, the ultimate goal for myself is to be qualified enough to add those extra letters behind my name... "VTS-Behavior"! My goal for the practice is to educate everyone on the importance of behavior, what everyone's individual role is, and to make sure appropriate people are giving appropriate advice. In the future, I think our practice will need to adopt a behavior handbook so that all staff members will be on the "same page" when it comes to different problems and they will feel comfortable and confident in their roles. For our clients, I would like our practice to offer more in regards to helping with behavioral problems and guiding them in the right direction, being sure that all staff members are educating clients on how to avoid behavioral problems, discussing the benefits of and recommending puppy/kitten socialization classes, and to make sure every owner understands the severity of their pet's problem (i.e. aggression). I hope to visit local trainers and training facilities to see how they conduct classes and what their training beliefs are, and compile a current list of trainers for our clients to reference. I would also like to include a handout that would give them information about what to look for in a trainer, and what different credentials mean. My main goal for our clients is to ensure a strong bond between owners and their pets, and hopefully that bond will never be broken. I believe the information and education from the DOGS! Course at Purdue will provide me with the additional pieces to the behavior puzzle and will help me meet my goals.



Case Report:

Submitted by: Shelly Welch, CVT

Name ID# C.J. 129311
Breed Pointer boxer mix
Age 3 yrs
Surrender Date 8/14/2006

INCOMING DOG PROFILE SUMMARY

C.J. was originally surrendered to the Dedham branch of the Animal Rescue League of Boston in 2003 at the age of 1yr. The reason for surrender was "not enough time." Problem behaviors noted on the incoming dog profile were jumping, digging and destroying household items when left alone. She was evaluated by shelter agent Beth Finn with no problem behaviors noted. Her destructive behaviors were assumed to be due to her age and energy level. She was put up for general adoption and was placed in the home of a family of two adults and four children, the mother being home with the children during the day. The new owners tried crating C.J. when leaving her alone in the house until she broke out of a metal crate causing lacerations requiring sutures. After this incident they no longer used the crate and instead confined her to a room when left alone. On two separate occasions she pushed an air conditioner out of the window to escape when left alone. Following this development C.J. was rarely left alone and when she was she was tied in the house to prevent destruction and injury. The behavior was managed



in this manner for 3 years and was never treated medically or behaviorally. C.J. was surrendered to the Dedham shelter when the mother of the family decided to return

to a full time job and would no longer be home during the day.

EVALUATION SUMMARY AND SHELTER OBSERVATIONS

All dogs are put through a behavior evaluation designed by The Animal Rescue League of Boston's Director of Behavior and Training, Dr. Amy Marder VMD, CAAB. The evaluation gages the dog's reaction to stressors such as handling the feet, pushing the dog into a sit, taking away food and rawhide. When the evaluation is complete a numeric scale system is used to help decide the dog's suitability for adoption. All factors are taken into account including the history from the previous home, observations from the shelter staff, findings on evaluation and possibility of rehabilitation. The evaluation is conducted out of the shelter environment in The Arthur Slade Center for Community Outreach and Education. The "Slade House" is a house on the shelters property used for evaluations, training and rehabilitation. The behavior evaluation was conducted by myself and shelter agent Gina Brady on 8/19/2006 at the Slade House. C.J. received 7 points from behaviors noted on intake history - 1 point for destructive behaviors and 6 points for growling over rawhide, (never seen on evaluation or in the shelter) and an additional 1 point for size which gave her a total of 8 points total with no points on evaluation. After the evaluation we tried to assess her separation anxiety. Gina stayed in the kitchen while I went down into the basement for 5 minutes. Immediately following my departure she paced, cried and sat by the door I left through, even though Gina was still in the kitchen with her. When C.J. was first put in her kennel in the shelter she scaled the 8ft chain link fence and escaped into the dog room. She was then put in a kennel with a cover to prevent escape. When trying to put her back into the kennel after walks she would try to bolt out before the door closed and would have to be physically placed in the cage.



TREATMENT PLAN AND PROGRESS

After consulting with Dr. Marder it was decided that we would try treating C.J.'s anxiety with behavior modification and Clomipramine 40mg PO BID. Her training sessions were conducted at the Slade house by me, shelter agent Gina Brady and shelter agent Lora Adomeit. Sessions were conducted after 30 minute walks, play sessions with other dogs or sessions of fetch or tug of war. We started by working on Sit/Stays in the house and walking around corners and briefly out of site. We taught her "go lie down" so that she would lie on a dog bed while we walked around the house or sat down in another room. Once this behavior was well established we progressed to having her lie on her dog bed with a stuffed Kong while we walked to the front door. We gradually progressed to opening and closing the door, walking in and out the door, walking out the door and closing it and coming right back in. We were careful to always work below the anxiety threshold and progress only when no anxious behaviors were observed. In this gradual manner we progressed to leaving her alone in the Slade house for 1 1/2 hour with no signs of anxiety on departure or return. Her cage behavior had also improved and she would walk right into her kennel and sit while her leash was removed without trying to bolt. At this point in her treatment we were discussing putting her up for special adoption.

Unfortunately, C.J. contracted kennel cough which progressed to pneumonia. She was admitted to Dr. Wolfs, the local veterinary clinic we work with on 10/10/2006 for treatment and stayed in the clinic for about a week. Upon discharge she had lost weight, was anorexic, had

— SVBT Executive Board Bios —

MEMBER AT LARGE:

Stacey Ylitalo-Skilling, LVT

I am a LVT in West (lower) Michigan. I graduated from MSU in 1990 and have been working in private practice since. Currently a co-worker and I are trying to convince our practice owners we should offer puppy “social” classes through our office. I work at a mixed animal practice and mainly work with separation anxiety patients.

Kathryn Bondra, RVT

I’m from Columbus, Ohio. I have been an RVT since 2000. I have two years of experience working in a small animal practice and currently work as lab animal tech at Battelle in Columbus. I have been at Battelle for six years, and work with mice and rats for the most part. I have also volunteered as a veterinary technician with the Iditarod up in Alaska for the past two years, where we do pre-race health screening on the sled dogs. I live in Columbus with my three cats, one pit bull, two bunnies and two goldfish.

Sheri Church, LVT

I am a licensed veterinary technician at West Michigan Veterinary Service in Coopersville, Michigan. WMVS is a mixed animal practice and our days are sometimes filled with seeing quite a variety of animals! In 2003, I received my associate’s degree from Baker College. I am currently working on a bachelor’s degree through St. Petersburg College. Although I am very new to the behavior scene, I am very interested in everything that pertains to it! When I’m not at work, you can often find me with my nose in a behavior book or journal. If I am not reading, I may be working in the garden or dreaming about gardening. I live with my husband of five years (Jason), four cats (Shorty, Tinkerbelle, Pocono, & Greg Zipadelli), one crazy Lab (Hemi), and two bunnies (Crunch & Munch).



Monique Feyrecilde, RVT

An animal lover from a young age, I learned about training from my first dog, Baby. Since my first lessons from Baby, I matured to pursue a career as a veterinary technician and dog training instructor. With 10 year’s of experience as a technician and 12 year’s experience teaching classes in obedience, agility and doing behavior consultations, I look forward to the opportunity to serve on the SVBT Board of Directors.

My specific areas of interest include public education, prevention of common behavior problems and behavior modification through humane methods. To accomplish these goals, my focus is helping owners and pets open a logical dialogue with one another to strengthen the human-animal bond through training.

I currently share my home in Auburn, WA with a wonderful husband, four dogs, three cats and a snake.

Charlotte Renee Harris, RVT

I have been behaviorally assessing dogs in a shelter setting for ten years. In my current position as Senior Vice President, Animal Services at the San Diego Humane Society and SPCA I oversee seven departments which include a behavior and training department as well as the animal care department. I have 71 employees, and a ten-member leadership team in my division, with over 300 volunteers. We have seven trainers on staff... all of whom I continue to shape and guide toward understanding the behavior component, owner and pet. The mentality is vastly different between “training” and understanding behavior. We work with Dr. Laurie Bergman a veterinary behaviorist in our area. I am looking forward to having her work more closely with our organization. In the five years that I have been with the Society I created a 260 hour comprehensive training program for our animal services staff. It is three tiered program building on itself and includes both canine and feline behavior, plus some small pets such as rabbits.

Lori Tyler-Ochsner- Biography

I graduated from SUNY Delhi in 1996 with an AAS in Veterinary Technology and transferred to Cornell University where I graduated in 1998 with a BS in Animal Science. Immediately upon graduation, I accepted a position as Shelter Manager with the Tompkins County SPCA where I was responsible for more than 3000 animals annually – including euthanasia decision and duty. It became clear to me that the majority of animals whose life hung in the balance were victims of the revolving door of pet ownership and were regarded



as disposable. Many of them paid for their life as a result.

After the SPCA, I worked at Cornell University for Animals in the small animal ICU for 4 years. In 2003, I decided to make another change – to go into private practice. I quickly discovered a way to integrate my need to help animals and improve the human animal bond- behavior. I attended DOGS and DOGS and cats in 2005. Soon after, I created and started my own puppy socialization classes and started seeing training consultations. In 2006, I started my own dog training business and started seeing house calls. In January 2007, I created and started my own adolescent manners classes.

I am on the board of directors of the Chemung County Humane Society and SPCA where I created and chair an animal care committee. I am a member of the New York State Associate of Veterinary Technicians and am a member of APDT.

I live in Newfield NY with my husband Bretton, our 5 dogs and 6 cats.

CORRESPONDING SECRETARY:

Melissa Spooner, LVT

I began my career with animals in 1997, working at a training center and canine daycare. I began assistant teaching obedience classes, which peaked my interest in animal behavior. Soon I began substitute teaching for obedience instructors in their absence, and then onto instructing my own classes. Over the next four years I instructed class and worked at local veterinary clinics as a kennel assistant, veterinary assistant and receptionist.

I have been a licensed veterinary technician for approximately four years. In 2003 I began working under Dr. Theresa DePorter as a behavior technician privately, then branched to a larger hospital in 2004. My interest in behavior, education and personal enrichment continues to grow. In March of 2006 I completed my last term locally at Baker College to achieve a Bachelors of Health Services Administration degree. I hope to utilize my degree and work toward a position that relates closely to customer service and practice management.

Currently I am working in the behavior department at Oakland Veterinary Referral Services still under Dr. DePorter. I also work in the hospital as a Blood Bank Technician in the “Buddies for Life” animal blood bank and as a Continuing Education Coordinator, helping to promote CE to the employees. In 2004 I became a member of the Society for Veterinary Behavior Technicians. I am passionate about my career and enjoy educating other on animal behavior.

RECORDING SECRETARY:

Shannon Trouba, LVT

Shannon Trouba, is a Licensed Veterinary Technician who lives and works in Gretna, Nebraska. She graduated from the Bel-rea Institute of Animal Technology in March 2003. She is a member of the Association of Pet Dog Trainers and has completed the DOGS! Course at Purdue University. She has two dogs, one cat, a husband and an 18-month old daughter.



PRESIDENT ELECT:

Amanda Eick-Miller, RVT

Amanda has been a member of the SVBT for the past four years serving as a member of various committees, editor of the Behavior Perspective, and corresponding secretary. She is a member of NAVTA and active on various AAHA committees. Over the past 12 years she has developed her skills as a veterinary technician and pet trainer through continuing education events and work in private veterinary practice. Currently, Amanda is a full time veterinary technology instructor with Stautzenberger College in Strongsville, Ohio.

Case Report, from pg. 3

a decubital sore, and was still violently coughing. I fostered her in my home for the next week until her coughing had improved and she was eating and gaining weight. Her anxiety was minimal in my home and I was able to leave her alone with my dog for up to five hours with no anxiety noted. It is hard to say if her anxiety improved due to treatment, having another dog's company or just being sick and weak. I brought her back to the shelter on 10/25/2006 and she was put up for special adoption.

Once back in the shelter and healthy she showed a lot of regression and had not been on the Clomipramine since 10/10 due to her illness. We restarted her on Clomipramine and worked with her at the Slade House with brief departures trying to build up Slade house for a training session. She put her in the house and left to go back to the shelter. About ten minutes later C.J. was found running back up to the shelter after breaking through a window. The window was old and it looked like she pushed the pane out of the frame, fortunately she was not hurt. After this incident we began working as if it were day one and making sure she got enough exercise before training sessions. She started making steady progress again.

CONCLUSION

On 11/14/2006 Maureen Thistle and her family filled out an application to adopt C.J. Maureen worked as a social worker and had experience working with adolescents with anxiety issues. She was not working and had been staying at home during the day with her 6-year-old daughter. I spoke with Maureen at length about C.J.'s history and treatment. After talking it over with her husband and researching separation anxiety, the Thistle family decided to go forward with the adoption. Unfortunately, on 11/14/06 C.J. was involved in a fight in the kennel with a dog in a neighboring kennel. The squabble resulted in a small puncture to C.J.'s nose requiring her to be quarantined for ten days. During this time one of the veterinarians on routine rounds found suspicious masses on her limbs and felt they should be removed and sent for histopathology. After the quarantine period C.J. was admitted to Dr. Wolf's for

Case Report, continued on pg. 7

Editor's Bark

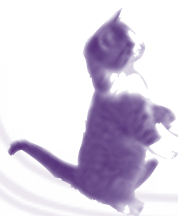
My motto for the past month has been: "Life's an adventure." Never has that been so true than over the past month. From speaking at the American Animal Hospital Association meeting in Denver to changing jobs, it has been a busy spring! While in Denver, I met and even had dinner with other SVBT members from around the country which was a lot fun. To sit down and talk about the pros and cons of the profession and share ideas was enlightening and refreshing.

I'm certain some of you are thinking, "Did she say new job?" – yes, I did. After many years of working in private practice I have made the leap into veterinary technician education. So while many of you are glad to be out of school I am happy to go back! Not only do I have the chance to keep my own education current and cutting edge but I also get to help prepare the technicians of tomorrow – which is a daunting task. It's an amazing thing to look at everything that goes into educating veterinary technicians from behind the scenes. There is so much preparation, cleaning, organizing and planning that it is overwhelming.

Right now my dining room table looks like a bookstore vomited on it. Then there is the living room floor - binders, papers, and more books. My husband is patiently waiting for the day when I don't need to work in the middle of the living room floor and everything will fit on my desk. Until then, I apologize to all of you for the tardiness of this issue and want you all to know that the payback is that I am teaching pharmacology this quarter.

What are you waiting for - your adventure starts today!

Amanda Eick-Miller, RVT



Welcome New SVBT Members!

Roberta	Avila-Guevara	CVT	Denver	CO
Beth	Barrett		Grawn	MI
Michele	Bellamy	RVT	La Honda	CA
Dawn	Blake	CVT	Riverview	FL
Rita	Carlson	CVT	Aurora	IL
Shannon	Carter	LVT	Wellington	AL
Danielle	Cheek	CVT	New York	NY
Lorrie	Cooper-Vincent		Woodlake	CA
Danette	Corner	RVT	Middle River	MD
Richard	Crocker		Mercer Island	WA
Judith	Dawson		San Francisco	CA
Judy	Dawson		San Francisco	CA
Kristen	Dowd	CVT	Pecatonica	IL
Stephen	Drab	RVT	Westerville	OH
Rachel	Green	CVT	Tuscola	IL
Katerina	Hadziyanni		Athens,	Greece
Alison	Hayes		Candler	NC
Elizabeth	Hedrick		Orlando	FL
Becky	Hinman-Frank	LVT	Juneau	AK
Debra	Konkol	CVT	Fortville	IN
Cori	Kwasny		Tucson	AZ
Sarah	Lundy	LVT, BS	Niles	MI
Beverly	Martens	BS, DVM	Waupun	WI
Heather	McAllister	RVT	Freehold	NJ
Liz	McCleod	LVT	Ferndale	MI
Heather	Mohan	RVT	Oconomowoc	WI
Rachel	Pena	CVT	Boise	ID
Holly	Ragan		Berger	MO
Julie	Raymond		Cheltenham	PA
Kari	Rogers		Santa Clara	CA
Jennifer	Stein	CVT	Altamait	IL
Heather	Urban	LVT	Utica	MI
Janice	Walters	CVT	Channahon	IL
Kristi	Williams		Fargo	ND

CORRECTION:

The 2005 SVBT paper award went to **Jenny O'Connor** and not to Jennie Lane – although they both deserved accolades for their research. Jennie Lane has since moved and the contact information printed in the Winter edition is incorrect. Her correct contact information is:

Jennie Lane
2831 Layton Drive, Davis, CA 95618
H: 530-753-2050
C: 530-304-5428
mimipinkpaws@gmail.com

WANTED: Articles, Reviews, and Case Studies.....

You've read the newsletter, now contribute! My goal as editor is to increase the number of articles, reviews and case studies published by OUR members over the next 12 months. If you have an idea for an article, would like to try a new product and let others know if it works, or have a case that you'd like to share please email me: amandamiller@mfire.com. If you want to write but need a suggestion or ideas I can help with those as well!

Case Report, from pg. 6

a mass removal and histopathology. The lab results were received on 11/30/06 and all cells were benign. C.J. met the Thistles 13-year-old dog with great results and she was officially adopted by the Thistle family on 12/2/2006.

CURRENT UPDATE

Maureen has been emailing me regular updates and I am pleased to report that C.J. is doing wonderful in new home. C.J. was tapered off Clomipramine in February and the family is able to leave her alone in the house for hours at a time with no repercussions.



Dogs are not
our whole life,
but they make
our lives whole.

—Roger Caras

PROPOSED AMENDMENT

Members at Large: Two (2) year term - There shall be two (2) Members at Large. Terms will be staggered such that each Member at Large position will be elected on alternating years, beginning with one (1) Member at Large position increasing to two (2) year term for 2007-2008 election, and the other Member at Large position increasing to two (2) year term for 2008-2009 election.



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"The Behavior Perspective"**

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