



## Grooming Handbook

### **ZOOMIN GROOMIN TUTORIAL – BATHING**

Two of the essential principles of pet grooming are to always apply common sense to any situation and to observe for cause and effect relationships. By utilizing this advice the stress level will be lower, the pets will be healthier and happier and the veterinary bills will be dramatically low.

For example, let's examine the question of how often to clean a dog. It has been rumored, (an old wives tale), and some clients will bring this up, that to subject a pet to any more than one or two baths a year would be harmful to the well being of the dogs skin and coat. When asked if they thought that the advice was correct most would reply that they had wondered about it but yet ignored their gut feelings and lived with their unwashed and sometimes smelly companions.

In order to gently point out the error of their ways, ask them about their own shampooing patterns. Most people will admit to washing their own hair several times a week, if not every day. Why do they feel that to wash their dog even once per week would have a dire consequence??

Forty years ago the products that were available for pets were essentially detergents that stripped the skin of dirt (which was good) as well as all the oils that were important for a healthy coat. So the myth began that to wash a dog would lead to a dry coat. Over the years, the formulations of the shampoos changed and conditioning agents were added to the detergents thus allowing the skin to be cleaned without damaging the precious oils. Several lines of products are now made with only organic solutions. We use them.



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We tell clients that ninety percent of the dogs could be bathed every day with some of the products on the market without any problems, although we routinely recommend bathing every two to eight weeks. But, here is where the cause and effect principle comes into play.

Bathing may not cure a skin problem but it should never make it worse. You and your staff should be observant enough to notice redness, flakiness or increased itching after a wash. The anti-bacterial, organic solution used by ZG should not cause a reaction and is mild enough for frequent use.

Specific skin conditions often require specialized medicated shampoo and our anti-bacterial solution replaces those. Consult with the client about the pet's current skin and health status, before grooming the pet.

### BATHING

Use of a recirculating bathing system is the professional way to bath dogs. Our method for bathing dogs produces a flowing combination of organic, anti-bacterial solution and water through a massage type bath system. It penetrates through the coat for a thorough cleaning and - what the dogs love most - the massage feeling. A quality bath works with the constant use of warm fresh water and cleansing solution. It washes out the loose hair, dead skin and other debris while providing an invigorating massage for the dog. This type of bathing system ensures the most thorough cleansing process in an efficient, time saving manner, guaranteeing the dog's bath time to be quick, fun and easy.



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### DRYING

A light hand drying is all that is necessary because the bathing system has pulled up most of the solution used. A force dryer used by hand reduces drying time. Using a force dryer is also ultra quiet, making it less stressful for the pet. It saves brushing time, prevents curling and blows out undercoat resulting in less shedding and less vacuuming. Since dogs have such a great sense of hearing many dogs prefer less noise and less stress when drying their head.

### TABLES AND TUBS

The table should be made of durable material, equipped with steps or a built-in ramp to assist large or elderly dogs up. We also recommend using electric tables, which drop down to a comfortable level and again assist large dogs on to the grooming table.



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### ARRIVAL

**Use these steps to make a positive impact on your customer.**

1. Review with the customer any health issues, skin problems, allergies, former surgeries, that the pet may have that could affect the grooming process.
2. Review with the customer the pet's previous grooming experience.
3. Review with the customer the type of haircut preferred, if any.
4. Check the pet over for any matting that may require special attention and inform customer as necessary. Typically severe matting results in the need to shave the pet.

### PREPARATION

**Use these steps to properly prepare the pet for the spa treatment.**

1. If necessary assist the pet into the Mobile Pet Spa.
2. Once in, lead the dog up the stairs, place pet on the grooming table and secure the pet as appropriate. Place loop over neck, adjust height of securing arm so as to hold dog in place. Secure rear strap and tighten lightly.
3. Talk to the pet, comfort the pet, provide pet with a few moments of pet massage to calm anxious pets. If the pet is ill, aged or disabled handle them cautiously. Help the pet to feel secure and comfortable.
4. Review the pet's file card for special care notes. See if special pet handling is necessary.
5. Proceed with the grooming only when you completely understand all pet care information alerting you to the pet's need for special care, and how it affects the grooming of the pet.



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### **BEGIN SPA TREATMENT**

**Use these steps to properly provide the Zoomin Groomin □ pet spa treatment.**

1. Remove all collars, if not already removed when the pet was brought in to the mobile pet spa. Warning: Flea collars are toxic when wet and pose a serious danger to pets.
2. Clean and deodorize ears using our preferred ear cleaner which does not contain alcohol.
3. Clip nails and dew claws.
4. Trim feet as appropriate (either with scissors or clippers (#10/15 blade) except short haired breeds (I.e., Chihuahuas, Pit Bulls, Great Danes)
5. If pet is receiving a haircut or shave down begin rough cut now. This will save time drying after the bath.
6. Soak and carefully remove encrustations around the pet's eyes with warm water only. Place a drop of sterile eye lubricant in each eye as extra protection from unintended splashes of soapy water.
7. Clean and sanitize the drying counter now where the pet will be cleaned and dried.



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### BATHING PROCESS

**Note: Cleansing the head is the most uncomfortable portion of a spa procedure for most pets. They feel less anxious, and more secure, when they can freely see what is going on around them, and control their own head movement. Therefore, completely cleanse the face first by wetting a cloth or towel with solution and rubbing between the eyes, snout and sides of face thoroughly, and then proceed to cleanse the body. By doing so, the pet is more likely to be at ease during the longer time it will take to thoroughly clean the body.**

1. Test the bathing system before cleansing the pet. Ensure the water is warm and flowing properly.
3. Use your hand to gently massage the pet while thoroughly cleansing the coat.
4. Ensure the water flows into the coat to wash away debris from the skin.
5. Starting at the top of the neck run the nozzle slowly along the back to the tail. Repeat strokes until clean water is seen in the tub.
6. Lift front leg and clean under chin, chest and along belly. Clean tail using both hands and several strokes.
7. Cup hand on dogs head just above the eyes and clean the top of the head. Use both hands to clean the top of dogs ears.
8. Plug dogs ear with thumb and clean behind and around ear. Repeat for other ear.
9. Lift leg as needed to ensure nozzle stays parallel to the skin. Flush out bottom of paw thoroughly.
10. Wet a cloth with solution to clean the groin area.



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11. Wipe up all excess water.
12. Do not forget the anal region. Do not force anal gland expulsions. Report any unusual secretions.
13. Keep solution, and other treatments away from the pet's eyes and ear canals. Do not leave solution containers in or near the tub where a pet might drink from them.
14. Never leave the pet unattended for any length of time! In an emergency, remove the pet from the table, wrap them in dry towels for warmth and chill prevention, and phone into the customer's residence/place of business for help.

### **Drying and Finishing Procedures**

**If drying must be temporarily discontinued, cover the pet with enough dry towels to avoid chills. Never leave pet unattended for any length of time! In an emergency, phone into the customers residence/place of business for help.**

1. Select drying hose. Starting from top of dogs back use the dryer to blow water off the dog, and to loosen and remove dead hair. Continue until dry. Towel dry the head region if necessary.
2. Dry aged, ill, disabled or other special care pets on a warm setting only. Provide anxious pets with a few moments of pet massage as needed.
3. Perform finish cut or trim on the pet.
4. Fully brush out coat - you should be able to run a comb through the dogs coat when done.
5. Trim pet with Zoomin Groomin ribbon or bandana.
6. Spray dog with cologne or conditioner only if the customer requested it.