

1. Record Nr.	UNINA9910270924803321
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Titolo	Cooperative veterinary care / / Alicea Howell, Monique Feyrecilde
Pubbl/distr/stampa	Hoboken, New Jersey : , : Wiley Blackwell, , 2018 ©2018
ISBN	1-119-13053-0 1-119-13054-9 1-119-44973-1
Descrizione fisica	1 online resource (348 pages) : illustrations, tables
Disciplina	636.089/068
Soggetti	Veterinary medicine - Practice - Methodology
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction to low-restraint and no-restraint veterinary care -- Perception and communication -- Learning, conditioning and training -- Successful visits : environments and protocols to prevent fear and stress -- Level one patients & training -- Level two patients and training -- Level three patients and training -- Additional patient resources -- Implementation strategies.