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COVER...

Michell Evans winner of the Andis Best In Show award at Groom and Kennel Expo 2011 with Andis Representative Diane Betelak and Vivian Nash, Director of the International Judges Association.

Designed by Lucas Colton
Photo by Animal Photography

EDITORIAL STAFF

| | |
|--------------------------|--|
| PUBLISHER | Sally Liddick sally@barkleigh.com |
| EDITOR | Todd Shelly todd@barkleigh.com |
| ASSISTANT EDITOR | Gwen Shelly gwen@barkleigh.com |
| MANAGING EDITOR | Deb Becker dbecker@barkleigh.com |
| VP OF CREATIVE SERVICES | Emily Veronikis emily@barkleigh.com |
| GRAPHIC DESIGNERS | Lucas Colton lucas@barkleigh.com Lance Williams lance@barkleigh.com Cindy Agoncillo cindy@barkleigh.com |
| PRESIDENT | Todd Shelly todd@barkleigh.com |
| CHIEF OPERATIONS OFFICER | Adam Lohr adam@barkleigh.com |
| ADVERTISING CONSULTANT | Maggie Gellers maggie@barkleigh.com |
| ADMINISTRATIVE ASSISTANT | Sherri Shadle sherri@barkleigh.com |
| PRODUCTION MANAGER | Martha Lucas martha@barkleigh.com |
| ACCOUNTS MANAGER | Joyce Hovetter joyce@barkleigh.com |

COLUMNISTS

Sally Liddick
Teri DiMarino
Dr. Boyd Harrell
Kathy Hosler
Gary Wilkes

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Off the Top of My Head by Todd Shelly

Combing for Talent



On page 43 of this issue, we have a promotion for our *Barkleigh Honors Awards*. This is one of several new things that we are excited about. Here are a few that we are ready to announce.

First, *Barkleigh Honors* will be presented at a dinner Saturday night during *Groom Expo* in Hershey. The awards will also be webcast live all over the world (more on that in a moment).

Barkleigh Honors will be the most comprehensive awards ever given to the pet care community. We will incorporate the traditional type of accommodations along with cutting edge awards like Blog, Video and Website of the Year. We believe the groomers have earned a first-rate production, and that is what we plan to deliver.

Next, for the first time in the history of professional grooming, we will produce LIVE continuous coverage of activity at the grooming contest and trade show during *PetQuest* and *Groom Expo*. We have been beta testing it for the past couple shows, and it has done very well with a number of groomers enjoying the coverage.

Barkleigh will have five to six cameras in use and a large studio set up beside the stage, where we will talk to speakers, sponsors, and attendees as well as the contestants right after their wins.

Sally Liddick will be moderating the webcast. "There is a lot of enjoyment and emotion at a grooming contest, and so many groomers across the world do not have the opportunity to attend," says Sally. "I enjoyed our beta testing of the show. Groomers who view it have an opportunity to comment and chat while the events are happening. It is kind of like a bunch of friends getting together to watch TV. This will bring our events up close and personal in a different way than ever before."

Lastly, we are having a contest to pick our web host for *Groom Expo*. The winner will receive an all-expense paid trip to the show. The winner's responsibilities include live hosting, product demos, interviews and filming videos for future use.

There will be two ways to enter. The "good" way is to send us a video of you doing a one to three minute educational demo. If the judges like that demo video, they will request additional footage of you conducting an interview.

However, the "BEST" method is to attend *PetQuest* and let us film and edit your videos in our studio. We will get everything there that we will need from you, and if you are up for it, we may even use you to do a live webcast interview.

Of course, a contest of this magnitude must have great judges. We decided to go after the best. We are very excited to announce that Joey Villani, Dr. Karen Halligan and Sherri Shinsky have agreed to judge the contest.

In the coming weeks, we will be providing more details about each of these and a few new exciting projects. Watch your emails for information, and become a fan of *Groomer to Groomer* magazine on Facebook.


todd@barkleigh.com

By Bonnie Wonders



No Room at the Inn

I don't do boarding. My place isn't set up for it. I don't do daycare. My nerves aren't set up for it. I mean I can't possibly be the only one who's noticed that no other breed can do that "scream-thing" like a Schnauzer can. It is over the top of the decibel scale. Not that I know what the top of that is... I just know that it's way past it.

Also right up there are the peek-a-whatevers. (Usually it's a-poo.) I think every one I've ever done does that "Naaaa-naaa-ehnnnn-naaa" noise. It sounds just like something rising up out of a grave in the wee hours of the morning. Not that I've ever really heard a tortured soul doing that either, but it's gotta sound just like it.

It usually happens that I get one of the peek-a things doing it when I'm on the phone. Invariably the conversation is going something like this...

Them: "Hi, I'd like to make an appointment to get my dog's hair cut."

Me: "Have I done it before?"

Them: "No, it was done somewhere else but I'd like to start coming to you."

Me: "Okay. What kind "whanan-aa-ahnaa" it?"

Them: "I didn't hear you. There was some noise."

Me: "Sorry. Whanaaaa-ahnaa-ehnnnna it?"

Them: "What IS that?"

Me: "A dog who wants to go

home."

Them: "What are you DOING to it?"

Me: "Nothing. It's just fine "ahhehnaaa-wwayya" to go."

Them: "Ahh, do you do boarding too?"

Me: "No, just grooming."

By this time I am trying to get the cage room door shut while grabbing the appointment book and high tailing it for the office. I get there and assure the person on the other end of the phone that I'm not practicing Satanic rituals in the grooming shop.

One day a guy came in only to get his dog's nails clipped. I told him to come into the grooming room as

Continued on page 8

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he was trying to coax 90 pounds of Rottie/Pit mix through the front of the store. The dog was doing one of those "I'm coming, but I'm gonna pee the whole way there" things. You know what it looks like. The dog is putting the brakes on and his feet are splayed out as far as they can be without his splitting down the middle. A yellow trail follows. It's pretty much like I would imagine myself to look if somebody tried to put me on snow skis and give me a push down the slope.

Just as the guy gets him into the grooming room the dog decides to stand tall and proud... like he's gonna show "I wasn't really afraid of NOTHIN'!" Suddenly a high pitched "Eeeep...Yeeep" comes from the room right behind him. Brave dog is suddenly down as if he was the victim of a torpedo strike. Now, in addition to the yellow streak behind him, there is a brown pile.

"I'm so sorry," the owner says. "He's terrified of birds. He'll chase anything, but those big parrots scare the heck out of him. I didn't know you had birds here," the guy said.

"Uh....no birds. That's a dog," I

**"GEE, I COULD NEVER BOARD HIM
HERE WITH THE BIRDS,"
the guy informed me.**

told him.

"No way!" the guy says.

I smile as I clean up the mess. The Chi-pug screams again from the cage room. "Yeeep....Eeeep...yreeep," he squeal/barks/cries/yelps. "Rufus" ran to the corner of the room by the bathtub, creating yet another brown pile as I clipped his nails to the wild serenade by the "bird-dog".

"Gee, I could never board him here with birds," the guy informed me.

"It's not a bird," I told him again. "I don't do boarding, anyhow," I added.

One day a lady brought in four poms to be groomed. At the same time I had just finished the second of a pair of Springer Spaniels. I put him into the cage room with his buddy to await their owner's

return. I took one of the poms to the grooming room and within 5 minutes one of his friends started to howl. About 20 seconds later pom #2 started, #3 joined in almost simultaneously. I flipped my earplug band onto my head. Naturally both Springers started in with their bass accompaniments. I tried shushing them, talking calmly to them and then yelling at them. Nothing worked for more than 20 seconds or so. I turned up the radio and the dogs just seemed to get louder. I was thrilled when the Pom's owner showed up.

"I'd really like to see the rest of your facility in case I ever need you to board them for me," she said.

"Sorry, but I don't do boarding," I told her.

The other day a man and woman walked in with a pet carrier in hand. "We are from Virginia and rescued this kitten," they informed me. "We'd like to go across the parking lot and get a bite to eat so we need you to board the kitten for a while," the man said.

"Well, I don't do boarding" I told

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them.

"Well, it is snowing so badly and we have a long trip ahead of us. We really need to leave her here while we eat. We can't leave her in the car. It's too cold," the lady said.

I was busy and figured it was less trouble to just let them leave the cat in the shop for a while. It wouldn't hurt anything and it had its own carrier anyhow.

So the lady marches into the grooming room, sets the carrier on the drying cage and hands me a bottle of water. "Give her some water in this cup," she instructed as she handed me a styrofoam cup with the top half torn off. She then whirled around and made a beeline for the door with the man on her heels. Yes, I figured they were dumping this cat on me for a permanent home. I watched them as they entered the restaurant next door. So they were telling the truth about that, anyhow.

Two barking Labs and an hour

"I won't be boarding her here again,"...
"You have dogs barking in that other room and I don't care for dogs"

and fifteen minutes later, the woman walked in to pick up her cat. I was getting a Westie out of the cage for its owner and briefly saw the woman make her self right at home again as she walked directly into the grooming room. I was answering a question for the Westie's owner as my eyes followed "cat woman" picking up her kitten's cage. The Westie lady was asking more questions and the cat owner marched past both of us looking pretty miffed.

"I won't be boarding her here again," the lady said, pointing the

cage in her outstretched arm toward me. "You have dogs barking in that other room and I don't care for dogs," she declared as she shot out the front door.

The Westie lady raised her eyebrows as her jaw dropped. We kind of just stood there looking at each other for a few moments. "I didn't know you even did boarding," she stated when she regained her power of speech.

"I didn't either," I told her.

"And apparently, I also do it for free....."

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CARPAL TUNNEL SYNDROME

Hilaire Boelkins began grooming nearly fifteen years ago. Totally immersing herself in her new found profession, she discovered that she had the “knack” for grooming and quickly honed her skills to become an accomplished stylist. Hilaire loved grooming. Each day brought different challenges and more dogs to groom. She was hungry to learn, and each day she became better than the day before.

But three years, and countless pets later, Hilaire woke up to a tingling and numbness in her hands. Not one to slow down, Hilaire worked through the pain, figuring it was just part of the “territory” of being a groomer. She was, after all, only twenty-four years old, healthy and happy in her career.

One day the pain became so great that she could barely hold a clipper. She consulted her doctor and the diagnosis of Carpal Tunnel Syndrome was like a knife to her heart... or her hands, for that matter. “I wished I had paid more attention to my body,” says Hilaire. “It was telling me to slow down but I didn’t listen.” Physical therapy and exercise were not effective and surgery was recommended. “I thought I was invincible! I was young and healthy. This kind of stuff doesn’t happen to someone my age.” But it did.

Grooming was her career and she had no intention of giving it up. She worked through the pain for nearly two years before surrendering to surgery; her only hope of continuing in her chosen profession. While the surgery was, as she puts it, 80% successful, she still tolerates a certain amount of pain and numbness in her hands, as the years of working through the pain had left her with some permanent nerve damage. She recognizes the triggers that aggravate it and tries to avoid them. But, after a busy day she pays the price. “I love dematting, but that is a major trigger, and I usually have to go home and apply ice or a heat pack to my wrists after doing a big job.”

An instructor at the *Paragon School of Pet Grooming* for the past ten years, Hilaire teaches through experience. “I am sure that I was using my equipment wrong early on in my career. I was so anxious to get my hands on the dogs and do my work that I neglected myself. Before I knew it, I was being forced to slow down.” Teaching enables her to remain in the industry and she

Continued on page 14

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still enjoys grooming dogs, but she knows when she is doing too much. "I wish I had learned the proper, ergonomic way to use my equipment, but I feel I am doing my part in giving new groomers a correct start so they don't have the issues that I, and so many other groomers, have."

Hilaire's experience is not unusual. Her mother was a professional groomer and never had any problems, so why her? Who knows, but you could hear the regret in her voice. She wished she had listened to her body.

WHAT EXACTLY IS CARPAL TUNNEL SYNDROME (CTS)?

The carpal tunnel is a tight, narrow passage in the wrist that is made up of ligaments and tiny bones. Some of the tendons and nerves that control movement of

the fingers pass through this "tunnel" into the hand. These tendons are covered with a fluid-filled sheath that helps the tendons glide smoothly during movement.

Repetitive hand movement, like typing or scissoring, can cause the tendons to become irritated, causing swelling within the fluid-filled sheath. Because the carpal tunnel is made up of bones and ligaments, it cannot expand to accommodate the swelling of the tendons. This, in turn, causes the median nerve, that shares the tunnel with the ligaments, to become compressed or pinched, resulting in burning, tingling or numbness in the fingers. CTS is just one of many so-called Repetitive Strain Injuries (RSI) and is the one that is familiar to most groomers.

WHAT ARE THE SYMPTOMS?

Tingling and numbness of the fingers are the most widespread complaints from people with Carpal Tunnel Syndrome (CTS), but many experience pain. This pain may extend up the arm and, in many cases, is worse at night. It is common for a sufferer to have their sleep rudely interrupted by the pain and tingling. They wake, shaking their hands in an effort to relieve the tingling and pain.

HOW IS IT DIAGNOSED?

Telling your physician that your hands hurt is a good start, but they may perform several simple tests to get an official diagnosis of CTS. The two most common tests are called Tinel's Test, where the median nerve is tapped along its path in the wrist

Continued on page 16

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making the tingling in the fingers worse and Phalen's Test where the backs of the hands are pressed together for a period of time, thus compressing the carpal tunnel and causing the symptoms. There are other tests that may be performed to determine any damage or abnormalities of the affected nerves.

ARE THERE SPECIFIC CAUSES?

While repetitive motion seems to be the most common cause of this disorder, there is controversy in this area over what can cause or aggravate the condition. While the computer keyboard has long been the targeted culprit, it is becoming clear that any constant wrist motion dependent activity can be considered an aggravating aspect. There are other factors that may contribute to CTS such as obesity, pregnancy, rheumatoid arthritis, diabetes, thyroid problems and the use of birth control pills.

WHO IS SUSCEPTIBLE?

While CTS is most common in middle age and the elderly (80% of CTS sufferers are over the age of 40), it can affect anybody. Wrist intensive activities, such as racquet sports (like tennis), weight lifting, knitting, prolonged driving and, of extreme importance to us, scissoring, put some people at more risk than others. Massage therapists and restaurant wait staff also have high instances of CTS, for obvious reasons.

Pet groomers like Hilaire, are in the proverbial crosshairs. With all of the hand-intensive scissoring, clipping and handling we do, it's easy to see how this can happen. No one is immune, especially if you are over stressing your hand and working though pain.

PREVENTION IS THE KEY

Examination of the workplace ergonomics is a good place to start

and, for us, that begins at the grooming table. Any action that causes the wrist to be angled from a neutral alignment should be avoided. For us, this usually means re-thinking our scissor techniques. Old habits die hard and changes in the way you handle your equipment and probably in the equipment itself are inevitable. The act of scissoring puts a groomer at risk and care must be taken in selecting shears.

Shears, like shoes, should fit properly. The size of your hand and the length of your fingers will determine the size, style and weight of the shears that will work best for you. During the process of scissoring, your shears should rest comfortably in your hand with your wrist straight and aligned with your arm. Your fingers should not be cramped and your wrist should not bend or flex abnormally, although scissoring certain areas of a dog will bring a temptation to do so.

If you take your shears in your hand and drop your hand to your side, the shears should be parallel to the floor with your wrist relatively straight or in the "neutral" position. I call this "setting the shear." When I scissor, I will occasionally drop my hand and "re-set" the shear in my hand if I find myself stressing or bending my wrist. This is a good habit to get into, as it will help to keep your shear in the correct position.

A good shear should open and close smoothly and with ease, cutting all of the hair that lies between the blades. If you have to force or apply extra pressure to cut the hair, your shears are working against you, and you run the risk of stressing your hand. Different coats call for different shears. For instance, a shear that works well on a Bedlington coat may not be what is needed for a thick Standard Poodle coat. Of course, this usually means reinvesting in proper fitting, quality shears.

Continued on page 17

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But, you must think of this as an investment in your health.

Attending a grooming convention is the best way to try different shears. The manufacturers who exhibit at these shows are happy to help you select the right shears for you. Some will even custom-make shears measured to your hand. It goes without saying that you should never use your good shears to cut anything but clean hair. Plan on making an investment for quality shears, you will find that they are worth every snip!

Clippers are another thing that can stress a hand and, once again, you have to shop around to find the ones that fit your hand, and your needs, the best. The manufacturers of clippers and trimmers have made huge strides in this area and there are quite a few lightweight yet strong clippers and trimmers available. Once again – get what fits!

TREATMENT

Following your doctor's recommendation is first and foremost. We can all identify an affected groomer by the wrist supports they wear. These wrist supports are useful tools in keeping the wrist in a neutral position. While they may be a bit awkward to wear during grooming, their benefits far outweigh any inconvenience. Analyzing your sleeping habits is something people neglect to do. If you are a "side sleeper" who sleeps with your hand "curled" under your head or pillow, you would benefit from wearing wrist braces when sleeping.

Treatments usually include some sort of physical therapy to improve the flexibility and strength of the hand and wrist in the hopes of delaying or avoiding surgery. Massage therapy can be helpful for some and this is something the patients can actually do themselves, with a little training and practice. Strength training exercises and stretches for the severely affected hand should be performed under the supervision of a trained professional, as you do not want to progress quicker than your condition will allow. Pushing

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too hard may worsen the situation instead of improving it. This is, after all, a repetitive motion disorder and exercise should be combined with periods of rest. Some people have achieved good results with acupuncture, so this may be worth investigating.

If you smoke... STOP! Smoking deprives tissues of the oxygen they need to repair themselves. This can significantly slow down or prevent any healing. Besides, your lungs will thank you for it.

The use of NSAID's or non-steroidal anti-inflammatory medications, such as Motrin or Aleve, can be helpful in reducing the swelling that causes the problem, but there is the potential for stomach upsets with these over-the-counter

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medications. In some cases, a physician may prescribe a stronger, prescription-only medication or a short course of cortisone in an effort to bring down the inflammation.

If symptoms persist over a long period of time it may result in a weakening of the hand muscles. Cortisone injections near the affected median nerve can relieve the swelling and are usually tried as a precursor to surgery. In advanced cases surgery is usually the only option. The hand muscles are weakened and, at this point, the nerve may be damaged. A nerve conduction test will confirm the diagnosis and the appropriate course of action. It is far easier to recognize the problem early and treat with less aggressive measures before allowing the problem to progress to this degree, as some nerve damage may be permanent.

For some, surgery is the only

recourse. Consultations with your doctor will help determine if this is the best way to proceed. In the surgery, the transverse carpal ligament, or the ligament that makes up part of the "tunnel", is cut to relieve the pressure on the median nerve, and the skin is closed with stitches. The gap where the ligament was cut is left alone and eventually fills up with scar tissue.

Some people feel relief soon after surgery. Others take more time. Recovery time is usually what frustrates groomers. It is difficult enough to take time off work for the surgery, but when you are restricted from heavy use of the affected hand for at least two and up to twelve weeks, it can become a huge financial burden. Physical therapy may speed up recovery time, but you must take care not to over-do it. This is a tough order for most groomers!

While surgery was the recommended treatment for her, Hilaire wished she had explored more alternative treatments before opting for surgery. "I love my chiropractor and massage therapist," she says. "They help make it possible for me to continue doing what I love."

While she has never tried acupuncture, she has spoken to groomers who have had success with it. "I have had to alter my career a bit and I have to know when to take it easy. That's a big thing for me because if I don't, I can't groom."

At best, Carpal Tunnel Syndrome is an annoyance. At its worst, it can be a painful, debilitating problem. It has cost good stylists their careers, as they could no longer groom the pets they so love. Safety becomes a concern as their hands weaken and they can no longer hold or control the animals, much less scissor or clip them.

The best treatment for Carpal Tunnel Syndrome is education and prevention. Informed groomers will use all the knowledge they have to help prevent the problem. "Take care of yourself!" says Hilaire. "An educated groomer is a healthy groomer."

An industry veteran, Teri has owned and operated successful salons and mobiles in Florida and California. A winning grooming contest competitor, Teri was a member of three GroomTeam USA Gold Medal teams. A multi Cardinal Crystal Award winner, Teri is a popular speaker, judge at seminars and trade shows across the United States, Canada, Europe, South America, Korea and Australia.

Teri has written for all the industry publications calling Barkleigh Productions home in the position of Industry Consultant and author for Groomer To Groomer magazine.

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Nature & Nurture

Behavior CLIPS

by Gary Wilkes



Q: What do you call a Cocker Spaniel that barks 900 times in ten minutes?

A: Normal.

The question of whether a behavior is genetically endowed or learned is a common one. This “nature vs. nurture” issue has been argued by biologists, psychologists, ethologists and behaviorists for years. Has the cocker spaniel adapted to the environment, or is he simply responding like a pre-programmed robot?

In the 1950’s two scientists set out to examine this question by studying the genetic basis of dog

behavior. John P. Scott and John L. Fuller studied five pure breeds of dogs and tested them in 50 categories of behavioral reactions. After testing thousands of dogs they found some very interesting things.

First, dogs have plastic genes. That means that they are capable of a wide range of genetic variations while still producing fertile offspring. This allows for the obvious physical differences between Great Danes and Dachshunds. The genes which govern behavior are also capable of great diversity. Not only does this diversity cause differences between breeds, but even within a particular litter. Brother and sister may be close to identical, or completely dissimilar.

One of the easiest behaviors for Scott and Fuller to study was barking. While all dogs can bark, Basenjis, a breed developed in central Africa, is almost barkless.

*Continued
on page 22*



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Though capable of barking, they rarely do. The scientists bred Basenjis to Cocker Spaniels to see how “barklessness” would be transmitted genetically.

They found that barking is a dominant trait. That means that if either of the parents possesses the trait, there is a 75% chance that all of the offspring will also possess it. The importance of this knowledge for the average pet owner is obvious. If you are going to buy a cocker spaniel puppy and you don’t see both parents before you buy, you may get one of those 90 B.P.M. (barks per minute) puppies.

Another factor in barklessness is that the behavior appears to be developmental. At different ages, the puppies bark at different rates. So, the 90 B.P.M. dog did not bark that much when he was 8 weeks of age. He probably started getting yappy at about four months - two months after he would most likely grow into

a new home. So when you pick a nice quiet eight-week-old puppy, you may yet find that you have the original Barkmeister. That’s another good reason for seeing the pup’s parents before you buy.

This developmental aspect is a thorn in the side for puppy buyers and is ignored or glossed over by breeders. Scott and Fuller discovered that many behaviors do not develop until long after the animal is in its new home. The quiet, submissive dog at the kennel may turn into a dominant, pushy bully. Pseudo scientific temperament tests for puppies attempt to convince owners that the pup’s behavior is static and will not change for its lifetime. The evidence is to the contrary. A study done in Australia indicates that long-term characteristics form after about five months. Some shy puppies grow out of it and some confident dogs become fearful as they grow up.

...barking is a dominant trait... if either of the parents possesses the trait, there is a 75% chance the offspring will possess it.

Another aspect of development is the absence of some traits in infants that do appear later in life. Most people realize that male puppies do not lift their leg to urinate. The behavior “develops” at about nine months of age. Scott and Fuller discovered that other behaviors are developed as well. Territorial aggres-



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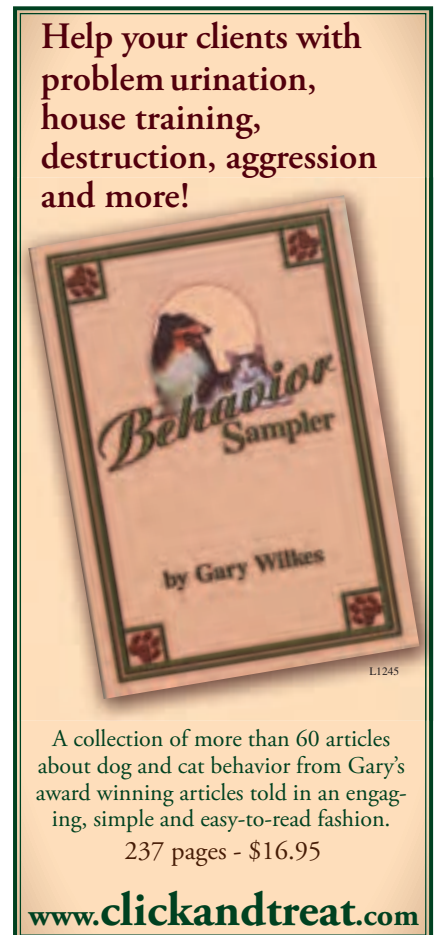
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sion and defensive aggression may not develop until after a year of age. Some dogs offer territorial aggression as early as six months, while others finally start growling protectively as late as two years of age. Some dogs do not possess the genes necessary for this behavior, and will never be good guard dogs - though their litter mates may be.

One of the tests run by the scientists was intended to research what dogs would be like without human interaction. They decided to confine one family grouping of each breed in a fenced acre of ground. They observed the animals daily for a full year. Beagles, a dog that is often kept in large groups, lived together peacefully with hardly a squabble. Fox Terriers, on the other hand, actually killed each other in violent disputes. Each breed had

different reactions to things that happened in their area and developed their own ways of handling it.

So, if you want to have many dogs living together in harmony, Fox Terriers would most likely be a bad choice. Beagles would be most likely to live in relative harmony, but might still fight occasionally.

There is probably no other creature so identified behaviorally with its breed type as dogs. Scientific studies like this one can offer insight into our common knowledge of dogs. Scott and Fuller's book, *Genetics and the Social Behavior of the Dog* (also titled, *Dog Behavior: The Genetic Basis*) is a must for any serious student or breeder. In the long run, the question of nature vs. nurture is a bit silly. Animals are endowed with instinctive behaviors and the ability to modify those be-

haviors. They can also learn things that have no real instinctive origin. Every dog is the result of genes and experiences to one degree or another. I bet if you gave that 90 BPM Cocker treats for barking, he'd be abnormal in no time.

Gary is an internationally acclaimed behaviorist, trainer, author, columnist and lecturer. He has more than 30 years experience working with dogs, including eight years of shelter work. Gary Wilkes is responsible for the innovation and development of clicker training as a practical methodology for dogs and with his former colleague, Karen Pryor, introduced this method in 1992. He currently has a full-time, veterinary referral based behavior practice in Phoenix, Arizona and is an author, a columnist and feature writer for Groomer to Groomer and Off Lead & Animal Behavior magazine. Contact Gary at wilkesgm@aol.com or visit www.clickandtreat.com.

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Groomer Tells of... Retail Success

By Jennifer Harris

Retailing is not always easy in the grooming world. It takes work to keep up with inventory and to research the latest trends to keep the product moving off the shelf. Adding work on to an already swamped groomer's schedule is not something a groomer goes searching for typically. However, recognizing the potential in raising the overall revenue by offering a selection of products can be a good investment in your time.

Groomers have an advantage in that the simple fact is that clients visit frequently. Pet people love to shop for their pets, spend money on their pets, and pamper their pets.

Being a groomer myself, and a mom of three young children, I was in no hurry to add more work to my plate, but I had a desire to explore what the pet business world could offer. I developed a product based on the needs of my own clients. Our clients have wants and needs for their pets and the more we can provide for them the more money we can potentially make.



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Displaying products effectively is important to this success because it gives your clients a memorable image from a passing glance, and the best chance at catching their eye which can result in a sale. Cut out some time to visit trade shows and retail conferences to glean some much needed knowledge to jump on the road to success in the retail industry. Having a desirable product image was very important when developing my product and has proven successful. Simple lighting and added media to a

display can quickly pay off.

For more information about The Zuri Collection please contact Linda Harris at (949)351-7456 or email TheZuriCollection@yahoo.com. Please visit www.TheZuriCollection.com or request Reader Service Card #7930.

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What One Groomer Can Do!

Spotlight on...

Maria Villalpando

by Kathy Hosler



You might never guess it when you first meet 82 year old Maria Villalpando, but she is a real live hero. If you ask her, she will tell you that she just did what needed to be done.

Maria began her pet care career in the 1940's when she was just a teenager. "I got a job at a little pet shop, cleaning the cages and bathing the pets they had for sale. I worked from 8 A.M. until 6 P.M. and made \$18.55 per week."

The shop's owner had a Cocker Spaniel that he showed. Maria took the dog to the handler and watched while he groomed her. She was fascinated. She got books about grooming and began to teach herself. The first clipper she used was not even electric. It was the kind that you had to squeeze the handles together to move the blades back and forth.

Maria went to dog shows and watched the handlers groom and asked them questions. She went to a grooming school in Chicago, and got specialized training in Poodle grooming in New Jersey. She began to go to grooming shows and pick the brains of everyone she met.

Eventually, Maria became the owner of the pet store she worked in as a teenager. "My youngest son was eleven months old when the Magic Touch Pet Salon became mine," said Maria. "He stayed in a playpen with a little Chihuahua for a playmate.

My other three children came to the shop after school and when I finished work, we all went home together. I put all of my children through college by grooming – that's a lot of dogs!"

Maria became acquainted with a young police officer in Racine, Wisconsin who had a police dog. "I offered to groom the dog for free every month," said Maria. "I have several nephews that are in different branches of law enforcement and I know what a dangerous career it can be. One of my nephews has been shot and another was stabbed twice."

When Maria discovered that the Racine police dog was to be retired and there would be no replacement for him, she made it her mission to provide the department with these much needed canine officers.

She began to research what kinds of dogs were available and the costs involved. She found that you could get a dog trained for a single purpose, just to detect drugs or for search and rescue, and the price started at \$8000 per dog.

"I didn't want that," said Maria. "I wanted to get a dog that was trained to do it all – drug detection, officer protection, patrol and apprehension, and search and rescue. Of course, the more training there is, the more expensive the dog. Then the dog is matched with an officer and the officer undergoes training with the dog.

"I wrote to dog food and pet supply companies and anyone else I could think of, explaining my goal and asking for their help," recalls Maria. She put out donation jars at local businesses. Maria even contacted the Dallas Cowboys professional football team. They responded with a generous donation and even sent some memorabilia that could be sold to raise more money.

"I sent every penny I could get to the Alabama Canine Law Enforcement Training Center, and it was put in a special account until there was enough to purchase a dog."

It took two years and many thousands of dollars, but she reached her goal. Maria was able to purchase three fully trained multi-purpose dogs and provide two months of training for their police officer handlers. Two of the dogs went to Racine, Wisconsin and the third went to Mt. Pleasant. One of the dogs named Cowboy (in honor of the Dallas Cowboy's donation), made a drug bust the very first night he was on duty.

All of the dogs went on to have fulfilling careers protecting the citizens of their communities. And Maria groomed them all each month – for free, of course.

If you talk to her about this monumental undertaking and accomplishment, Maria will take very little credit. But she is incredibly

Continued on next page

proud of the dogs and their police officer partners and what they have done for their communities.

That's just how Maria is. No matter how difficult the challenge or how many obstacles she must overcome, Maria finds a way to get results. She has a heart full of love and it shows in everything she does.

Maria grooms a lot of dogs that are rescues and come from the humane society. "I'm like a gold miner," states Maria. "A dog comes in that's dirty and a total mess and it's my job to dig deep, uncover its beauty, and bring it to the surface."

Some of Maria's customers are on their fifth or sixth pet, and now she is grooming pets of the grandchildren of some of her original customers.

"I'm very proud of my profession. Many things have changed, but I have a lot of fun with what I do. I get great satisfaction when I see the looks on my customers' faces when they pick up their freshly groomed pets.

"I like to give my customers a little extra 'zing' with the grooming. I decorate their pets with bows, feather boas and beads, and even add color to the pets. You may have even seen Maria's handiwork onstage at the *All American Creative Grooming Competitions*.

One of her customers named Patrick celebrated his 89th birthday on St. Patrick's Day. Maria groomed his dog, *Riley*, for the occasion. She made *Riley* a little green vest and found a green derby hat to go with it. She painted his nails green and completed his outfit with a green rhinestone collar. *Riley* sat on Patrick's lap all afternoon and greeted all the birthday guests. Patrick still talks about that birthday and how special Maria made it for him.

Recently Maria severely injured her shoulder and broke her right arm and hand. But as bad as her injuries are, this spunky determined gal won't be down for long.

"I'm getting rehabilitation because I can't make a fist, and I have

no strength in my thumb," says Maria. "They have me doing different exercises in all these fancy machines – but do you know what? I've found that what helps me most is using grooming shears. The scissoring movements are strengthening my thumb. I hope to be back in my shop and grooming full force very soon!"

Sally Liddick of Barkleigh Productions, Inc. says, "Maria exemplifies what a groomer with a desire in his/her heart and a need to serve can do... right where they live." Then she adds emphatically, "Wouldn't it be wonderful if we could all be a little bit like Maria? We could change the world!"

Recently Maria took a bad fall in a grooming salon breaking several bones. She is recuperating at home with her family but would really be cheered with a card or note from groomers across the country. Send them to - Maria Villalpando, Magic Touch Pet, 3728 Douglas Ave. Racine, WI 53402.

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Pet Allergies

by Jessica Melman, VMD

Allergy season is here not only for us, but also for allergic pets. As the pollen count rises and we start sneezing, beloved allergic pets are also suffering, but in a different way. Dogs and cats manifest their allergies through their skin, while humans may sneeze and get runny eyes. As a result, the pet may get itchy skin, and ear and skin infections. Those of us with allergic pets know it is no fun, and their allergies can be exhausting to manage! It's likely if a pet has allergies to the environment, they have already seen a veterinarian this spring for an ear infection. Also, just an itchy pet that obsessively licks and scratches, will keep their owners up at night.

Pets with allergies to the environment have atopic dermatitis. Atopic dermatitis is an intensely itchy skin condition caused primarily by allergens in the environment, such as molds, house dust mites, house dust, human dander, feathers, and pollens from trees, weeds, and grasses. Besides being very itchy, dogs and cats with atopic dermatitis are also prone to bacterial skin infections (pyoderma) and yeast

(Malassezia) infections. Allergic cats may also have asthma. Certain dog breeds, such as the Boston Terrier, Boxer, Cairn Terrier, Chinese Shar-pei, Dalmatian, English Setter, Golden Retriever, Irish Setter, Labrador Retriever, Lhasa Apso, Miniature Poodle, Miniature Schnauzer, Pug, Scottish Terrier, West Highland White Terrier, and Wire-haired Fox Terrier, are more commonly affected than other breeds.

Atopic dermatitis usually first occurs at 1-3 years of age, although it may develop as late as age 6 or 7. Atopic dermatitis is usually seasonal (e.g. from spring to fall), but often develops into a year-round problem. Itching (mainly of the front legs, face, feet and tail area) is the main sign of atopic dermatitis, and ruling out other common itchy skin diseases makes the diagnosis. Chewing, itching and secondary infections damage the skin in pets with atopic dermatitis. Skin and/or blood tests are used to identify the cause of the allergy. Your veterinarian will advise you if either of these tests is necessary.

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Continued on page 30

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Bathing and wiping them down also offers immediate anti-itch relief and is a very important part of maintaining comfort for our allergic animals.

and avoidance is possible, control is easier. Keeping your pet away from the cause of the allergy is not always practical and rarely possible, as your pet's coat is like a dust mop that sweeps up the allergens that cause their allergies. Bathing your pet frequently with a moisturizing product or wiping them frequently with a medicated wipe is often effective in removing the allergens from their coat.

Bathing and wiping them down also offers immediate anti-itch relief and is a very important part of maintaining comfort for our allergic

animals. This is called topical therapy and consists of the use of sprays, shampoos and flushes, etc. Shampoos containing steroids, oatmeal, essential fatty acids, lidocaine and pramoxine all have anti-itch/soothing effects. There are many medicated shampoos, sprays, flushes and wipes available that can be used to treat concurrent infections as well. Acetic/boric acid, salicylic acid, chlorhexidine, benzoyl peroxide and ethyl lactate are antibacterial ingredients, and products that contain these ingredients may be used to treat bacterial skin infections (pyoderma). Chlorhexidine, ketoconazole, miconazole, acetic/boric acid and lime sulfur are anti-fungal ingredients, and products that contain these ingredients may be used to treat fungal skin infections, such as Malassezia. Seek guidance from a vet to determine which products are best for the pet.

Fatty acids are also an important part of control as well. Omega-3 fatty acids reduce inflammation, such as the inflammation that occurs on the skin with allergies. Be sure to use an omega-3 fatty acid supplement derived from fish oil.

Our goal during this time of

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The Groomer's Roundtable

Roundtable Question:

• What Add-on Services Do You Offer?

Homemade dog cookies
*Joy Bonehill, Barking Lot,
San Francisco CA*

One night a week I offer free
nail clipping in between groom-
ings. *Cindy Cummings, K-9 Klipper,
Vineland NJ*

"Spaw" services; paw treat-
ments, massage, aromatherapy, etc.
*Wendie Patrick, T.O.G.S. For Dogs,
Bridgewater CN*

I pick up and deliver pets for
customers with special needs.
*Teresa Clark, Bonnie's Grooming,
El Cajon CA*

We have added on full spa treat-
ments to every groom. *Lisa Drake,
Epi-Pet, Bradenton FL*

Instead of instituting a general
price increase, we have tried to
recognize the economic situation
and kept our prices the same in the
new year. Instead, we have indi-
vidualized some of our services so
that people whose dogs do not need
them don't have to pay for the rest
of the clients who do. Now, we offer
teeth brushing, nail grinding (as
opposed to simple trimming), anal
gland expression, and aromatherapy
treatments for small additional fees.
*Tracie Bailey, Dog Pawse, Attleboro
MA*

U-Bathe. *Ilona Haydon, Best n
Show, Manistee MI*

Blueberry facials (RSC #7885),
and a bi-weekly brush out only ser-
vice for minimal price. *Lisa Kerr, Out
Of The Dog House Grooming Service,
Borden-Carleton CN*

Nail Grinding. *Krystel Isings,
Doggy Wash, Buckeye AZ*

PlaqClnz (RSC #7884) and Pick-
up/Delivery service. *Kerri Wagner,
Bark Avenue Day Spa, Lafayette IN*

A new service that I have added
was a PHOTO BOOTH! The best
time to take pictures of your pets

Continued on page 34



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is right after they've been groomed, so why not take the time to ask the clients for beautiful pictures of their freshly polished pooch. I have a feeling that this will catch on soon! Set up for the holidays, and even ask your clients to bring in their favorite outfits for the pet's photo. *Amanda Fusco, Mandar's Mutt Cuts, Virginia Beach VA*

Teeth brushing and oral rinse. *Kim Raisanen, Professional Cat Groomers Assoc. Of America, Fairview Park OH*

I don't do "gimmick" add-on services. I believe they call you for a reliable, quality groom with care for their pet and that is what they are going to get! *Erin Dooley, Go Dog Go Mobile Pet Grooming, San Diego CA*

Teeth Brushing. *Dog Splash, Chicago IL*

Timed de-shedding. *Suzanne Uzoff, Bunker Hill Groomer, Houston TX*

Flea treatments. *Charlina Graham, Grand Paws Grooming, Kokomo IN*

Nail grinding after clipping. *Laryssa Pugh, Hound N' Mouser, Creston CN*

Facials, Furminating. *Ginger Pepple, Dog Pet Grooming, Jefferson City MO*

We now offer spa services (with spa products) and express service. *Lydia Boesch, Lydia Boesch, Pinehurst NC*

Spa Services - blueberry facial, moisture wrap, sugar scrub, pawdicure. *Alyssa Forss, D'Tails Dog Grooming, Wausau WI*

I offer some creative coloring for my trendy clients. *Susan Potts, Spotts Grooming Parlor, Painesville OH*

Mobile grooming. *Pam Bach, Star Barks K9 Klipperry LLC, Picayune MS*

Within the past year, I added on blueberry facials, spa shampoos, natural pure products, etc. I also have made more of a push for various add-on massage services (but only because I have proper training to do so). *Lori Zozulia, Lori's Canine Massage & Spa, Wood-Ridge NJ*



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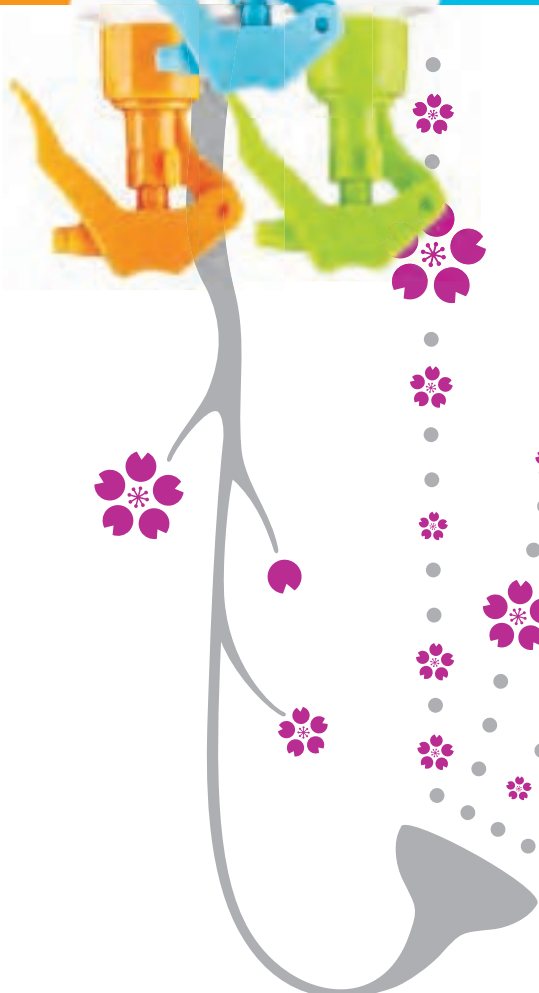


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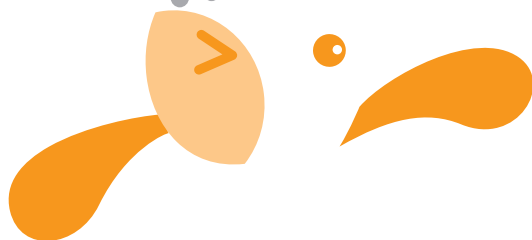
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Creativity without color

by Dawn Omboy

Not all creative procedures include adding color, and gaining in popularity is the “Dream Catcher”. Some of you older Saturday Night Live fans will remember Roseanne Roseanna Danna when she was talking one night on her SNL Newscast about Bo Derek’s braided hair and then about her nose hair. She said she just wanted to say, “Hey Bo, why don’t cha braid it and put a bead in it?”

Well, we aren’t going to braid any nose hairs here. I just thought

it was funny, but that does bring us to Braiding, Smocking and Beading. All can be done in several different ways, from French braids down the front of ears on Poodles to creating a dream catcher on long-haired ears, in top knots or on drop-coated dogs.

Creating the “Dream Catcher” on a drop coat (looks great in Poodle ears too!)

I usually begin by sectioning off with small clips the hair on which I will be working. The photo will give

you a good visual before you begin (photo 1).

Next band the sections of hair near the top. You can use colored bands or, for a different and more dramatic effect, use a crochet hook and pull the hair through a colored bead securing it by placing a band

Continued on page 37



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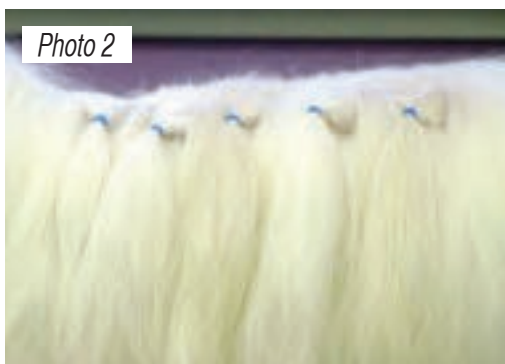


Photo 2



Photo 3



Photo 4

underneath it. Band or bead the entire top section (*photo 2*).

Now gather the first section and ½ of the second section and band them together. Next band together the second half of section 2 and half of section 3, and so on until you reach the last section. Here you will use the whole section banded to one half of the section before it. Repeat this step in several layers until you have only two sections left. You can stop there if that is the look you

want (*photo 3*).

You could also finish it out to the bottom by joining the last two strands together (*photo 4*).

Photo 5 shows the beads. Beads and bands can be done in any color combination, making this perfect for any occasion. For instance, on this white dog, red and blue would make a fun, festive statement at the family 4th of July barbeque. And remember you can dress it up any way you like. A

couple of small flowers and a butterfly bow from Bardel Bows (*RSC #7878*) is just another idea for fun summer days.

Like to see some of your ideas and tips in print? Send them to dawn@klippers.com

Dawn owns and operates Klippers in Columbus, Georgia and is well known in the industry for her creative work. Creative supplies available at www.klippers.com.



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READER SERVICE CARD #927

Adjusting Blade Tension:

Keeps your shears from bending and folding the hair at the tips and extends the life of the blades.

By Randy Ferman, CEO/Founder, Shark Fin Shear Company

To preserve the life of your shears and to retain their reliability, it is extremely important to practice good shear maintenance. I have found that groomers tend to scissor with their shears on the loose side, causing the shears to bend and fold the hair, and “dull out” at the tips sooner than normal.

Given your demanding schedule, if you get into the habit of caring for your shears, they will never let you down. One of the most IMPORTANT ways to take care of your shears is to adjust blade tension daily.

Adjusting blade tension is an important task to ensure your shears are functioning correctly and to guarantee that you get the best results from your shears. If the tension is too loose, it will allow your shears to fold/bend the hair. If it is

too tight, it will cause the shears to bind and lead to unnecessary wear and user fatigue.

To test for correct blade tension, hold the shears in your scissoring hand loosely, and open and close the blades quickly 5-6 times. Then turn the adjustment knob/screw to the right... remember “righty tighty”, “lefty loosey”. If your shears have a click adjustment knob, then only turn the knob one click at a time and repeat the opening and closing procedure.

Now tighten them again and repeat this process until you have over-tightened the blades.

The way you will know that they are too tight is that when you open and close the blade, they will not feel smooth and will feel like they are binding at the adjustment area.

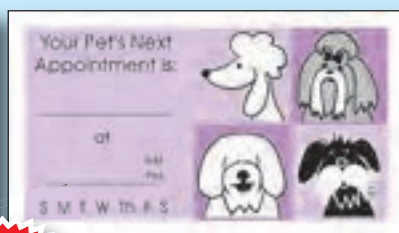
At this point, loosen the tension

knob/screw one click at a time and open and close the blades quickly 5-6 times. Continue this process until the binding disappears. (You should only have to loosen the adjustment/tension knob 1-3 clicks.) If you loosen them more than 1-3 clicks, more than likely you have made them too loose. If your shears do not have a “click” adjustment knob, then turn the screw slightly at the pivot area each time to loosen or tighten until correct blade tension is achieved.

Remember, the better you care for your shears, the longer the edges will last between sharpening. On average, you should be able to go one year or longer between sharpenings if you follow the correct maintenance procedure, including daily tension adjustment.

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The Puppy Trim

by Priscilla Suddard



FINAL GROOM

This trim is probably the most frequently requested trim from my clients and can be modified to suit the owner's coat care requirement, while still maintaining some style. I often use a snap-on comb to cut in body coat and sides of legs leaving enough hair to create elegance in the side profile. This is the most frequently seen trim in the competition ring and is also a legal trim for those who show in UKC conformation. For this article, I will be doing the trim as you would for a grooming competition.

MUZZLE

The easiest way to get good proportions is to measure the dog's muzzle and clip down the neck that length.



SHOULDER

I can make a dog with a steep shoulder look like he has a beautiful layback by trimming the way I want it to appear.



You should read and familiarize yourself with the breed standard: <http://www.ckc.ca/en/Portals/0/pdf/breeds/POS.pdf>, of particular interest: "the angle of the scapula from the vertical should approach 45 degrees", "pelvis set at 30 degrees from horizontal", and lastly, "that of a very active, gay, intelligent, smart and elegant-looking dog, squarely built well proportioned and carrying himself proudly"

Of course you need to start with a properly bathed and blow-dried coat: you need a well prepared canvas to produce your best work. You also need a couple of good pairs of curved shears to help you create the lovely curves that gives this trim its elegance.

I find a lot of people are confused about where to do the clipper work on the face - the easiest way to get good proportions is to measure the dog's muzzle and clip down the neck that length. Make the clipped area more of a 'V' shape rather than a 'U' shape.

UNDERLINE

The area under the ribcage should, in most cases, be trimmed quite close in a slight curve from the elbow to the tuck-up.



HOCK

On the hock, use your curves to create/exaggerate the angulation.



REAR CUFF

At the front of the rear leg there should be an upright area from foot to the bend of leg.



NECKLINE

With a long pair of curved scissors, stand to the side of the dog and scissor the angle from the back of the shoulder up into the back of the head.



HEAD

Then on to the sides of the head from eye to ear at a slight outward angle.



I generally begin the trim by clipping in three key areas:

The neck/shoulder layback - I use a #7 or #5 to sculpt out a triangular shaped area with the point of the triangle situated just under the ear and the bottom situated where you want the shoulder to appear! I can make a dog with a steep shoulder look like he has a beautiful layback by trimming the way I want it to appear.

Topline - using long straight shears, I set the topline from the tailset to just behind the shoulder blades.

Back of rear legs - using a #4 or #5, I clip the back of the thigh from the pelvic bone to the bend of the leg leaving hair below this point to blend and create/accentuate angulation.

From these three points, I build and sculpt the trim. These three points act as guidelines - sort of connect the dots if you will.

For the shoulder/neck area, I scissor on the angle I want the shoulder to appear at, blending out onto the ribcage area. The area under the ribcage should, in most cases, be trimmed quite close in a slight curve from the elbow to the tuck-up. Don't move the tuck-up all the way back to where the rear leg joins the body, but rather bring it forward in order to give a shorter appearance to the body.

Now work on the pelvic angle blending out horizontally from the tight area above the tail set. Blend the sides of the thighs with the shorter trimming on the rear of the thighs that you did earlier, keeping in mind that the thighs should appear flat - no knees sticking out! The fullness on the lower part of the leg should blend off

and sweep out from the widest part of the thigh muscle when viewed from behind. While you are there, set the 30 degree angle at the tail set/pelvis.

On the hock, use your curves to create/exaggerate the angulation. It is not merely a bunch of hair but a meeting of elegant curves. There is a slight outward angle to the back of the hock from foot to point of hock. At the front of the rear leg there should be an upright area from foot to the bend of leg (not tight to the leg mind you!) then a sweep of curve following and exaggerating the front shape of the leg and meeting/incorporating into the line you set on the under chest.

The front leg should have a slight indent at the point where the front leg meets the forechest - this combined with a curve of coat left on the chest will further create the shoulder angulation. The rear of the front leg can be left a little fuller but be careful not to make the dog appear dumpy by leaving too much hair. Always keep the elbow area flat and neat.

On the side of the neck (where the area that was sculpted short earlier and the long coat on the neck meet), you trim with scissors pointing almost straight up. Blend this area into the shoulder. With a long pair of curved scissors, stand to the side of the dog and scissor the angle from the back of the shoulders up into the back of the head. This is one of the harder areas to get right - too much hair makes the dog look like a line-backer and too little give the appearance of a short neck. Experiment - look at some of the

Continued on page 42

HEAD 2
Trim with the
curve inward
over the ear.



TAIL
Trim the
pointed 'sticky
outies' around
the middle of
the tail pom
to form a
pleasant oval.



European trims -they seem to have the balance of curves and exaggerated angles perfected!

I start the head at the front by trimming the hair off that hangs over the eyes, then on to the sides of the head from eye to ear at a slight outward angle from the ridge of bone at the side of the head. Now, put the ear down -here is where those curved shears come into play again - I trim with the curve inward over the ear, then turn them around and trim the back of the ear into the neck coat with the curve facing outward. Be careful how tight you trim over the ear; if the dog has a high ear set, trimming too tight will emphasize it! With high ear sets, you are better to blend instead of making a defined division between head and ear.

Tails- in most cases you won't be working with as much tail as I have on this dog (he is my breeding and I don't dock tails). Start by trimming the end of the hair on the tail (trim the end approximately to the same level as the top of the head) Then, comb the hair down where the clipped area meets the hair and trim anything that hangs down over the clipped area. There should now be a defined space between the hair on the rump and the hair of the tail pom. Next, fluff out the whole tail. You should have something that sort of looks like a rounded diamond -trim the pointed 'sticky outies' around the middle of the tail pom to form a pleasant oval.

Now you are ready to go over everything: blend and refine what you have done. Stand back and enjoy!

Priscilla Suddard owns Cilla's Canine Coiffure in Oshawa, Ontario. She has won many Ontario grooming competitions and also breeds and shows toy/mini poodles under the Paisley prefix. The model for this article is "Dory" a 2nd generation Paisley poodle. UKC CH Paisley's I Truly Adore U PCD RN. He is co-owned with Patricia Hartman.



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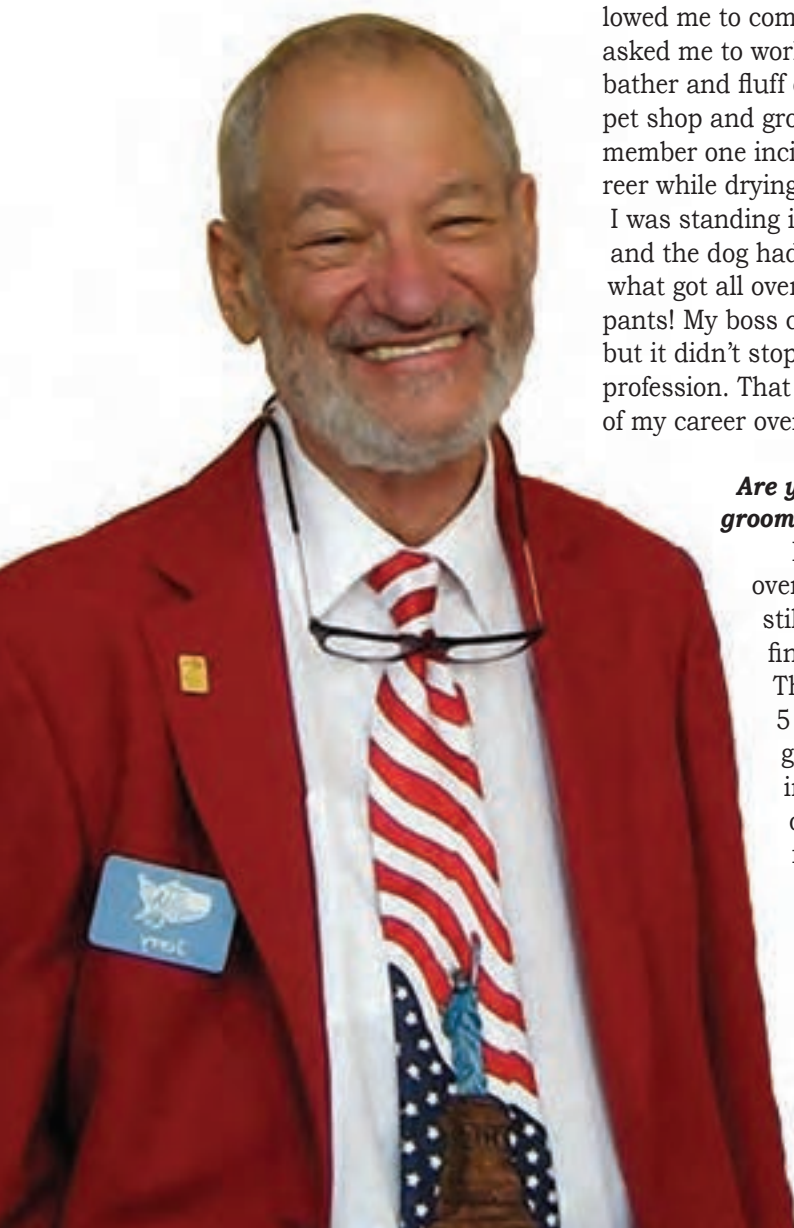
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GROOMER TO GROOMER INTERVIEWS...

JERRY SCHINBERG

Jerry Schinberg is one of the icons in our industry. He is the founder of the *All American Grooming Show* in the Chicago area, the oldest grooming seminar and contest in the country. This was its 38th year.



How did you become a groomer?

When I was 18 and living with my parents, we had a Poodle that I wanted to learn to groom. At the time, my sister's girlfriend's father and mother were grooming in the basement of their home. They allowed me to come and watch, then asked me to work for them as a bather and fluff dryer at their new pet shop and grooming salon. I remember one incident in my early career while drying a Standard Poodle. I was standing in back of the dog and the dog had diarrhea. Guess what got all over my smock and pants! My boss chased me home, but it didn't stop me from loving the profession. That was the beginning of my career over 50 years ago.

Are you still actively grooming?

I had a salon for over 40 years and I still like to keep my fingers in grooming. The most I do is 4 or 5 dogs a week. My grooming facility is in the basement of our home. The move from my shop was bittersweet . . . so many experiences, people (clients and employees), and many more dogs (also cats,

rabbits, etc.). I did take with me the 4-foot fiberglass Pink Poodle that had been mounted next to our sign. It is embedded in a rock garden in our backyard and, since we live on a busy corner, it has become somewhat of a neighborhood landmark. We often hear "Oh, you're the house with the Pink Poodle in back!"

Tell us about Sally? How did you meet?

My wife, Sally, is my partner in everything, my confidant. She is the one who is in the background of our show and takes on a lot of the responsibility. She is also my best friend. We met the end of December 1965 on a ski trip in upper Michigan. Each of us had a friend in the sponsoring ski club who thought this would be a good way to make social contacts. We met at the New Year's Eve dance and, after returning home, dated off and on until the following New Year's weekend when we became engaged on another ski outing. A year later we were wed on Xmas day (1967). Those holidays have always had a special meaning for us.

Do you have a dog now? What breed?

We do not have a dog now. My breed was Poodles and I raised five generations of miniatures. We also take care of some of my grooming customers' dogs when they go on vacation. Those clients know we treat their dogs like family.

Continued on next page

And your kids. We've seen them grow up at your show. What are they doing today?

We have two grown daughters, Jill and Denise. Jill lives in San Francisco and works in Arts Management. She has a BA in Spanish Literature and an MFA in Dance. She has held a variety of positions both here and abroad. Although her summer has been very busy managing events for the University of California (Berkeley) and for the city of San Francisco, she is seeking a new opportunity after October when the season ends. Our younger daughter, Denise, has a BA in Organizational Leadership and Human Resources and is a Pampered Chef Consultant and Director while raising our 5½ year old grandson, Trent, who just started kindergarten. Both of these jobs take considerable amounts of time and energy. We do help out a lot with Trent, which is a mixed blessing . . . he's lovable but exhausting! The girls also help with our grooming show as needed. In fact, Denise is our lead data-entry person; her speed and accuracy are amazing.

How did you get into grooming shows?

I had my grooming salon for about six years and was very involved in a kennel club and an obedience club, having held various chairmanships (show, trophies, food, and publicity, to name a few). Noticing that beauticians had their own shows with competition, I thought (light bulb "aha" moment), "Why not dog groomers?" That's when the *All American Grooming Show* was born.

You certainly were ahead of your time in doing that. What was your vision for grooming then?

To get rid of the stigma when people asked "What do you do for a living?" I would answer that I was a dog groomer and they would say, "A what?" Sally actually said, "You do

what?" She had never heard of such a thing. Of course, city girl that she was, she also thought, when she saw a "garage sale" sign, that someone was trying to sell a garage!

Has your vision changed since that time?

Absolutely! Not only are people more aware of grooming as an occupation, but there are many

more employed groomers (mine was the first shop in my town and forty years later there were five). Their income has also grown and their image is much more professional. I believe this is due to the growth of the entire pet industry, especially resources for the groomer such as grooming shows (including seminars and competition), schools, product

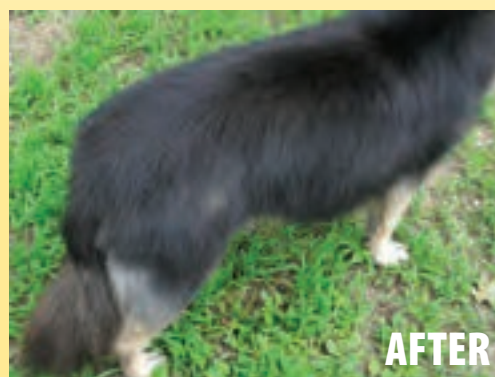
Continued on page 46

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development, and publications. The exponential growth of technology has also made information more readily available. It can only go onward and upward. The more education that is offered, the more professional groomers will become, and the industry will continue to grow.

What were your early shows like. How many attendees? How many booths?

The first show was to be held in a local high school field house.

One month before the show, the school district advised that the floor was being resurfaced, and the show would have to be moved to a different field house. Aside from the problem of notification (which required additional mailings plus signs at the original site to redirect people), the new site, though comparable in size, was NOT AIR CONDITIONED! Naturally, it turned out to be the hottest

day of the year with temperatures reaching 102 degrees. And as proud as Chicagoans are of Lake Michigan, they'll be the first to tell you the humidity it produces is oppressive. At the show, the food concession was provided by my parents; needless to say, little coffee was sold. To quench thirsts, Sally made soda runs to a gas station across the street – case after case after case.

Shirlee Kalstone was a guest speaker; I assisted by holding the mic and mopping Shirlee's brow. Romaine Michelle tried to keep her cool while competing by spraying "Kool Lube" on her bare midriff; maybe the hair that stuck to her from her standard Poodle provided insulation! To top things off, the show was not over until 7pm! Although that show was a challenge in many ways, it attracted fifty entries, fifteen booths, and three hundred spectators. The attendees gave me a lot of "heat" for the conditions

that day, but they also made it clear they wanted more. So plans went ahead for a show the following year. This time it would be held for two days with all promotional literature assuring that the site would be "air conditioned."

Do you have your roots in dog shows? If so, what breeds?

I worked for a professional handler showing Labs, Chihuahuas, Pointers, Maltese and Poodles.

How many years have you been doing the All American Grooming Show?

We started the *All American Grooming Show* in 1973 and we just finished the 38th consecutive one. Although the show hasn't missed a year, I spent one of the early shows in the hospital. My former partner and Sally (in a panic) rose to the occasion, much to my relief.

Continued on page 48

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Coming to a New Location!

The greatest collection of Grooming Champions ever under one roof will be featured this year at PetQuest! This exciting event will be held June 23-26, 2011 at a fabulous new location; the Holiday Inn Roberts Centre in Wilmington, OH. The four day event will feature educational seminars, IJA Sanctioned Grooming Competitions, including a Barkleigh Creative Styling competition, and a three-day Trade Show showcasing over 50 exhibitors.

Demonstrations will feature GroomOlympians Michelle Breen, Michell Evans, Jennifer Lee, Irina Pinkusevich, Komako Tanaka, Amy Triezenberg and Olga Zabelinskaya. Also, for the first time together at a Barkleigh show, Sue Zecco and Jay Scruggs will be instructing live grooming demonstrations. Award winning

Creative Stylist, Angela Kumpe, will be teaching her tips and tricks in a Creative Grooming series. A Brusher Bather certificate program by Teri Di-Marino will be offered. Kristen Fulton and Emily Rupe will be featured in a Mobile Grooming series. Additional topics include; retailing, spa, clipper maintenance, dryers, bathing/skin care and animal photography.

PetQuest will host the following IJA Sanctioned grooming competitions: Poodle; Sporting, Terrier & More; All Other Purebreds and Salon Freestyle. Plus, the crowd-pleasing Creative Styling Tournament will be held on Sunday. Contestants must visit the Edemco booth to reserve their grooming tables immediately at the show.

Let's not forget all the great shopping PetQuest will offer! Exhibiting companies will be offering outrageous

show specials and discounts to attendees. This will be a prime time to stock up on your everyday supplies and take advantage of special pricing on salon equipment. PetQuest will also present a Silent Auction from Friday through Sunday featuring grooming supplies and "fun" odds and ends. All the proceeds from the auction will be donated to *Gifts of Love International* to help needy children.

"PetQuest has consistently grown since we have moved to Ohio. The Ohio area has a very strong pet care professional community and we expect even more growth with our move to a facility that better fits our needs," states Todd Shelly, President of Barkleigh Productions.

For more information on PetQuest 2011, visit www.PQGroom.com or call 717-691-3388.



What has been your greatest challenge? In grooming? In doing grooming shows?

My first grooming challenge was getting zoning for my shop, as mine was the first in that town. After that there was the recurring problem of finding and retaining reliable, skilled groomers and training them to do things the way I wanted them done — not just styling but answering the phone, dealing with clients, how to handle the dogs, etc. Although I am still friends with several former employees (some even help with the show), I often was referred to as Ralph Rotten (a term of endearment).

I think the biggest challenge in doing grooming shows was finding speakers in the early years who were qualified and charismatic enough to give appropriate and worthwhile seminars. Fortunately this is another area in which the industry has seen massive growth.

What has gotten better over the years?

When I started out in grooming, we washed dogs using a rug shampoo called *Orvus* which we diluted about 200 to 1. When I would go home at night my hands were bright red and sore. Our equipment and the products available to us have improved immensely.

What do you see for the future of grooming?

I predict nothing but good things for the grooming industry. Manufacturers are much more aware of groomers' needs, and the number of companies providing equipment and supplies continues to grow. I feel grooming shows are largely responsible for this movement as they provide a venue for bringing groomers and manufacturers together and educating both.

You have been called the

Grandfather of Creative Grooming? Why is that?

I really should be called the *Father* of Creative Grooming, because it is my baby.

Tell us about the first creative grooming contests? When did you first hold a creative grooming contest? How many entries?

Given my creative nature, it should come as no surprise that the seed of Creative Styling was sown in my head early on. It germinated in my brain and was nourished by the goofy gray matter (that "wild and crazy guy" side of me) until 1980, when I found a worthy sponsor willing to support my brainchild. *Andis Company* offered a new *Andis* clipper and five blades to each of the twelve competitors in the class, plus \$1500 in prize money. I was expecting some really exciting and creative trims that first year, but

Continued on page 51

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Choose **unframed** or **black frames**.

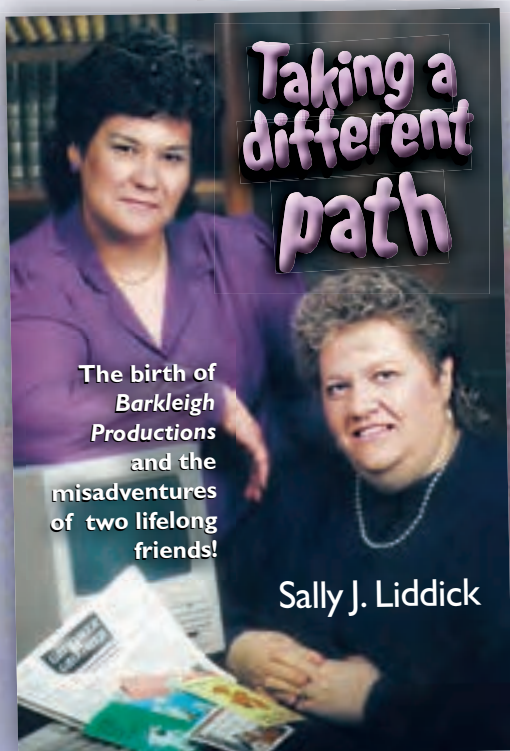
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| #6417 Set of 3 posters, un-framed (24" x 36") | \$99 |
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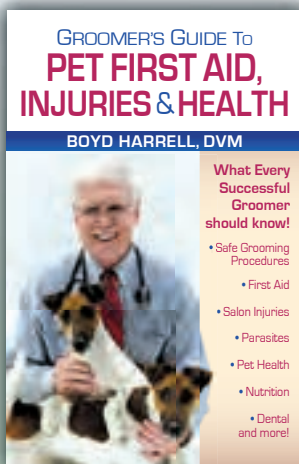
The story about the birth and success of Barkleigh and the friendship that has endured a lifetime.

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300 pages • Lots of photos

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PET GROOMING SALON BASICS

This book contains grooming secrets from Sally Liddick, editor of Groomer to Groomer and Groom-O-Gram; Mario Migliorini, author of many books on grooming and handling; plus other grooming authorities. Original grooming cartoons! 128 pages full of illustrations and photos.

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DOG GROOMING QUICK TIPS By Laureen Osborne, CMG

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7. Your hairdresser doesn't clean your ears.
6. Your hairdresser doesn't remove the boogies from your eyes.
5. You sit still for your hairdresser.
4. Your haircut doesn't include a manicure or pedicure.
3. Your hairdresser only washes and cuts the hair on your head.
2. You don't bite or scratch your hairdresser.
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was disappointed in the results. I shared these feelings with the first winner, Lynette Wallace Jacobsen, which made her a little angry, but also challenged her.

At the next show which I co-sponsored with Margaret Migliorini in Atlanta, Georgia, in May 1981, Lynette was back with a vengeance. She executed a beautifully scissored, balanced and symmetrical spiral trim that went from the back of her miniature Poodle's head, several times around the body, and ended at the base of the tail. It looked like a corkscrew. It wasn't until several years later that Lynette confided in me that the real name of her "spiral" trim was "Screw you, Jerry Schinberg!"

Was it what you were looking for? Or did you have any idea what you wanted to see?

My first thoughts were wild and crazy. However, after the first contest, I wanted great designs that groomers could execute in their salons.

For a while, creative grooming began to wane. Why do you think that happened?

I'm not totally sure why creative grooming seemed to be falling off the radar for awhile. I know it takes time, money, planning and practice to prepare for a creative entry, far more than just keeping your dog in shape for the regular classes. And since there are not different levels of competition in creative, there is also considerable trepidation for a newbie to go up against the established creative stars.

There seems to be a resurgence in creative. Why do you suppose that is?

Creative grooming definitely seems to be undergoing a rebirth. I think Barkleigh's publicity has helped bring it to the forefront. Also, there are more safe products available for use on dogs with creative

designs. Books, videos, seminars, and now an association devoted to creative grooming have sprung up offering help and inspiration to interested groomers. Some shows now have their creative entries pre-groomed, which allows groomers to use the same dog in more than one show. Some also offer an additional prize for a first-time creative entry which may help a new groomer take that first step. And then there's "youtube" . . . !

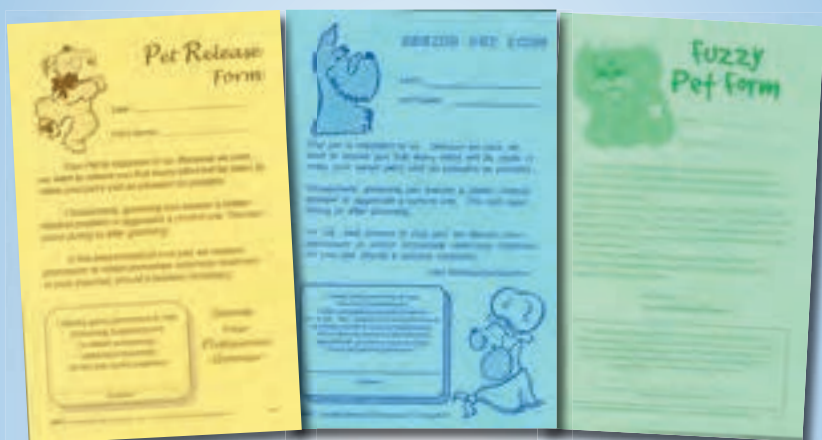
You and I have both loved creative grooming. What do you find so special about it?

I love that groomers are talented artists who have incredible imaginations. When I see a Poodle turned into a lion or flowers made out of the dog's hair, it takes my breath away. I am not fond of anything artificial that covers a lot of coat. And as exciting as the concept, color, accessories, scenery, costumes, and presentation may be, they should

Continued on page 52

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PR1 - General

SP1 - Senior

FP1 - Fuzzy



#6143 - Groomer Tip Sign



#6144 - Bather Tip Sign

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never outweigh the importance of quality grooming.

What do you see as the future of creative grooming?

Cats! Who would have thought that we would be able to put beautiful designs on cats, when many years ago it was hard to find a groomer to even bathe a cat?!

I understand you're doing some other innovative grooming contests. What are they?

I am very excited about the Abstract Design Runway Competition Atlanta and Chicago have been doing. Groomers put a simple abstract design on a dog or cat with minimal color, no scenery, costumes, or accessories, beautifully sculpted, and the groomer in complimentary attire. Then the groomers get to strut their stuff down the runway. It definitely spotlights the groomer and dog and exemplifies the beauty and artistry that truly can be produced in a salon.

Do you have any pet peeves?
Poor food service and buffets.

What do you think is the biggest challenge that a groomer faces today?

Keeping up with new tools, techniques, products, and education. And how about the new "designer breeds?"

I'm sure you remember well the flood that nearly washed your show away. What year was that and how did you cope with that situation?

One of the most memorable shows was in 1987, the year Chicagoans remember as the year of the flood. The show was to start on Saturday with set-up on Friday. The deluge started on Thursday and continued until early Friday morning causing flooding indoors and out, including our home and our hotel. I was near panic! People were stranded at O'Hare airport and nearby hotels.

The National Guard evacuated a hotel a half block away and closed the road in front of our hotel, which was able to remain open only because it had its own power plant. The hotel staff assumed the show would have to be cancelled. Boy, did they underestimate dog people!! Adjacent to the hotel was the Horizon Stadium (now the Allstate Arena) which was on higher ground. Its parking lot was accessible via its side entrance. So people arriving Friday parked there and waded, swam, or paddled small craft across the hotel's parking lot to the hotel entrance.

The show started a little late on Saturday (the water had receded), but there was a world-record entry that year with not a single "no-show"! One of the vendors could not get her product in, but all the rest arrived safely. Since the hotel's downstairs ballroom was flooded, our party was moved to the bar on the first floor; under those treacherous circumstances, no outsiders were expected to be bar-hopping, so

Continued on page 54

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it was ours for the night.

The hotel staff couldn't leave, nor could they be relieved by incoming help, so they worked and slept in alternating shifts to take care of the Grooming Show people. Menus had to be adjusted to accommodate missed deliveries. And so it went. It turned out to be a very good show and the camaraderie was great, but rest assured I wouldn't want to go through that again! Coincidentally

our party theme that year was Woodstock Revisited, after the concert in the '60s where there were dangerously heavy rains.

How did you cope with the situation?

Coping with the situation was not easy. I had a lot of dark hair at that time and look at it today—it's very thin and gray!

What do you see as the future of licensing?

I believe licensing will eventually come to pass as our industry continues to grow. I am in favor of licensing if the industry takes the lead. If it is mandated and overseen by the government, it would be ineffective except as a source of revenue. That would be a disservice to both groomers and the public.

I always got a kick out of Jeff Davidson's surveys. It always told me a little bit about a person that I didn't know. I'm going to ask you to respond to some of those things that he might ask. He is better at it than I am.

What is your favorite candy bar?

Baby Ruth and Snickers, but I don't eat candy anymore.

Paper or plastic? Paper

Over or under?

Under the covers, I like to stay warm.

Jerry, I think that was referring to toilet paper.

Favorite color?

Red, white, blue (All American! Ha! Ha!)

What would have been your dream job if you did not become a groomer?

An actor performing on Broadway

What do you wish you did more in your life?

A lot more world traveling.

Dancing with the Stars or Dancing with Dogs?

Dancing with the Stars.

Your favorite way to spend the day off?

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Each pad is a different color. Mix or match. Pad of 50 forms General Pet #PR-1 (for most clients), Fuzzy Pet #FP-1 (for matted dogs), and Senior Pet #SP-1 (for the older pet).



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| #614 | 1 Pad – Pet Release Forms – Select One Style | \$7.95 |
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| #616 | 5 Pads – Pet Release Forms – Mix and Match | \$35.00 |
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| #6043 | Poster/Frame | \$59 |
| #6044 | Poster & Tip Sign Special (Reg. \$74) | \$69 |
| #6058 | 11x17 Poster | \$29.95 |
| #6059 | 8½x11 Sign | \$19.95 |

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When a pet's hair becomes severely matted, there is simply no way to remove it except to give the pet a very short haircut, often referred to as a 'smoothie.'

"When Your Pet Needs a Smoothie," is a new addition to the Pet Care Series. Owners are advised what to expect once the matting is removed, and what equipment and products will be recommended.



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| #1852 | 50 Puppy's First | \$18.50 |
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| #1855 | 500 Puppy's First | \$99.00 |
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Giant Klip Kard – Colored • 5" x 8"

Indicate Color Choice: Lavender, Pink, Blue, Yellow or Green

| | | |
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| #503 | 100 Giant Color Klip Kards | \$15.75 |
| #504 | 500 Giant Color Klip Kards | \$69.95 |
| #505 | 1000 Giant Color Klip Kards | \$109.00 |

Giant Klip Kard Extenders • 5" x 8" – White

| | | |
|------|--------------------------------|---------|
| #506 | 100 Giant Klip Kards Extenders | \$13.75 |
|------|--------------------------------|---------|

Available Colors



Medium Klip Kard

This 4"x 6" card offers space for pet description and medical problems, referral, birth date, vet phone and clip description. Popular Pet Profile checklist denotes a number of conditions about a pet. Back has columns for date, services, charges and reminder date.

Medium Klip Kard – White • 4" x 6"

| | | |
|------|------------------------|---------|
| #507 | 100 Medium Klip Kards | \$11.95 |
| #508 | 500 Medium Klip Kards | \$46.00 |
| #509 | 1000 Medium Klip Kards | \$75.00 |

Medium Klip Kard – Colored • 4" x 6"

Indicate Color Choice: Pink, Blue, Yellow, Green or Lavender

| | | |
|------|------------------------------|---------|
| #510 | 100 Medium Color Klip Kards | \$13.95 |
| #511 | 500 Medium Color Klip Kards | \$56.00 |
| #512 | 1000 Medium Color Klip Kards | \$95.00 |

Medium Klip Kard Extenders • 4" x 6" – White

| | | |
|------|----------------------|---------|
| #513 | 100 Medium Extenders | \$11.95 |
|------|----------------------|---------|

Available Colors



GROOMER SYSTEM

Appointment & Income Tracking Book

This loose-leaf Binder System permits an unlimited number of daily appointments. It comes with 150 Daily Appointment Sheets, 52 Weekly Reports, 12 Monthly Reports, 4 Quarterly/Yearly Reports separated by monthly/report dividers, as well. Each groomer can have his/her own book or everyone can work out of one... by adding extra pages. Satisfaction Guaranteed!

| | | |
|-------|---|---------|
| #6053 | Complete Groomer System | \$59.95 |
| #6054 | 100 Appointment Sheets (White) | \$12.95 |
| #690 | 100 Weekly Sheets (Yellow) | \$12.95 |
| #691 | 100 Monthly Sheets (Melon) | \$12.95 |
| #692 | 50 Quarterly/ yearly Sheets (Dk Orange) | \$12.95 |
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| | includes - 54 Weekly, 14 Monthly, 5 Quarterly | |
| #622 | GSM Calendar Page In Plastic Sleeve | \$2.95 |

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- Pet's Name and Breed
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"YOU NOW HAVE A BETTER CHOICE" Website has free videos and articles on blade and clipper care. Steel Blades \$4.00, Ceramic \$5.00, Regular shears \$4.00. Trimmer blades (5-n-1, Speedfeed) \$6.00, Clipper maintenance (free labor + parts). Mail-in service has 48 hour turnaround, on-site serves the gulf coast. Website has all information. All blades, all shears, clipper repair. Est. 1995. Northern Tails Sharpening inc, Mobile AL & New Orleans LA Call 251-232-5353 www.northerntails.com.

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NEW PRODUCT NEWS

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Espre offers Show Style line for professional groomers and handlers to achieve show ring perfection. The line consists of: Aloe Silk, Boost Volumizing Spray, Freeze Hair Hold, Freeze Styling Gel, High Sheen Finishing Spray, Silky Show Shampoo, Silky Show Conditioner, Quick Finish Shampoo, Quick Finish Styling Spray and Wired Texturizing Spray.

For more information, request Reader Service Card #7877.

Pure Pooch All Natural Shampoo for Dogs

Pure Pooch announces a new all natural shampoo for dogs. Each Pure Pooch shampoo is a soap-free, tear-free product that is pH balanced for dogs and safe to use with tick and flea treatments. There are three products in the line: Really Clean for routine grooming, Bright



& Clean for dogs with white or light coats, and Calm & Gentle for puppies and dogs with sensitive skin. The product uses cleansers made from coconuts, conditioners from guar beans and deodorizers from organic cane sugars. Neem and citronella oils provide all natural pest repellants. Because it uses no parabens, the product is biodegradable and safe for the environment.

For more information, request Reader Service Card #7876.

Eco-Lucks Beds



Dublin Dog announces their new line of stylish eco-friendly dog beds that are perfect for retail sales in grooming salons. Each eco-Lucks bed cover is made from 100% post consumer recycled plastic bottles with the entire bed, including the pillow insert. All products in the eco-Lucks line are 100% eco-friendly and made in the USA.

The beds come in two styles: Selwyn (Dot Gusset) with a choice of Glacial Mist/Urban Loft or Buttermilk/Almond color options, and the Dilworth (Stripped Gusset) style available in Sage/Espresso or Napa Blush/Storm Watch colors.

For more information, request reader Service Card #7875.

Undercoat Removal System



Sav-Ur-Fur is a revolutionary Undercoat Removal System that has been designed by a groomer for groomers. This system reduces matted fur into wet clumps that are easily removed from the coat without pain, injury or stress. Additional benefits are that there is no hair, dirt or debris floating in the air to damage groomer's lungs and it doubles as a bathing unit. Sav-Ur-Fur uses standard city water pressure (35 to 40 psi) and injects a specially developed 14 to 1 Alpha Hydroxy shampoo into the coat. Then with a switch to a companion conditioner the undercoat releases. A simple push of the sprayer, and the dead undercoat whisks into the tub leaving the coat unbroken and healthy. The unit has a rust proof stainless steel exterior and sprayer end of anodized machined aluminum with re-enforced hoses and brass ends, creating a sturdy and economical purchase that will last for years.

For more information, request Reader Service Card #7886.

ScissorComb

The new ScissorComb presents a timesaver for finish work. Groomers can now customize their own

Continued on next page

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grooming scissors with *ScissorComb*, a feather-light nylon comb, allowing finish work to be performed with one hand, one tool. Developed by a groomer, for groomers, this product eliminates the tedious repetitive pickup/put down of the traditional comb during finish work. *ScissorComb* attaches to both straight and curved scissors by way of a strong adhesive that will not harm scissors, and *ScissorComb* can be removed for sharpening. This product is sold as a comb, scissors not included, and is available for both right and left handed scissors.

For more information, request Reader Service Card #7883.

Fresh Breath



Tropiclean's Fresh Breath oral care line of products can be offered as an add-on service to customers. The Fresh Breath Gel is a safe and natural product that is easy to use with NO brushing required. The instant Fresh Breath Foam ensures fresh minty breath when their pet is picked up from the grooming salon and is also being used as a tableside tool. Try some today and

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Barktini Blends, manufactured by *Glo-Marr Products, Inc.* Lawrenceburg, KY will now be sold at *PETCO*. The all natural shampoos include Margarita Mutt, Daquiri Dog, Cosmopolitan Canine and Pina Colada Pooch. *Barktini Blends* conditioner, *Hair of the Dog* will also be available at *PETCO*.

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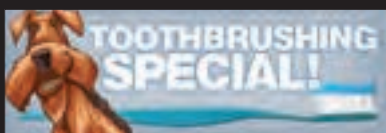
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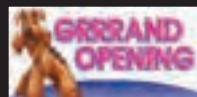


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CALENDAR OF EVENTS

To list your event, send it to
adam@barkleigh.com

CALIFORNIA

GROOM & KENNEL EXPO 2012

February 2012
Pasadena, CA
(717) 691-3388
info@barkleigh.com
www.groomandkennelexpo.com

COLORADO

Colorado Groomfest 2011

6/3/2011 - 6/5/2011
Denver, CO
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ndga@nationaldoggroomers.com
www.nationaldoggroomers.com

FLORIDA

NDGAA "Fun in the Sun" Seminar

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ILLINOIS

All American Grooming Show

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aagrmgshow@wowway.com
www.aagrmgshow.com

Backer's Pet Industry Christmas Trade Show

10/14/2011 - 10/16/2011
Chicago, IL
(312) 663-4040
hhbacker@hhbacker.com

MISSOURI

Groom Classic

5/20/2011 - 5/22/2011
Kansas City, MO
(800) 705-5175
groomclassic@comcast.net
www.groomclassic.com

NEVADA

SuperZoo

9/13/2011 - 9/15/2011
Las Vegas, NV,
(646) 447-2222
www.superzoo.org

OHIO

PETQUEST 2011

6/23/2011 - 6/26/2011
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www.pqgroom.com

PENNSYLVANIA

GROOM EXPO 2011

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info@barkleigh.com
www.groomexpo.com

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lindacc@nepgp.com
www.nepgp.com

CANADA

Communi-Groom

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Winnipeg, Manitoba
www.ppgam.org

The Island Grooming Event

6/25/2011 - 6/26/2011
Victoria, British Columbia
(250) 386-1422
sales@adamsnewedge.com
www.adamsnewedge.com

Canadian National Pet Industry Trade Show

9/8/2011 - 9/19/2011
Mississauga, Ontario
www.pijaccanada.com

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PETQUEST 2011

6/23/2010 - 6/26/2011
Wilmington, OH

GROOM EXPO 2011

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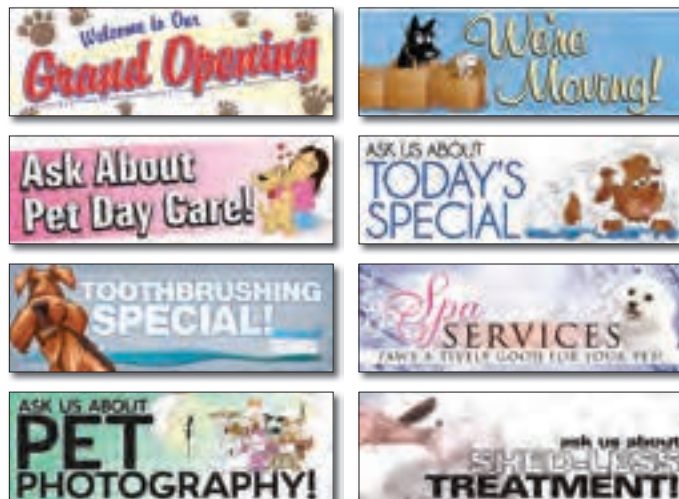
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GROOM-O-GRAMS

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| #568 | 200 Groom-O-Grams | \$49.50 |
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