こころのワクチン

A Mind Vaccine

もみの木動物病院(神戸市)獣医師・村田 香織 Kaori MURATA, Veterinarian, Mominoki Animal Clinic, Kobe City



I am Kaori Murata, of the Mominoki Animal Clinic in Kobe City, and I am very happy to be here with you today.

I've been listening to what everyone has been saying over the past two days, and I have been very impressed by all the passionate interest shown in the various subjects under discussion. This is a really wonderful conference, and I would like to express my gratitude to Knots and to all the people involved with organizing the event for their splendid efforts. Thank you very much.

At Mominoki Animal Clinic, in addition to making ordinary veterinary examinations, I have been involved for many years in counseling about pet behavioral problems, mostly concerning dogs but also including cats on occasion. In fact, a lot more people are troubled by dog problem behavior than with cat problem behavior. Today, we have listened to various stories about the benefits of keeping pets, although nobody can know in advance whether living with a pet will be good for their health. Perhaps surprisingly, it can become a constant worry or headache. In some cases pets are abandoned for precisely this reason, and in other cases keeping pets may cause trouble for the neighbors. Over many years, I have been tackling the behavioral problems of adult dogs. Treatment can take a great deal of effort and in a significant number of cases the animals cannot be cured completely. But in any event, treating them takes time and perseverance. Comparatively speaking, it is much easier to prevent problem behavior from emerging by properly training dogs when they are still puppies. This yields much more fruitful results with much less effort.

In a way, preventing problem behavior is similar to

infectious disease prevention. We've all heard about a lot of frightening infectious diseases that, once we are infected there is a chance we may die, and in order to be cured we may have to undergo a very long period of treatment. However, if we are inoculated against such diseases in advance with a vaccine, we can be protected against the risk of infection. So, in order to protect against dog problem behavior (and cat problem behavior too), I attempt to build strong ties and good relationships between animals and their owners. This kind of thing, which includes puppy and kitten training, can be called a "psychological vaccine".

In the course of my work I constantly talk with pet owners, and I invariably tell them that if they are keeping pets, they should follow three rules. The first rule is that owners should enjoy life with their pets. The second rule is that the pets should be happy. And the third rule is that keeping pets should not cause trouble for the surrounding people. I ask pet owners to follow these three rules. These are the activities of the Japanese Animal Hospital Association's (JAHA) Companion Animal Partnership Program (CAPP). Dr. Shibanai first started conducting these activities in Japan about 20 years ago. These pets make the surrounding people happy rather than causing them trouble. If pets can reach this stage, this is a very nice way of curing them of bad behavior.

There are three steps we need to take in order to live happily by following these rules. Today, Mr. Nagamura, President of the Japan Kennel Club is here with us. Following on from this morning's talk about matching owners with pets, if you are going to choose a pedigree dog, particularly in consideration of your own lifestyle

and living environment, the selection of the breed is very important.

To fulfill the second rule requires that we satisfy the needs of our pets, including by feeding our dogs and cats suitable food, giving them sufficient exercise and opportunities for play. On top of this, I think it is essential to provide pets with education and training so that they can live happily in human society.

Now, it's clear that there are many unhappy pets just as there are unhappy owners, and also that many pet owners struggle with all kinds of problem behavior. I think that the short cut to reducing such problems relates to increasing the number of happy pets and owners bound together by strong mutual ties. What animal hospitals can do towards starting this off is to hold "puppy classes". There are lots of other things we can do as well, but puppy classes are a good beginning. So that's where we have started.

Today we don't have a lot of time so I can't go into much detail, but I would like to talk simply about two things dogs learn together with their owners at these puppy classes. Puppies' brains are extremely malleable and, with the right kind of training, they learn suitable behavior very rapidly. But they can also learn unsuitable behavior just as easily. It seems that the owners and dogs continue to build extremely good relationships after the classes are finished. The owners who visit our hospital for disease prevention or treatment purposes have built up very good relationships with their pets. They look so happy together it makes me smile when I see them. I always feel it is very important to educate puppies.

Today I would like to talk in particular about two of these practices. First of all, there is the matter of socialization. For example, dogs should be able to enjoy interacting with people other than their owners. If the dogs cannot achieve this then at least I would like to see a situation where the dogs are OK and calm with other people.

Secondly is the matter of other dogs. Ideally dogs can

enjoy interacting or playing with other members of their species. Even if that is too much to expect, it is still greatly preferable if they can be trained to be at ease and relaxed around other dogs.

There's a saying about the future that 'darkness is one step ahead'. Last year Japan experienced a major earthquake disaster and for anyone like me who has had a certain amount of life experience, this saying has been engraved on our hearts many times. Whenever something untoward happens, I recall this saying, and pets, whose life spans are very short compared with ours, also have a variety of experiences during their lives. From the pets' point of view, we humans are simply another species of animal. And while they live among us in human society, they lack the means to obtain the verbal information we enjoy. So if a dog's life is like a human life, the darkness really is one step ahead.

For example, in the case of communication between people, if you say to your mother, "From tomorrow, I' ll be going away for a week on a short trip with my friend, OK?" your mother is unlikely to be worried. But if you go away on a trip without your dog, as far as your dog is concerned, you have simply disappeared. A dog doesn't know when its owner will return. There is absolutely no way that you can convey the information of your return date to the dog. During the course of their lifetime, perhaps well over ten years, dogs have to accept all kinds of change within their living environment. In order for them to be able to accept these changes contentedly, it is vitally important that they are properly educated when they are puppies.

For instance, there may be times when their owner has to go into hospital. And there are all kinds of other reasons why a person may no longer be able to keep a dog. If this occurs, it is much better for a dog if it can get on well with other dogs, animals and people. Likewise, if it can live happily with a new family, or within a group living at an evacuation center if needs be. If a dog is unable to do this, it is likely to be very unhappy if separated from its original owner.

This is a photo showing the staff and animals at our hospital. If people and dogs (and in some cases cats) can get along well with each other like this, then these animals will be able to live safe and secure lives. This is one of the chief aims of the education and training we give to puppies.

These puppies have come to the hospital for counseling. Now I'd like to show you a video I took at my own home. It's a video of some dogs that had not learned to socialize properly.

(Explanation while showing video)

We kept this dog for a while. The surrounding dogs are my own and my staff's dogs, and this dog is afraid of them. So it is being kept in a cage. It constantly exhibits menacing behavior to the others so they are barking in turn, not because they are mean, but because they are afraid. The other dogs are socialized animals so they consider this dog to be a problem dog. Yet they don't fight back against it or anything like that. They do have a little trouble, but as such non-socialized dogs come to us quite often, the socialized dogs are now more used to this kind of thing. Dogs are animals that have an extremely strong instinct for sociality so after several days living together they usually get along with each other very well.

The dog on the opposite side is another dog that can't deal with other people. It is barking aggressively at the visitor but it had grown used to the surrounding dogs by this time. This dog, a Border Collie, is barking at this person so we do give it a caution. But when the person backs away, the dog quickly follows after them. Dogs that are easily scared often seem to behave like that. An easily scared dog will chase after a person moving away from them but will then run away scared if the person re-approaches. This is not a bad dog by any means, it is only that it didn't properly learn how to socialize with people as a puppy. It doesn't know the ways in which people and dogs communicate. We get consultations on this kind of thing a lot.

So, how can you make your dog act more friendly towards other dogs and people? Puppy class first of all recommends to get various people to give the dog its favorite food while it is still a puppy. This will increase its sense of security. In this way, you can prevent the problems I mentioned earlier such as inappropriate barking at visitors. In puppy class, the participating owners and staff practice feeding the puppies their favorite foods. We tell the participants to first open their hand, then place the food on their palm, then offer it to the puppy. Many people hold the food between the tips of two fingers which sometimes means the puppy will unintentionally bite the fingers as it takes the food. This of course causes physical pain and fear to the giver. So we ask our participants to use their palm.

By nature, dogs do not really like being patted on the head, as most of you are probably aware. They are especially uncomfortable if it happens without warning from a person they are unfamiliar with. However, people in general do like to touch dogs on the head. So if possible it is preferable, from the standpoint of the dogs' future happiness within human society, if they are trained using rewards to accept being patted on the head.

If you have a dog that leans its head away because it doesn't like to be patted on the head, it can be trained to accept a pat by holding a reward in one hand and then touching the dog's head while allowing it to eat the reward. This training can be carried out by a number of people in turn, such as veterinarians, veterinary nurses, etc.

We also set aside time for communication between dogs by making time for them to interact with each other and for puppies to enjoy playing together.

By giving puppies socialization training like this consciously, we can achieve a lot to make it easier for dogs to live comfortably in human society.

Everybody, I've got something now that I'd like to ask you to think about. Take a look at these two photographs. Which do you think is the best photo from the standpoint of socialization? First, raise your hand if you think the photo on the left is best. Now,

raise your hand if you think the photo on the right is the best. I see that more people think the one on the right is the best. This is a picture that would make anyone smile—showing children with beaming faces as they hug puppies. Here are the puppies and here are our staff. These photos show puppies getting rewards from the staff, and occasionally the staff members pass the rewards to children so that they can give them to the puppies.

This is the right way. Indeed, this way is overwhelmingly better. In my opinion, the photo on the right side shows that it is best not to do this training too suddenly. Humans are animals that only hold small children in the course of raising them. They also like to hold stuffed animal toys and small live animals. So these children enjoy holding puppies. However, from the puppies' standpoint children are strangers who are much bigger than them as well as being monster-like in their behavior. Some are very loud and some treat animals roughly. In most cases, to be lifted into the arms of such children is a terrifying experience for a puppy.

So, don't pick up the animals. But how about rewardgiving? Getting treats is a pleasant experience for dogs, of course. In this photo, first, the staff member tells the child that the dog is allowed to eat the reward, confirming also whether the dog should eat it when the reward is handed or after being held by the child. It is important to do things in this order.

I often explain it to pet owners as follows; when somebody moves in next door, if they say "nice to meet you... this is just a small token" and bring you a present of something nice to eat, you are likely to be pleased with them.

Conversely, if the people moving in next door come up to you and touch you without warning, you will probably not like it at all. In a similar way, a puppy will regard a pat on the head or a food present from a stranger as very different things.

From a human standpoint, some may wonder "why

not?" But I ask you to please consider such things when you are trying to socialize your dog. Actually, a lot of people who come to us say such things as "I tried hard to make my dog get on with other people, but the dog just became afraid of them."

Recently, so much information has become available and many more people are aware of the importance of dogs being socialized. However, some of them run into trouble when trying to follow this trend. The reason is that, knowing of the need for socialization, the owner and their dog may participate in a dog run to train the dog to be unafraid of other dogs. But this experience in itself can result in the dog coming to dislike other dogs. Another problem, as encountered by many owners and dogs, is that an owner may let their dog be petted by many other people in an attempt to socialize them. Instead the dog may start growling. So when owners do attempt to socialize their dogs, they have to do it right.

If any of you have dogs that will not accept rewards from anyone other yourself, please visit us for consultation. If you let other people touch your dog without proper knowledge, the results could be counterproductive.

This photograph shows our dogs in contact with children. As I told you earlier, most dogs don't like to be surrounded by a group of children or by children with loud voices wanting to pick them up. In the case of large dogs bigger than the children, this is usually OK, but small dogs and puppies generally don't like to be treated this way. Whatever the case, I urge everyone to ensure that the contact between dogs and children is a pleasant experience for both sides. For instance, if you let a child give your dog a reward, check how he or she is reacting. You can also let dogs demonstrate any special tricks they know, or let children play with them with the help of a toy.

These photos show our dogs enjoying contact with children. Here the dogs are performing. This is fun for them, and for the children, because they get a reward. So our dogs love children. But if this play ends up like the example I showed you earlier, there might be the opposite effect, so please be careful when trying this out yourself.

It is ideal if puppies have the opportunity to attend a "puppy kindergarten". This is our puppy kindergarten. Recently, the number of such facilities has been increasing and they can be very effective if run on the basis that they exist to provide various kinds of contact opportunity. If you have a puppy that can't socialize with other dogs, or a puppy that has excess energy, I recommend you to take it along to a puppy kindergarten.

Another purpose of puppy class is to help dogs become accustomed to being examined and remain calm. Most dogs don't like going to an animal hospital. Now, I will show you a video about some dogs that have visited our hospital.

(Explanation while showing video)

This dog is so angry that we can't get it onto the examination table. They use an "Elizabethan" collar and make every effort but the vet and nursing staff cannot get it up onto the table. Even the owner is unable to put the dog onto the table by carrying it. Although we tried hard, we didn't succeed in getting this dog onto the examination table. So you can see how tough our job can be.

This next one is the same. We have to muzzle this dog because it bites. But things don't go smoothly. Nowadays we tell owners to first get their dog used to wearing a muzzle and then bring it to the hospital. That way we can avoid this kind of trouble.

The dog at the bottom is an in-patient. Whenever I tried to open the door before treatment, the dog would get angry like this. If things remained as they were, I would not be able to make a thorough examination. As was mentioned earlier, when a dog is under long-term stress its immune function can be compromised and it loses its appetite. This undermines the effectiveness of the medical care we provide. Moreover, I think it is very hard for an owner to watch while their pet is placed under this much stress. If I were in that situation, I

would really hate it. I have had many cases where owners cannot stand the idea of their pet being under such heavy stress. So they hesitate to bring the animal to the vet and let matters rest until the animal develops a more serious condition.

The main reason why dogs can become aggressive isn't that they are spoiled or that they think they are superior to others, as is often said, but simply because they are scared. First, a dog's trusted owner suddenly takes it to an unfamiliar place, where a person dressed in white pushes it down on a table and places a stethoscope on its chest. The dog has no idea why this is being done. It's the same with an otoscope. The dog doesn't understand what it is. Then, right after that they are likely to experience some painful procedure. It is only natural that some dogs become aggressive in these circumstances due to fear and insecurity.

I talk in various forums, so some of you may already have heard what I am going to say next. About ten years ago, I learned a lot from the experience of one of my patients, a Golden Retriever. This dog, a bitch, came to our place for counseling because she had a problem. She would growl or become aggressive whenever unfamiliar people or dogs came too close. The reason was that she had been entrusted to a breeder to be bred from. Her behavior had become like that after the time at the breeders. We knew this because she had never acted like this prior to that time. So we know that she must have had a very traumatic experience while she was at the breeder's.

Of course, the underlying problem was that this dog had not been sufficiently socialized. I felt a lot of anger toward the breeder with thoughts that the breeder must have done something bad, although I didn't know what it was. As a result the quality of life for the dog and also her owner was severely eroded.

But then I had a sudden "aha" moment and the scales, as they say, fell from my eyes. I realized that we must be doing the same thing at our hospital. Working as a veterinarian, although what we were doing was ordinary veterinary medical practice, we were also causing trauma to our animal patients.

Actually, quite a few pet dogs are brought to us for counseling because they begin to behave aggressively as a result of their experiences while being treated at the animal hospital. For example, there was a Border Collie that suffered bleeding when it had its nails cut in hospital. Ever since, this dog had become aggressive so the owner brought it in for counseling. The dog shown here is a male Labrador Retriever puppy. He had been neutered but when it came to the time for the vet removed the stitches he became violent. He would not turn over, so had to be overpowered and held down by several male vets. Since that time, this dog would habitually attack whenever he saw unknown males. He was brought to us for counseling too.

Dogs can't understand what we do in the course of medical practice. They interpret any kind of physical discomfort we cause them as abuse. In many cases the medical treatment itself is experienced as a form of abuse by the dogs. I now realize that, depending on how we treat our canine patients, we may well be inflicting trauma on them.

To prevent this, it is very important to establish a positive environment before we do anything that a dog may find unpleasant. To experience such a positive environment, it can be very effective for a young dog if they attend puppy classes first. While there they can spend time pleasantly with the staff of the animal hospital. Next, I will show you how delightfully dogs visit our hospital.

(Explanation while showing video)

I was very glad to see this dog come to our hospital with such evident pleasure. Since we don't have a lot of time, I'll skip through this quickly. This dog also came to visit us very happily. In the case of Japanese dogs, unless they attend puppy classes regularly, they are liable to grow up as 'hospital haters'. This puppy is a Rottweiler and, as you can see, it voluntarily goes up onto the examination table. With the English Sheepdog I showed you earlier, we had to try very hard just to get it on the examination table. This dog came in for stitches removal after spaying surgery. I was careful not to turn the patient over suddenly and remove the stitches. Instead, I took a little time to give the dog a treat which only took 30 seconds or so. These dogs don't like to be handled quickly or roughly.

This dog has come to a standstill in front of our hospital during a walk because it actually wants to go into the hospital. The owner had only been taking it for a walk and passing by the hospital, but the dog is determined to go inside. So I told them they had better come in and let me at least weigh the dog. That is how much the dog wanted to come inside. Conversely, in the old days, owners would often tell us how their dog would freeze when arriving near the hospital and realizing that this was the destination. Such dogs would even try to go home, so it was hard work just to get them into the hospital building. Nowadays we have the opposite situation with the dogs so eager to come in that their owners have to stop them. I'm glad to see this change.

This dog has moved away, but I received a New Year' s card from the owner. The message on the card said, "I feel sorry for Kei-chan (the dog's name) because she can't visit your hospital any more." It made me happy to think that the hospital is loved so much.

This is a dog that graduated from our puppy class. He is visiting the hospital to make a blood donation. The dog thinks the hospital is a pleasant place, so he is well behaved as we collect the blood. Owners would not find it acceptable if we had to collect blood by putting their dog under anesthetic or forcefully holding it down. They would be less likely to allow their dog to donate blood for the benefit of some other dog. But in this case we have won the owner's full cooperation because the dog visits the hospital so happily.

So far, I have talked about the desirability of socializing pets and getting them used to visiting an animal hospital. Another important thing I would like to bring to your attention is 'handling'. By this I refer to training pets so that the owner and the vet can touch the animal anywhere. People should train their pets so that it can accept necessary care. This is also a very important consideration.

This shows the English Sheepdog puppy introduced earlier undergoing sedation. The dog had slipped on a wooden floor and hurt its leg. As it needs to undergo an x-ray we have to sedate it in order to keep it still. The hair on the soles of its feet had grown long which is why it had slipped. But because the owner had been unable to touch the dog's feet, they had been unable to cut the hair.

Here, we are cutting the dog's nails. With this dog, even nail cutting requires sedation. The dog's ear had also become inflamed with Otitis exterma due to a fungal infection but the owner had not even been able to apply eardrops at home. If a dog gets into such a state, both the owner and the dog are bound to be distressed. According to the owner, when the dog was small, they had been able to do anything to the dog. The owner had forcefully carried out ear cleaning, nail cutting, etc., even when the dog disliked them.

It is obvious that if an owner forcefully does certain things to a dog when it is a puppy, which it finds unpleasant, it is more than likely to challenge its owner when it grows bigger. It may even start threatening people who attempt to do these things. After a dog learns that it can protect itself by showing its teeth and growling, it may habitually bite people when placed in an unpleasant situation. So we shouldn't encourage dogs to learn to do that sort of thing.

That is why it is important not to do things forcefully. Instead we must gently accustom dogs to accept things while they are still puppies so that they learn to accept the daily care they will need as pets.

This dog has come in for dental scaling. Because it would turn angry when anybody touched its mouth the owner had been unable to brush its teeth. So we had to put it under anesthetic, at which time we noticed that it had a tumor.

This dog is a similar case. The owner couldn't touch its mouth, but it was losing its appetite and so it was brought along to the hospital. The dog has already developed quite severe periodontal disease. It is a little difficult to see in this picture but this part here is a tumor. The owner had discovered it the day before and brought the dog to the hospital. In the case of the Japanese shiba dog breed, this part is not normally noticeable in healthy individuals. So unless the owner regularly touches their dog or checks its tummy by turning the animal over, a disease may remain unnoticed until it develops to the stage shown here. Accordingly, in order to detect a disease at an early stage, it is very important that owner and dog have time for real contact which should include touching the dog' s body and various forms of care.

Unfortunately, in the case of the previous dog, the cancer had already spread to other parts of its body. The question is, in order to make the early detection of disease easier, how can we train dogs to allow people to touch them more thoroughly? This is actually unexpectedly easy to accomplish. So I would like puppy owners to try it. And even if you have an adult dog, you can still train them if you take a bit of time. The method I often use in puppy class is to use dry food. General nutritional food is OK. You should practice touching your dog's body while giving it dry food. The dog is concentrating mostly on the food so does not mind being touched at the same time. In this way, the dog gets used to being touched. The next step is to deliver the food after the touch and with practice you will be able to touch the dog anywhere.

Here, an owner is using food as a reward after touching the dog. Many dogs dislike having their ears, eyes, tail or feet touched. But if you practice, it is very easy to condition the dog to allow you to touch in these places. This method is introduced in detail in my book A Mind Vaccine. Please read it if you are interested.

First, practice touching the dog, and then provide the dog with food. In this way, the dog won't care about being touched at all. During handling, touch the dog' s body to let them get used to being touched. Do this, not by forcefully holding them down, but by pleasantly and gently associating touch with their favorite things.

This is an effective way for you to train your dog for handling.

This dog has developed periodontal disease. The owner hadn't noticed the problem yet even though it had reached this stage because the owner never touches the dog. By contrast, this dog has clean teeth. Do you know what percentage of dogs and cats over three years of age have periodontal disease? How many people think it's 50%? I'm sure you already know this, but it's actually about 80% or more. Unless pets receive proper dental care, we can consider that almost all dogs and cats will develop periodontal disease.

Periodontal disease is not only a problem for the mouth area. The bacteria causing the disease also spread via the bloodstream. These can have a variety of negative consequences for the internal organs including the liver, heart and lungs, as well as on the joints. So, and this applies to people as well, periodontal disease affects much more than just the teeth. This is why dental care is very important. How many of you here today keep a dog as a pet? Please raise your hands. And how many of you brush your dog's teeth? Thank you. I' m happy that so many of you are doing this. Brushing your pet's teeth is also a good way of helping prevent zoonotic infections, which we have been hearing a lot about at this conference.

In our profession we cannot avoid being bitten by dogs or cats from time to time. But if we are bitten by an animal which has periodontal disease we may develop a fever and the area around the wound can swell up. This is because large numbers of bacteria live on the animals' teeth and gums. So please try to give your pet proper dental care. However, even the owners who are aware of the importance of dental care often find that their pet will not allow them to brush their teeth. But if the owner can get the pet used to teeth-brushing from the time when they are a puppy or kitten, then most pets will consent.

It is not an easy thing to brush an animal's teeth perfectly. It is a technique that requires continuous training. If the owner can at least take a look inside the mouth of their pet, it can make an enormous difference. Simply doing this can enable them to discover if anything abnormal is going on at an early stage.

This puppy was forced to submit to having its teeth brushed by its owner, with the result that it became like this. To avoid having your pet become like this, practice touching the pet's mouth using food. In order to brush the teeth, you will need to pull back the animal's lips, something which needs to be practiced properly. When the pet begins to allow you to do this with ease, you can start using the toothbrush for the first time. Pay close attention to this. Limit the time you apply the toothbrush to the teeth to just one second. Don't scrub the teeth suddenly. Brush for just a second. Then give the animal a reward. If you try to brush the pet's teeth insistently, the pet will hate it. So perform brushing little by little and associate the brushing with a reward. Don't keep brushing for a long time.

Next, this video shows animals that will consent to being brushed more. These are our own dogs. They look like they enjoy having their teeth brushed very much. If your pet tries to run away when it sees a toothbrush, you are brushing in the wrong way. It is very important for pet owners to perform tooth brushing in a way that their pets accept happily. If the pets can accept it happily, then tooth brushing becomes a peaceful experience for the owners too. Owners should not let tooth brushing become an occasion for fighting. Although I am very busy, I love this time. When I brush an animal's teeth, I become calm, relaxed and happy. Perhaps the oxytocin is flowing.

If we practice little by little, anybody can brush an animal's teeth. Perhaps those of you who put your hands up when I asked if you brushed your pets' teeth are enjoying this activity, and your pets are enjoying it too. Neither owners nor pets can continue doing something indefinitely if they don't enjoy it.

Although this video only last for two minutes, I actually perform tooth brushing for approximately five minutes. This is our puppy kindergarten. Our staff are telling the dogs that they are about to get their teeth brushed. The dogs look as happy as if they were going to be given food. This is how it should be when dogs are shown a toothbrush. The dogs are eagerly awaiting their turn for the treatment, as if to say, "My turn! My turn!" That's because they find brushing to be a pleasant experience.

This is my dog getting its teeth brushed by my daughter. The dog is completely relaxed. It is not good when a dog doesn't trust its owner. But when there is a total relationship of trust between owner and pet, the pet can relax. In that way, the time they spend together will be a comfortable time for the dog and a happy time for the owner. So it is extremely important to establish a relationship of trust between owner and pet.

This is the final picture for today. These are my pets. As I said regarding socialization, by giving pets the experience of contact with other animals and people while they are still puppies or kittens, we can help both people and pets live together in a friendly atmosphere like this. So, while it is still a puppy or kitten, please give your pet the education it needs. That way it can live happily within human society. Or, in other words, give your pet a mind vaccine.

Thank you very much for listening.



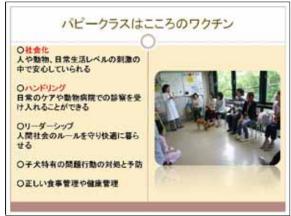
[Slide 1]



[Slide 2]



[Slide 3]



[Slide 4]



[Slide 5]



[Slide 6]



[Slide 7]





[Slide 8]



[Slide 12]



[Slide 9]



[Slide 13]



[Slide 10]



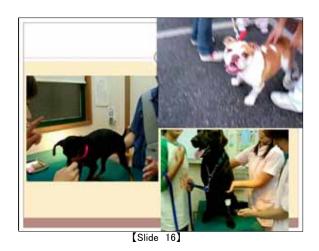
[Slide 14]



【Slide 11】



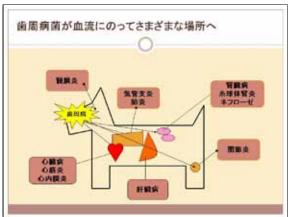
[Slide 15]







【Slide 17】



[Slide 21]



[Slide 18]



[Slide 22]



[Slide 19]





[Slide 23]



犬は気持ちいい(^^) 飼主もしあわせ~♪ そんな時間にしましょう!

[Slide 25]



[Slide 26]