



Financováno  
Evropskou unií  
NextGenerationEU



**VETUNI pro 21. století: Rozvoj VETUNI v oblasti digitalizace činností, profesionálního vzdělávání a flexibilních forem vzdělávání**

Projekt NPO registrační číslo NPO\_VETUNI\_MSMT-16594/2022

Specifický cíl A3: Tvorba nových profesně zaměřených studijních programů

**Studijní program:**

Veterinární asistence

**Návaznost na výstup:**

☐ č. 1   ☐ č. 2   ☐ č. 3   ☐ č. 5   ☒ č. 6   ☐ č. 7   ☐ č. 8   ☐ č. 10

**Předmět:** (zkratka a název dle studijního plánu)

V2AJ2 Anglický jazyk II

**Typ výstupu:** (konkretizovat, např. přednáška, návod na praktické cvičení aj.)

Studijní opory pro praktickou výuku

**Autor výstupu:**

Silvie Schüllerová



Financováno  
Evropskou unií  
NextGenerationEU



Národní  
plán  
obnovy

# English II (V2AJ2)

## Week 1

### Veterinary assistance



# Background information

---



- Course coordinator and tutor:  
*Mgr. Silvie Schüllerová, Ph.D.*
- Summer term 14 weeks
- Tutorial 2hrs/W
- 3-credit compulsory course
- Course completion: meeting all requirements



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

# Course objectives



- to familiarize students with basic and necessary terminology in the field of veterinary medicine — mainly anatomy, physiology, pathology of domesticated and wild animals and treatment and prevention of diseases
- to acquire and expand especially professional lexical-grammatical knowledge, and receptive and productive communication skills for effective communication with a client or a specialist in the field



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

# Prerequisites



- initial knowledge of English equivalent to B1/B2 level of the Common European Framework of Reference for Languages (CEFR) for foreign languages is recommended
- check at: Council of Europe website
- <https://www.coe.int/en/web/common-european-framework-reference-languages/level-descriptions>



Financováno  
Evropskou unií  
NextGenerationEU

MŠMT  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

# Competences acquired

---



- completion of the course will help you:
  - to communicate primarily in the professional and vocational field
  - to apply for possible internships or study stays abroad or to find professional employment in national and international companies and institutions



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

# Requirements on student to earn the credits



- perfect attendance (100%) at tutorials; rescheduling shall be held at times and in a manner determined by the tutor by prior arrangement; any absence must be excused in time and properly (a doctor's note, etc.)
- in the event of distance learning being mandated, the requirements will be specified and adjusted according to the currently applicable measures



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

# Requirements on student to earn the credits



- theoretical knowledge and practical skills are verified orally or in writing at the beginning of each tutorial
- independent preparation and delivery of a PPT presentation on a topic selected from the syllabus
- comprehensive assessment of theoretical and practical language knowledge and skills acquired during the study of the course



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy



# Requirements on student to earn the credits



- 1. credit test
- a final written test verifying the theoretical and practical knowledge and skills acquired during the study of the course, supplemented by an oral interview where appropriate
- 2. exam
- oral examination, mainly testing practical language skills and competence in the professional language



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

- 1) History taking and medical records
- 2) Physical exams (body system abnormalities)
- 3) Exam room procedures (recognizing ectoparasites, nail trimming, ear cleaning, bathing animals)
- 4) Pharmacology (drug groups)
- 5) Pharmacology (dosage forms)
- 6) Pharmacology (administration routes)
- 7) Vaccination (vaccine administration routes)

- 8) Animal nursing and assisting (temperature, pulse, respiration, and pain assessment)
- 9) Surgical assisting (instruments)
- 10) Surgical assisting (preparing the patient)
- 11) Radiology (safety measures and guidelines; labelling, filing, and storage of radiographs)
- 12) Euthanasia and pet loss
- 13) Client management — essential skills for the veterinary assistant
- 14) Final testing and assessment

# PPT presentation - requirements



- Syllabus topic allocated to the student by the tutor
- Sent to the tutor via e-mail at least 3 days in advance
- Length: 10-15 minutes
- Learn and present it by heart
- Don't read your notes out to your audience! Otherwise you suggest to your audience that you don't know your message well enough and/or that you do not respect your audience because you have not taken the required time to adequately prepare.



Financováno  
Evropskou unií  
NextGenerationEU

MŠMT  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

- Timely and thorough **preparation**
- Collect and collate all the **information** (course materials, web, experience, etc.) including **visual aids** (images, graphs, video, etc.)
- **Know the subject** thoroughly
- Anticipate any questions that could be asked and prepare possible responses

- **Structure your presentation** in a clear and concise way
- **Time** your presentation to make sure it will fit into the timeslot
- Write down the **key points** /bullet points — avoid full sentences
- **Rehearse** the talk as much as you can (have a dry-run)
- The more familiar you become with the topic the more comfortable and self-confident you will feel

Thank you for your attention



Financováno  
Evropskou unií  
NextGenerationEU

**MŠMT**  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy



Financováno  
Evropskou unií  
NextGenerationEU



## 1. History taking and medical records

### VITAL SIGNS – DETERMINATION AND RECORDING

The five vital signs assessed in each patient are temperature, pulse, respiration, pain and nutrition.

#### TEMPERATURE

##### ➤ Task 1. Word formation

The only ..... (rely) way to tell if your pet has an ..... (normal) high or low body temperature is to take its temperature with a thermometer. There are two popular types of thermometers: digital and rectal. Digital thermometers are placed in the ear canal and rectal thermometers are inserted, as the name ..... (suggestion), into the rectum. They also have an easy-to-read ..... (numeral) display in degrees Fahrenheit or Celsius. In Europe, the temperature is ..... (usual) measured in degrees Celsius or degrees ..... (grade) (abbreviated °C), in the United States degrees Fahrenheit (abbreviated °F) are more common. No matter what thermometer you use, ..... (take) your pet's temperature can be a task for two people. One person can hug the pet and ..... (provision) comfort and restraint ..... (simultaneous), the other can take the temperature. If ..... (take) your animal's temperature is hard, do not risk ..... (injure) to the animal or ..... (you) and have ..... (train) professionals ..... (accurate) and ..... (safe) check the temperature in your ..... (vet) hospital.

##### ➤ Task 2. Read the instructions for temperature measuring and decide whether they describe the aural (AT) or rectal technique (RT). Then give the instructions in the order of doing. (1-5)

Aural Technique	Rectal Technique
-----------------	------------------



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124





Financováno  
Evropskou unií  
NextGenerationEU



type of thermometer:	type of thermometer:

1. digital thermometer / mercury or digital thermometer
2. Hold the thermometer at the end to stabilize it and make it easier to insert.
3. If the animal resists, do not forcefully insert the device into the ear canal as the infected ear is painful and the thermometer insertion is painful.
4. Insert the thermometer gently into the horizontal ear canal by holding it at a 90° angle with the pet's head.
5. Leave the thermometer in place in the ear for the recommended time until the device beeps when the temperature is ready to be read.
6. Leave the thermometer in place in the rectum for the recommended time.
7. Lubricate the tip with petroleum jelly to ease insertion.
8. Shake down the thermometer.
9. Should the animal clamp the anal sphincter, do not force the thermometer into the rectum to avoid injury and pain to the animal.
10. There is no need to lubricate the thermometer before inserting it into the ear canal.
11. Turn the thermometer on and allow it to calibrate.

#### PULSE AND RESPIRATION

➤ **Task 3. Gap fill. Fill in the gaps with the words below.**

*a*

*abbreviated*

*accurate*

*are*

*be*

*breaths*

*by*

*counts*

*exhalations*

*felt*

*femoral*

*for*



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



*interchangeably*  
*measurements*  
*most*  
*per*

*placing*  
*respiratory*  
*resulting*  
*some*

*stethoscope*  
*summed*  
*thoracic*  
*unit*

*unlike*  
*where*

The pulse is the beating of the heart, which is ..... through the walls of the artery. Pulse and heart rate are often used ..... when describing vital signs. However, the two ..... differ in that heart rate is the number of heartbeats per ..... of time, while the pulse is the ..... shock wave that is produced with each beat. In ..... cases, heart rate and heart rate should ..... the same in healthy animals. The heart rate is measured by ..... one or two fingers on the artery ..... you can feel the pulse. Each pulse ..... as one beat. Pulse or heart rate measurements should be recorded as beats per minute, ..... as bpm (e.g. 160 to 200 bpm ..... new-born puppies and 60 to 140 bpm for adult dogs). There ..... some major arteries and veins in which ..... pulse can be detected in a dog or cat; nevertheless, the ..... artery is most often used for this purpose. ..... pulse rate, heart rate is detected ..... listening to the chest with a ..... and counting the heart rate of each heartbeat. Similar to pulse rate, heart rate is recorded as the number of beats per minute.

Respiration rate is the number of ..... an animal will take per unit of time. Like heart rate and pulse rate, ..... rate is ..... per minute and recorded as breaths ..... minute. The number of breaths can be monitored by observing the animal inhaling or exhaling, but ..... breaths may be missed and therefore a more ..... method of recording the number of inhalations and is to use a stethoscope placed on the ..... cavity.

- **Task 4. Here are some sample questions to ask pet owners to determine what the owner's chief complaint is about the pet's health. Translate them into English.**

Jak dlouho je zvíře nemocné?



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



Projevilo se zvracení nebo průjem?

Jakou má zvíře chuť k jídlu a spotřebu vody (zvýšila se nebo snížila)?

Jsou v domě nějaká další zvířata? Vykazují známky nemoci?

Snědlo zvíře něco neobvyklého?

Objevil se u zvířete kašel nebo kýchání?

Jsou zvířata aktuálně očkována?

Vykazovalo zvíře tyto příznaky již v minulosti?

Jakou dietu zvíře v současné době dostává?

Cestovalo zvíře v poslední době?

Prodělalo zvíře v posledních x měsících operaci?

Užívá zvíře v současné době nějaké léky?

#### VIDEO. THE IMPORTANCE OF HISTORY TAKING<sup>1</sup>

- **Task 5. Read the text and choose the correct word. Then check your answers with the video.**

When you're history taking it is important to **hide/guide** the questions so that will aid in the diagnosis. So, for example, if you have been you know changing the antifreeze in your **car/scar** and you left it **lying/laying** around and then your dog you noticed is looking **allergic/lethargic**, maybe vomited, depressed there's a definite **chance/change** in behaviour, then you may not associate that with you left the antifreeze outside. But when you come to the veterinarian, you need to **sort/sword** of think about what could ... I did change my antifreeze yesterday, you know and potentially the veterinarian will ask the question and that's **art/part** of taking the history. So, you need to think about all of these things that may **happen/take** in so if you are in a place where you know antifreeze is something that's used then you need to ask that

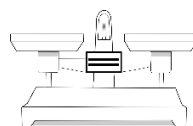
---

<sup>1</sup> <https://www.youtube.com/watch?v=sR1aCyZPPE4>



question because an **owner/oven** may just not even think that that was important. And even with a cat because all they have to do is put their **paw/pour** on a place where antifreeze is and then they **groom/growth** and that might be enough to **cause/coarse** initiation of kidney injury. You know, do they have **chillies/lilies** in the house that the cat could have started **chomping/jumping** on, you know that sort of thing. In the fall period where there's been some **damned/damp weather/whether**, especially **actually/factually** in towns where there's a **baboon/raccoon** population then leptospirosis can be a problem and if they aren't vaccinated for it, that's a question that you should ask.

- **Task 6. Look at the pictures and speak about the medical tools (description, the way we use them and their purpose).**





Financováno  
Evropskou unií  
NextGenerationEU



---

## 2. Physical exams (body system abnormalities)

---

- **Task 1. Open cloze. Fill in the gaps with a suitable word. Sometimes more than one correct answer exists.**

The primary observation ..... the animal's physical condition entails measuring the animal's weight, assessing general appearance, ..... condition (determines whether the patient is overweight or underweight), mentation (distinguished ..... appropriate interactions with and reactions to external stimuli), posture and gait. A patient ..... with normal mentation may .....described as bright, alert, and responsive (BAR) or calm, alert, and ..... (QAR). A patient with .....mentation may be described by a range of adjectives from .....affected to most affected: depressed, obese, numb, comatose or moribund (close to .....). Posture and gait pertain to the animal's standing and walking ability. Monitor the animal as the owner brings it into the examination ..... Note any limping, ..... coordination, uncertainty and abnormal movements and position of the limbs. During the physical examination, you may notice that the patient **is** experiencing pain in a particular area of the body. Ideally, the severity of the pain ..... be assessed. The ..... should be informed of any abnormalities discovered ..... the initial physical examination. During the physical ....., you can observe a patient complaining of pain in a specific body part. You would be ..... to assess how severe the pain is in an ideal situation. However, cats can be difficult to examine ..... they usually hide signs of discomfort and sickness.

- **Task 2. Find the words in the text above that mean.**

- ..... involve (something) as a necessary or inevitable part
- ..... being very thin
- ..... mental activity
- ..... highly unpleasant physical sensation caused by illness or injury



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124

- ..... unconscious and not able to wake up, usually because of illness or injury
- ..... physically unable to feel, not having the power of sensation
- ..... in the state of feeling very unhappy and without hope for the future

### BODY SYSTEM ABNORMALITIES

- **Task 3. Look at the chart and match the names of body system parts and the associated abnormalities. Then add the Czech translation.**

BODY PARTS	ABNORMALITIES (ENGLISH)	ABNORMALITIES (CZECH)
EYES		
EARS		
NOSE		
MOUTH		
SKIN		
LEGS		
THORAX		
ABDOMEN		
UROGENITAL		

- A. discharge (one or both nares)
- B. discharge, debris, odour
- C. discharge, swelling, masses or growths
- D. distension, painful when palpated
- E. growths or masses, wounds, hair loss, pustules, parasites, discharge from mammary glands
- F. gum colour, growths, tartar, gingivitis, broken or missing teeth
- G. inflammation, discharge, uneven pupils, cloudiness of corneas
- H. laboured breathing, wheezing, coughing



Financováno  
Evropskou unií  
NextGenerationEU

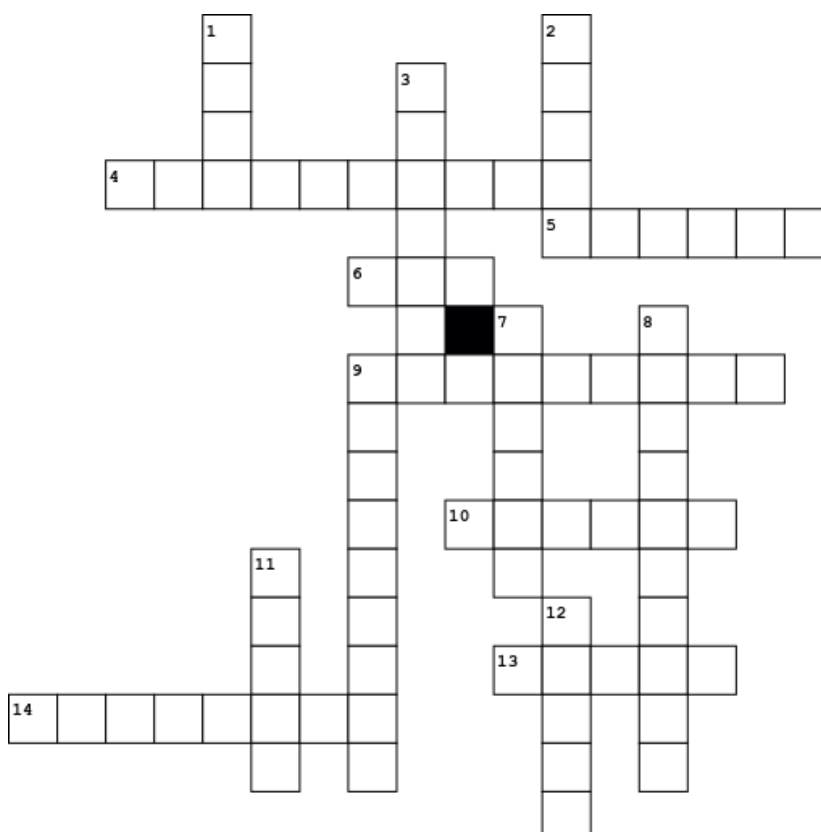
MŠMT  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY



Národní  
plán  
obnovy

I. swelling at joints, wounds, deformities, pain

➤ **Task 4. Crossword**



**Across**

- 4. abnormal swelling in an animal's body
- 5. a layer of sticky film that covers the enamel of your teeth
- 6. the tissue of the jaws that surrounds the bases of the teeth
- 9. malformation
- 10. a foreign object that somehow enters the eye from the outside

**Down**

- 1. a lump in the body
- 2. the point of connection between the two points
- 3. small, inflamed, pus-filled, blister-like sore on the skin surface
- 7. the transparent layer forming the front of the eye



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



- 13. one of the hard, white objects in the mouth that are used for biting and chewing
- 14. relating to breathing with a whistling sound
- 8. an often painful inflammation of the gums
- 9. the pouring forth a fluid
- 11. the round opening in the centre of the iris
- 12. an injury to living tissue caused by a cut, blow, or other impacts

➤ **Task 5. Video. Cat researchers guide to identifying pain<sup>1</sup>. Watch the video and answer the following questions.**

- 1. How is the tool for assessment of acute pain in cats described in the video called?
- 2. What is this tool based on?
- 3. How does the cat's pain expression differ from that of dogs?
- 4. How many grades does the tool have?
- 5. What parts of the body are monitored?
- 6. How does the position of the ears change when the cat feels pain?
- 7. What part of a face can be described as „nice and relaxed and fan-shaped or bunched up intense“?

---

<sup>1</sup> <https://www.youtube.com/watch?v=zzMD06kLsig>







Financováno  
Evropskou unií  
NextGenerationEU



---

*3. Exam room procedures (recognizing ectoparasites, nail trimming, ear cleaning, bathing animals)*

---

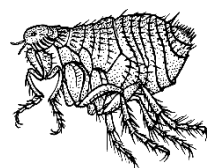
## ECTOPARASITES

### ➤ **Task 1. Word formation.**

You will frequently need to detect ectoparasites. These are parasites that are typically ..... (see) in the animal's coat and are ..... (presence) on it. Frequently, you will come across them when you do a standard ..... (physician) examination. Scratching, skin blisters, lumps, scabs, skin scaling or dandruff, or black spots on the skin are often ..... (indicate) of ectoparasitism in animals. Furthermore, typical is ..... (red) caused by inflammation, hair ..... (lose), or a lacklustre coat. By using products that are properly ..... (application) or ..... (administration), the ..... (major) of ectoparasites can be treated or avoided. Keep in mind that certain medicines need to be ..... (care) monitored by your veterinarian. All parasites cannot be killed or prevented by a single ..... (produce), but there are a variety of items with ..... (potency) active ingredients that can help to eradicate ..... (infest) and, as a result, alleviate the symptoms ..... (bring) on by ectoparasites. Moreover, there are several procedures that dog and cat owners should follow to prevent ..... (necessary) infestation. These ..... (inclusion) e.g. checking ears for mites regularly, checking for ticks after spending outside, cleaning your pet's sleeping area ..... (day), minimizing your pet's ..... (exposition) to other cats and dogs that might be parasite ..... (carry), and maintaining a parasite-free environment. The ..... (much) commonly occurring parasites in cats and dogs are fleas, ticks, mites, ..... (louse), sandflies and mosquitoes.

## FLEAS

### ➤ **Task 2. Fill in the gaps with the translation of the Czech words in the brackets. The first letters have been given.**



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



Infestation with fleas is t..... m..... p..... (nejrozšířenější) ectoparasite complaint in cats and dogs. Fleas live their whole adult lives on cats or dogs, jumping from one h..... (hostitel) to the next in search of b..... (krev) to eat. After two days of feeding, females begin to l..... (klást) 20–30 eggs per day. The rate at which the eggs transform into l..... (larvy) varies depending on the environment. Feeding on trash found in c..... (koberce) and bedding, larvae develop into pupae, which look for warm, dark places to finish developing into a..... f..... (dospělé blechy). F..... g..... (Růst blech) can happen in as little as 14 days u..... t..... r..... c..... (za vhodných podmínek), which are usually heat in the summer or indoor heat in an e..... s..... (uzavřený prostor) in the fall or winter. A small number of fleas on a pet may g..... u..... (zůstat bez povšimnutí) by the owner of many animals, but typically only 5% of the population of fleas are adults on the animal, with the r..... (zbývajícími) 95% being eggs and larvae i..... t..... s..... (v okolí). Due to the high rate of reproduction and s..... l..... (krátká délka života), h..... i..... (obrovské zamoření) can quickly grow. For pets that are flea sensitive or allergic to f..... s..... (sliny blech), a simple flea infestation may show up as an increase in s..... (škrábání), but severe self-trauma can result in c..... h..... l..... (značné vypadávání vlasů), body sores, and the possibility of subsequent skin diseases. A..... (chudokrevnost) can result from severe flea infestations, especially i..... p..... a..... k..... (u štěňat a psů). Moreover, pets might contract a variety of ailments from fleas. There are numerous antiparasitic treatments on the market and pet and environmental care are both necessary for e..... f..... c..... (účinné hubení blech). Once adult fleas h..... (vylíhnout), they will be exposed to and destroyed by the treatment on your pet because cleaning carpets and upholstery at least three times a week has been shown to encourage l..... m..... (zrání larev).

## TICKS



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124

➤ **Task 3. Tick Lifecycle<sup>1</sup>. Watch the video and answer the following questions.**

What type of parasites are ticks?

Where do they usually live?

How can ticks find their host?

What do ticks do after they fill up with blood?

What life stages do most ticks go through?

Why do larvae and nymphs require blood?

Why does an adult require blood?

How many eggs can one tick lay?

What does it mean that ticks are „slow feeders“?

What is the recommended method to remove a tick?

What should you do after the tick has been removed



#### OTHER ECTOPARASITES

➤ **Task 4. Match the definitions with the ectoparasites.**

LICE

MITES

MOSQUITOS

SANDFLIES

..... small acarid arachnids that often infest animals, plants, and stored foods and include important disease vectors

..... relatively uncommon in dogs and cats, perhaps more commonly seen on small furries and birds

..... a flying, biting insect found in areas where there is a lot of sand

..... a small flying insect that bites people and animals and sucks their blood

#### GROOMING

➤ **Task 5. Multiple choice. Choose the correct answer.**

---

<sup>1</sup> ([https://www.youtube.com/watch?v=0g\\_l0FcQag](https://www.youtube.com/watch?v=0g_l0FcQag))



Financováno  
Evropskou unií  
NextGenerationEU



- 1) Clean, pink, and shiny ..... around the canal characterizes a healthy ear.
  - A) hair
  - B) mucus
  - C) skin
- 2) Because the ..... cannot be seen from the outside, black nails can be a little trickier to trim.
  - A) nail bed
  - B) nail swift
  - C) quick
- 3) Dogs with ..... ears rarely experience ear canal issues.
  - A) button
  - B) lazy
  - C) pricked
- 4) The front nails are frequently ..... than the back nails.
  - A) longer
  - B) sharper and shorter
  - C) shorter
- 5) If the dog touches concrete or asphalt, recently quicked toenails could split open and start to .....
  - A) bleed
  - B) itch
  - C) ooze
- 6) Long nails can cause health issues in addition to being ugly. Unattended nails may become so long that the foot and pastern's entire ..... system disintegrates.
  - A) ligament and liniment
  - B) skin and foot
  - C) tendon and bone
- 7) How deep down the ear canal should you clean a dog's ear?
  - A) As far as you can go
  - B) Just rub the outside of the ears
  - C) Only as far as you can see
- 8) If using ear powder, should the dog's ear be cleaned before or after?



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



**Financováno  
Evropskou unií**  
NextGenerationEU



- A) After
- B) Before
- C) Doesn't matter

9) What size of the blade is used if trimming the hair inside the ear canal is necessary?

- A) depends on the size of the ear
- B) long
- C) short

10) The ..... time to brush your dog's coat is right after a bath while their hair is wet.

- A) best
- B) recommended but not necessary
- C) worst



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



---

#### 4. Pharmacology (drug groups)

---

##### Drugs

- **Task 1. Comprehensive reading. Read the article and then try and answer the true or false questions below.**

Drugs are chemicals that act on living systems at the chemical (molecular) level. The term “drug” comes from the Anglo-Saxon word *drugan* meaning “to dry”. It was first used because dried plants in early times made up the whole *materia medica*. The term has grown with the extension of the materials used in medicine, and at present includes everything used as medicine.

**Pharmaceutical drugs** (medication or medicine) may be taken to promote healing, cure disease, control or slow the progression of the disease, prevent disease, decrease the risk of complications, increase comfort level or reduce excessive activity in the body. Dispensing of medication is often regulated by governments and comprises more main categories, the most common two being prescription-only medicinal products (POM) and over-the-counter medicinal products (OTC). The first must be prescribed by a licensed medical professional, usually a physician or other registered healthcare professional and cannot be dispensed without a valid medical prescription; the latter is available in pharmacies and some shops without special restrictions. Medications are typically produced by pharmaceutical companies and are often patented to give the developer exclusive rights to produce them.

Apart from pharmaceutical drugs, there are also **recreational drugs** (also known as psychoactive drugs) which are mind-altering chemical substances that are used for non-medicinal, leisure purposes. They affect one's consciousness, cognition, mood and behaviour often resulting in addiction or substance abuse which, in turn, can have a detrimental effect



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124

on the user's physical and mental health. Among the most frequently used recreational drugs, we count alcohol, cannabis, tobacco (nicotine), caffeine products and ecstasy.

- Drugs are substances that change a person's mental or physical state.
- The word drug has its origin in the old Latin term *drugan*.
- Prescription drugs should be always prescribed by a doctor or any other medical professional.
- Dispensing refers to the process of preparing and giving medicine to a named person based on a recipe.
- Recreational drugs are used to support the psychiatric state of people.
- A licenced medical practitioner is called a physicist.

## Drug effects

### ➤ **Task 2. Multiple choice. Choose the correct word, sometimes both are correct.**

Generally/Generically, drugs have two kinds of effects: *therapeutic/therapeutical* effects (positive) and side or adverse effects (mostly negative). The ideal drug for any therapeutic *indication/reason* would have only *beneficial/fundraising* therapeutic effects and no side effects, however, there are no such *imperfect/perfect* drugs, and the best and most commonly used medications have a very high "therapeutic to side effect ratio". Adverse effects can occur as a *bilateral/collateral* or side effect with some medication or other *action/intervention*, such as surgery. Thus, responsible drug use becomes an important *issue/problem* here. Adverse effects, like therapeutic effects of drugs, are a function of dosage or drug levels at the *affected/target* organs, so they may be avoided or *decreased/worsened* by lowering the dose and careful selection and consideration of patient *variables/variabilities* (gender, age, breed, etc.).



Financováno  
Evropskou unií  
NextGenerationEU



- **Task 3. Here are some common adverse effects. match them with their definitions and add the Czech translation.**

*anaemia, anaphylactic reaction, anorexia, congenital abnormalities, gastrointestinal haemorrhage, constipation, diabetes, diarrhoea, drowsiness, alopecia, hypertension, kidney failure, dyspnea, thrombocytopenia, miscarriage, premature labour, rash, sedation, stillbirth, vomiting*

CONDITION	DEFINITION	CZECH
	a deficiency of red blood cells	
	a serious condition where your blood glucose level is too high	
	a severe, potentially life-threatening allergic reaction	
	a spontaneous abortion	
	a state of reduced excitement or anxiety	
	an abnormal change in skin colour or texture	
	an abnormal loss of the appetite for food	
	birth defects	
	gastrointestinal bleeding	
	hair loss	
	hard bowel movements	



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124





Financováno  
Evropskou unií  
NextGenerationEU

MŠMT  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY

Národní  
plán  
obnovy

	high blood pressure	
	laboured or difficult breathing	
	loose or watery stool	
	low platelet count	
	perinatal mortality	
	preterm birth	
	renal failure	
	sleepiness	
	throwing up	

### Drug classes

A drug class is a group of medications that may work in the same way, have a similar chemical structure, or are used to treat the same health condition. Each drug can be classified into one or more drug classes e.g. aspirin. Firstly, aspirin can prevent the formation of blood clots by stopping molecules in the blood called platelets from clumping or aggregating; so it belongs to a drug class called anti-platelets or platelet aggregation inhibitors. Secondly, aspirin is used to reduce fever and thus can be included among antipyretic drugs or antipyretics.

➤ **Task 4. Choose from the listed drug classes and solve the puzzle below.**

anaesthetics

/,ænəs'θetɪks/

anestetika

analgesics/painkillers

/,æn(ə)'dʒi:zɪks, -sɪks/

analgetika



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



**Financováno  
Evropskou unií**  
NextGenerationEU



anthelmintics	/,ænθel'mɪnθɪks/	antiparazitika
antibiotics	/,æntɪbaɪ'ɒtɪks/	antibiotika
antiemetics	/,æntɪ'metɪks/	antiemetika
antifungals	/,æntɪ'fʌŋg(ə)ls/	antimykotika
antihistamines	/,æntɪ'hɪstə'mɪnɪz, -mɪnz/	antihistaminika
antipyretics	/,æntɪpaɪ'retɪks/	antipyretika
antivirals	/,æntɪ'vaɪrəls/	antivirotika
bronchodilators	/'brɒŋkəʊdaɪ,lertəz/	bronchodilatancia
corticosteroids	/,kɔ:tɪkəʊ'stɪərɔɪds/	kortikosteroidy
laxatives	/'læksətɪvz/	projímadla
non-steroidal anti-inflammatory drugs (NSAIDs)	/,nɒnstɪ'rɔɪdl ,æntɪɪn'flæmət(ə)rɪ drʌgz/	nesteroidní antirevmatika
sedatives/tranquillizers	/'sedətɪvz/ /'træŋkwɪlaɪzə(r)z/	sedativa



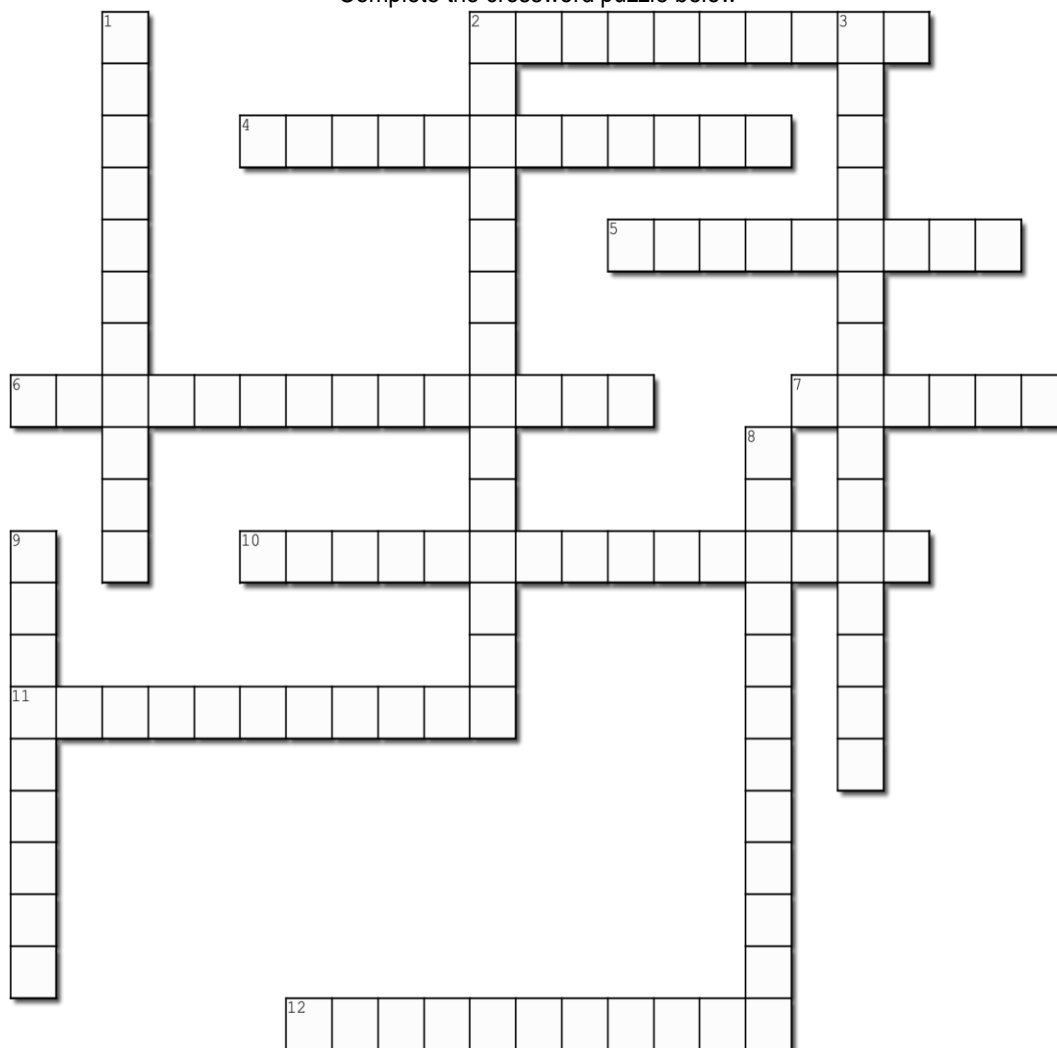
**Veterinární univerzita Brno**

Palackého tř.1946/1 • 602 00 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



## Drug groups

Complete the crossword puzzle below



### Across

2. medications that relieve different types of pain
4. drugs that make the body unable to feel pain
5. a type of medicine that can treat constipation
6. drugs used to treat medical conditions caused by an extreme reaction to particular substances
7. a class of medications used to treat pain, fever, and other inflammatory processes
10. medications that relax and open the airways
11. drugs that prevent or reduce nausea and vomiting
12. medicines that kill or stop the growth of fungi

### Down

1. medicines that fight bacterial infections
2. antiparasitic drugs
3. a fast-acting class of drugs that can reduce inflammation and overactive immune system responses
8. substances that reduces fever
9. drugs having a calming or quieting effect





Financováno  
Evropskou unií  
NextGenerationEU



---

## 5. Pharmacology (dosage forms)

---

### ➤ Task 1. Word formation.

Medication can come in three basic forms: solid, semi-solid, and liquid. Solids typically include medicines ..... (administer) as tablets (round, oval, rectangular or square), capsules (enclosed inside a hard or soft soluble shell filled with a liquid or solid medication such as powder, micro tablets or pellets), caplets (oval-shaped tablet that is coated to facilitate swallowing), pills, or chewable tablets. The compressed tablet is the most popular dosage form in use today; about two-..... (three) of all ..... (prescribe) are dispensed as solid ..... (dose) forms, and half of ..... (this) are compressed tablets. Semi-solids ..... (usual) involve gels, ointments, creams, pastes and lotions. Ointments mostly have fats as a base, like petroleum jelly or lanolin. Creams have ..... (low) amounts of fat than ointments, and also contain water or watery (water) solutions. Lotions have an even larger amount of water than creams, ..... (make) them more liquid. Pastes are ointments that ..... (content) a large number of powdery ..... (add). Gels are fat-free, can be easily spread on the skin and can contain ..... (differ) active ingredients. Liquid dosage forms, often given ..... (oral), deliver medication to the body the ..... (fast) because they move so quickly through the system. They are also the ..... (much) common form of children's medications and the three common forms are syrups, elixirs, and drops. Compared with syrups, elixirs are usually ..... (little) sweet and viscous because they contain a lower ..... (proportionate) of sugar and are ..... (little) effective than syrups in ..... (mask) the taste of medicinal substances.



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



➤ **Task 2. Find the words in the text above that match the definitions.**

- ..... a small disc or cylinder of a compressed solid substance
- ..... a fatty substance applied to the skin for healing
- ..... a soft semisolid of firmer consistency than pap, but soft enough to flow slowly and not to retain its shape
- ..... a medicine in the form of a thick liquid containing a sugar solution
- ..... liquid medicine given in very small amounts
- ..... having a thick or sticky consistency
- ..... a mixture of mineral oils and waxes
- ..... a colloid in a more solid form than a sol
- ..... a small soluble container, usually made of gelatin, that encloses a dose of an oral medicine

➤ **Task 3. Translate the following phrases into English.**

- sublingvální tableta je zcela rozpuštěna .....
- nastavit optimální denní dávkování .....
- frekvence a způsob podání .....
- rychlejší a efektivnější nástup účinku .....
- dosáhnout stejné biologické odezvy .....
- spolknutý zbytek inhalační dávky .....
- podráždění pokožky a sliznice nosu .....
- obalované tablety obsahující dvě účinné látky .....
- štěňata užívají jednu lžičku sirupu jednou denně .....
- prášek pro přípravu perorální roztoku .....
- jehla vhodná pro intramuskulární podání .....
- hormonální léčba pomocí aplikace gelu na kůži .....



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124

maximální doba vstřebávání do pokožky .....

zaměřené pouze na vnější parazity .....

➤ **Task 4. Speaking. Speak about the dosage forms using the information below.**

#### ORAL DOSAGE FORMS

##### Tablets and boluses

less popular for animals, time-consuming administration, hazardous, uncertainty about swallowing, spitting out, or dropping from the mouth, the amount of drug needed for a large mammal (i.e. a cow, horse) in mg or g tablet per lb (kg) of body weight, a “bolus” large dosages, administered by a balling gun

##### Capsules

mainly dogs and cats, vitamin and mineral supplement for cattle, three main treatment areas: nutraceuticals, vitamins and minerals, and antimicrobials

##### Feed additives

delivering the active pharmaceutical ingredient (APIs) via the water or food given to animals, either a solid or liquid, sometimes is called a premix

##### Drinking water medication

a common form of medicating animals for herd or flock health, the advantage of medicating through drinking water over feed, sick or unhealthy animals drink water, they may not eat

##### Oral pastes and gels

semi-fluid masses, administration from a flexible tube, syringe, package, or another specialized dosing device, the advantage - it cannot be expelled from the animal's mouth as readily as a tablet or liquid

#### PARENTERAL DOSAGE FORMS

##### solutions for injection

a mixture, two or more components, forming homogeneous single phase

##### suspensions for injection

insoluble solid particles dispersed in a liquid medium

### **emulsions for injection**

a heterogeneous dispersion of one immiscible liquid in another

### **dry powders for injection**

for drugs that cannot be marketed as ready-to-use injectables because of their instability

### **intra-mammary infusions**

an antibiotic, into the mammary gland, one of the most effective and commonly used methods, mastitis

### **intra-vaginal delivery systems**

widely used, delivering progesterone for estrus synchronization and induction

### **implants**

medical devices, replacement or treatment, diseased or damaged tissues in animals, to repair bones that have been fractured or broken, or as artificial joint prosthetics for animals with arthritis

## **TOPICAL DOSAGE FORMS**

### **Dusting powders**

a powder used as a desiccant

### **Transdermal delivery gels**

several diseases in dogs and cats, i.e. undesirable behaviour, cardiac disease, and hyperthyroidism, applied to the inner surface of the pinnae, ease of administration, especially in cats

### **Creams, ointments, gels and pastes**

semi-solid in nature, a film when applied onto the skin, in contact with the skin for a reasonable amount of time, removed or washed off intentionally or unintentionally, percentage of water or fat/oil and consistence

### **Pour-On/Spot-On applications**



Financováno  
Evropskou unií  
NextGenerationEU



liquid, an animal's backline, back or rump, fleas and ticks, preferred to flea and tick collars, In cattle, the control of grubs and lice (cattle)

### **Flea and tick collars**

companion animals (dogs and cats), in most drugstores, supermarkets, and animal health product centers, ticks and fleas tend concentrate in or migrate through the neck area of the animal, contact the active pesticide on or released by the collar, killed

### **Dust bags**

dosing - brushing against the bag, walking beside or under it

### **Plunge or Shower dipping**

a bath/shower, livestock immersing in liquid pesticide or other treatment



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124





Financováno  
Evropskou unií  
NextGenerationEU



---

## 6. Pharmacology (routes of administration)

---

To ensure the health and welfare of animals, a wide variety of dosage formulations and delivery methods have been created. The variety of species and breeds treated, the wide range in body sizes, the various husbandry techniques, seasonal variations, financial restrictions due to the value of the animal being treated, the persistence of residues in food and fibre, the degree of convenience, and other factors pose challenges when trying to develop drug delivery strategies for veterinary formulations.

➤ **Task 1. Gap fill. Fill in the gaps with the words from the box.**

*additives both capsules drawbacks forelimbs granules onset pigs stomach systemic uneven whilst*

The **oral** route of administration is frequently used in ..... companion and food animals. Tablets, ....., solutions, and suspensions are given orally to dogs and cats; pastes are also applied to cats' ....., where they are licked and consumed. In horses, pastes are used to coat the tongue, ..... are put to feed for ingestion, and solutions and suspensions are given via nasogastric tubes. In cattle, ....., and poultry, the oral route of administration is most frequently employed. Premixes, drinking water ....., licks, pastes, drenches, tablets, capsules, and boluses are all examples of formulations. Although most oral dose forms are designed to have local effects ..... not absorbed, some, like kaolin, are designed to produce ..... effects as a result of drug absorption from the GI tract. The comparatively slow ..... of action, the potential for ..... absorption, the breakdown of acid-labile medications in the ....., and the unsuitability of this route for many high-molecular-weight pharmaceuticals are all ..... of oral administration.



➤ **Task 2. Find the words or phrases in the text that match the definitions below.**

The three primary **parenteral** medication administration routes are intravenous (IV), intramuscular (IM), and subcutaneous (SC), and in each case, the medicine is typically administered via a hollow needle. The time it takes for an IV administration to start working is seconds, but IM and SC injections it may even take minutes. Other parenteral administration methods are intramammary infusions and intravaginal devices given to food animals, progesterone-releasing intravaginal devices (PRIDs), controlled internal drug-release (CIDR) devices utilized for the synchronization of oestrus in sheep, goats, and cattle. Last but not least, implants applied parenterally are available to increase weight gain and feed conversion efficiency in food animals or to enhance reproductive performance in breeding animals.

- ..... the producing of offspring
- ..... large ruminant animals with horns and cloven hoofs, domesticated for meat or milk, or as beasts of burden
- ..... to improve the quality, amount, or strength of something
- ..... ..... domesticated animals of a type commonly raised for human consumption
- ..... a hardy domesticated ruminant mammal that has backward-curving horns and (in the male) a beard
- ..... having a hole or empty space inside
- ..... a medical device manufactured to replace a missing biological structure, support a damaged biological structure, or enhance an existing biological structure
- ..... situated or introduced within the mammary tissue
- ..... a thin, solid, metal piece with a sharp point at one end
- ..... a hormone produced in the bodies of female animals which prepares the body to become pregnant
- ..... ..... a measure of the speed at which cows get pregnant
- ..... situated or applied under the skin

..... used effectively

➤ **Task 3. Word formation. Fill in the gaps with the proper word form.**

The **topical** route of administration is intended for transdermal ..... (distribute) of medicinal substances, local ..... (treat) of the skin, and control of external and internal parasites. Antiseptics, antifungals, anti-..... (inflammation) drugs, and skin emollients are examples of medications ..... (application) to the skin for local effect. A wide range of topical ..... (form) are used on dogs and cats to control fleas, ..... (louse), mites, and ticks (spot-on formulations and flea and tick collars). To eliminate or ..... (reduction) external parasites in food animals, a wide ..... (vary) of topical dose formulations (pour-on formulations, plunge and shower dip ..... (concentrate) and administration methods are ..... (employ). ..... (Therapy) substances are also administered ..... (topical) for systemic ..... (absorb). For example, analgesics are delivered to the systemic ..... (circulation) using transdermal patches.

➤ **Task 4. Translate the words/phrases in brackets.**

**Inhaled** delivery systems ..... (zahrnují) inhalational anaesthetics that are critical in management of ..... (anestezie) and inhalational therapy of ..... (onemocnění dýchacích cest) used to deliver high concentrations of drugs to the ..... (plíce) while avoiding or minimizing systemic ..... (nežádoucí účinky). A medicine must be ..... (podána) as an aerosol, either as ..... (pevné částice) or ..... (kapičky kapaliny) in air, in order to reach the airways. Inhaled medicines have a ..... (rychlejší nástup) of pharmacologic action than those delivered ..... (perorálně nebo parenterálně), and ..... (méně dávek) are used, which lowers the risk of ..... (nežádoucí systémové účinky).



Financováno  
Evropskou unií  
NextGenerationEU



➤ **Task 5. Translate the following sentences into English.**

- 1) Oční přípravky se téměř vždy používají pro své lokální účinky.
- 2) Jak se léky podávají zvířatům?
- 3) Pečlivě diagnostikujte a vyhodnoťte stav, pro který lék předepisujete.
- 4) Smí být analgetikum pro lidi legálně používáno u zvířat?
- 5) Můj pes neměl dobrou reakci na antibiotika.
- 6) Jaké jsou rozdíly mezi volně prodejným léčivem pro zvířata a léčivem pro zvířata na předpis?
- 7) Lék proti bolesti pro lidi nemusí být dobrou alternativou k léku proti bolesti schválenému pro zvířata.
- 8) Inzulín se aplikuje pod kůži pomocí malé inzulínové stříkačky s jehlou.
- 9) Pokud je hormonální lék určen pro zvířata určená k produkci potravin (např. dobytek nebo drůbež), musí společnost prokázat, že je bezpečný i pro lidi.
- 10) FDA řadí koně, psy, kočky, skot, prasata, kuřata a krůty mezi sedm hlavních druhů.



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



---

## 8. Animal nursing and assisting

---

Veterinarian assistants among others provide patients with nursing care in a hospital setting. Understanding what nursing care comprises and what each member of the healthcare team does is crucial. The veterinary health care team should always evaluate a patient's vital functions during the initial check-up. There are currently five vital signs, namely temperature, pulse, respiration, pain and nutrition that every patient needs to be monitored.

### BODY TEMPERATURE

To evaluate a patient's health status, it is essential to know their core body temperature. Changes in body temperature should be watched closely throughout each hospital visit, during surgery or when the pet is under anaesthesia, as they could be an early symptom of metabolic instability. A mercury thermometer, a digital thermometer that runs on batteries, or an electronic probe for longer-term continuous monitoring may be used to take the body temperature rectally. While taking a rectal temperature, do not forget to leave the thermometer in the rectum for two to three minutes and write down the resulting temperature in the medical record. Below are normal ranges for rectal temperatures in common domestic animals:

#### NORMAL RECTAL TEMPERATURE RANGES

SPECIES	°C
Cat	38.1–39.2
Cattle	36.7–39.1
Dog	37.9–39.9
Goat	38.5–39.7
Horse	37.3–38.2
Chicken	40.6–43.0



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



Pig	38.7–39.8
Rabbit	38.6–40.1
Sheep	38.3–39.9

➤ **Task 1. Answer the following questions.**

1. What are the ways to measure body temperature in animals?
2. How long do you leave the rectal thermometer in?
3. What is the role of temperature monitoring in anaesthesia?
4. What's a normal rectal temp for a horse?
5. Which animal species may have the lowest average body temperature?
6. Which animal species may have the highest average body temperature?
7. By how many degrees Celsius does a dog's body temperature differ from a cat's?

## PULSE

A patient's pulse can be monitored to see how their cardiovascular system is doing. Any artery close to the animal's skin surface can be used to feel the animal's pulse; however, the femoral artery is where the pulse is most frequently felt. Since the human index finger is significantly more sensitive than the thumb, it is advised to use it to feel your pulse. A pulse deficit is a discrepancy between the heartbeat and pulse rate and pulses fall under one of the following categories:

normal	absent	weak	thready	bounding	irregular
--------	--------	------	---------	----------	-----------



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124

➤ **Task 2. Match the words from the box with their definitions.**

- ..... completely undetectable
- ..... a strong throbbing felt over one of the arteries in the body
- ..... characterized by occasional irregularities such as missed beats
- ..... conforming to a standard
- ..... a scarcely perceptible and commonly rapid pulse that feels like a fine mobile thread under a palpating finger
- ..... characterized by a diminution in the amplitude (strength) of the pulse

## RESPIRATION

➤ **Task 3. Word formation.**

Another crucial examination that should be ..... (do) on every patient is their respiratory rate. The number of ..... (breathe) together with the ..... (deep) of the breath (the volume of air inspired with each breath) should be recorded when the animal is at rest or as ..... (relax) as possible. While ..... (estimation) the respiratory rate, ..... (auscultate) of the lungs with a stethoscope is crucial, in the case of the ..... (Felis) and ..... (Canis) patient, the stethoscope's paediatric head ought to be utilized. To describe a ..... (respire) function, the healthcare team need to be familiar with the basic terms. Tachypnoea is a condition that ..... (refer) to rapid breathing, whereas hyperpnea is the term for taking ..... (deep) breaths than usual, which ..... (increase) the volume of air in the lungs. Unlike panting (a method of cooling) after exercise, dyspnoea, or ..... (labour) breathing, is the feeling of not being able to get enough air into your lungs mostly due to an ..... (underlie) medical condition or ..... (ill). ..... (Hyperventilate) in animals is ..... (character) by short, rapid breaths, and it may appear as though your dog is ..... (struggle) to breathe.



Financováno  
Evropskou unií  
NextGenerationEU



## PAIN. 14 CRITICAL SIGNS YOUR DOG IS BEGGING FOR HELP<sup>1</sup>

➤ **Task 4. Pre-watching exercise. Translate the following phrases into Czech.**

a back that hunches or arches	.....
a bigger concern in puppies	.....
a distended abdomen	.....
a sign of thyroid gland issues or stress	.....
a tell-tale sign that something hurts	.....
adrenaline surges when something hurts	.....
bald patches of skin	.....
breeds with pushed-in faces such as pugs	.....
bum up, front down and legs rigid	.....
they crave your attention	.....
especially bothersome in the morning	.....
general disinterest in exercise and active pastimes	.....
gums that have ulcers or an unpleasant odour	.....
known as kennel cough	.....
need medical attention	.....
prone to airway blockages and sinus problems	.....
sawhorse rigid legs outstretched	.....
scarf down the entire bowl of food	.....
steal the unattended sandwich	.....
the undoing of their grooming habits	.....
to display odd positions	.....
to swell after a particularly large meal	.....
to wreak havoc in the body	.....

<sup>1</sup> <https://www.youtube.com/watch?v=5CJTPLlaidw>





➤ **Task 5. After watching the video, answer the following questions.**

- 1) Name all signs of pain in dogs mention in the video.
- 2) Does age affect moodiness in dogs?
- 3) What are the reasons for the lack of appetite in dogs?
- 4) Who tends to hide more for no reason? Cats or dogs?
- 5) How does the prayer position in dogs look like and what can it indicate?
- 6) What disease can be a sign of excessive thirst, frequent drinking and urination?
- 7) Why can a distended abdomen cause breathing difficulties?
- 8) What is the term for natural hair loss in dogs?
- 9) How do dogs groom their coats?
- 10) Under what conditions is arthritis worse?
- 11) How does the pupil react to adrenaline?
- 12) What should healthy gums look like?
- 13) What is the kennel dog?



Financováno  
Evropskou unií  
NextGenerationEU



## 9. SURGICAL ASSISTING (INSTRUMENTS)

### STERILIZATION

➤ **Task 1. Gap-fill. Read the text and fill in the gaps with the words from the box below.**

*adhere along as autoclave cannot contaminated crammed dry duties in latter like load method more penetration placed rinsing should solution there*

The preparation of surgical instruments and supplies, as well ..... the sterilization of items, are your ..... as a veterinarian assistant. The ..... is done by means of a machine called an ..... that can sterilize equipment and supplies used in the surgery room. Depending on the size of the ..... and the contents, items are ..... in the autoclave and sterilized in high-pressure steam at ..... than 121°C for 20–45 minutes. Loosely packed materials ..... with ensuring the autoclave chamber is not ..... or packed too tightly will ensure optimum steam ..... Sterile packets should be kept away from ..... equipment in a place that is dust-free, ....., and well-ventilated. In addition to high-temperature sterilisation, ..... is also another, albeit less effective, ....., which is cold sterilisation. It refers to ..... equipment with a disinfectant. There are various types of solutions so it is crucial to ..... to the directions on the container. As sterility ..... be ensured using this technique, tools for cold sterilization ..... only be used for simple procedures ..... dental work or cuts and tears ..... the skin. Periodic change of the disinfecting ..... is important.

### COMMON SURGICAL INSTRUMENTS

➤ **Task 2. Match the names of the surgical instrument with their description and add the Czech term for each tool.**

English name	Description	Czech name



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



**Financováno  
Evropskou unií**  
NextGenerationEU



SCALPEL	a sharp instrument used for suturing, puncturing, or guiding ligatures  come in many shapes and cutting edges for various applications  classified as tapered, cutting, or reverse-cutting	
SCISSORS	many tools that are made to fit through small skin-pierced ports that are comparable to those used in open surgery	
FORCEPS	used for dissection, suturing, or cutting tissue (both large and delicate structures)  in straight and curved varieties	
CLAMPS	used for specimen excision, vessel ligation, and visceral anastomosis	
NEEDLE	used to cut tissue and make the initial incision  comprises a handle and a blade  often identified by its blade number	
SUTURE MATERIAL	used to hold an incision open, hold back tissues or other items to keep the surgery area clear or access additional structures	
RETRACTORS	used to hold things or tissues  can have a nontoothed or toothed (serrated) tip	
SUCTION TIPS AND TUBES	used to retain tissue, provide hemostasis, or hold items  can be both traumatic and nontraumatic	
STAPLERS AND CLIPS	used to close wounds to your skin or other tissues  can be absorbable, non-absorbable, and is available in different sizes	
LAPAROSCOPIC INSTRUMENTS	used to remove debris and fluid from the surgical field	



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



## SUTURE MATERIAL

➤ **Task 3. Translate the following sentences into English.**

- 1) Šicí materiál se pohybuje od nejmenší velikosti 11-0 až po největší 7.
- 2) Většina stehů používaných ve veterinární medicíně spadá do skupiny 5-0 až 2.
- 3) Pokud velikost stehu obsahuje znak číslon 0, vyslovuje se "aught".
- 4) Nitě se vyrábí z několika typů materiálů.
- 5) Šicí materiál může být savý nebo nesavý barevný nebo nebarvený.
- 6) Operační pláště a roušky musí být složeny podle určitého vzoru, aby se daly snadno používat a aby byla zachována sterilita.

## THE STERILE FIELD AND PREPARING THE SURGERY

➤ **Task 4. Word formation. Fill in the gaps with the proper word forms.**

The space on and ..... (surround) the surgical table is known as the sterile field. The sterile field can only be ..... (touch) by sterile objects and people who have thoroughly cleaned ..... (them). Everything sterile loses its ..... (sterile) if it comes into contact with something non-sterile. The sterile field requires extraordinary ..... (caution) from any non-sterile ..... (employ). You must be ..... (care) to avoid touching or reaching over any sterile objects with your body or your hands. Any time a break in sterility is ..... (detect), the veterinarian should be informed right away, and precautions must be ..... (take) to ..... (less) the chance of ..... (add) contamination. Before ..... (enter) the operating





Financováno  
Evropskou unií  
NextGenerationEU



room, you should take off all ..... (jewel) and nail polish, trim your .....  
(fingernail) short, and pull your long hair back out of the way.

#### DONNING AND DOFFING

➤ **Task 5. In the text below find the words or phrases that match the definitions.**

Donning (putting on PPE) involves putting on the required clothing prior to patient contact and must be performed in the following order; hand hygiene (surgical hand scrub), gown, mask or respirator, eye or face protection (goggles or face shield) and gloves. Now, you are ready to enter the patient area. When doffing (or taking off PPE), hand hygiene must be conducted after taking off each item; starting with gloves, eye or face protection, gown and mask or respirator, and hand hygiene immediately after removing all PPE follows. Disposable shoe covers are also a part of PPE because shoes can be a major source of infection.

- |       |   |
|-------|---|
| _____ | designed to be thrown away after you have used it   |
| _____ | a piece of clothing that covers your fingers and hands  |
| _____ | special glasses that protect your eyes  |
| _____ | a long loose piece of clothing that a doctor or patient wears during an operation in a hospital   |
| _____ | the practice of keeping yourself and the things around you clean  |
| _____ | a condition in which bacteria or viruses that cause disease have entered the body   |
| _____ | something that you wear to cover part or all of your face in order to protect it from something harmful such as poisonous gas, bacteria, or smoke |
| _____ | a protective covering for all or part of the face that is commonly made of clear plastic and is worn especially to prevent injury                 |





Financováno  
Evropskou unií  
NextGenerationEU



Národní  
plán  
obnovy

## SURGERY S-WORDS

➤ **Task 6. Explain in your own words.**

SUTURES

STERILISATION

SCRUBBING

SURGICAL SCISSORS

SUCTION

SPECIMEN

SCALPEL

SOLUTION



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



## 10. Surgical assistance (preparing the patient)

### HAIR REMOVAL

- **Task 1. Read the text and find the phrases that match their meaning with those below the text.**

The surgical site needs to be prepared after the patient has been put to sleep. There are various steps in this. The surgical site must first be free of hair for several reasons. There are a lot of bacteria in it and it obstructs the correct cleaning of the skin if it enters the tissues under the skin. Moreover, it triggers a reaction similar to a foreign body thus the removal should be neat and symmetrical when possible. There are multiple ways of preparing the surgical site, however, all methods may cause some skin trauma and inflammation so the whole procedure should be neat and symmetrical when possible.

Clipping using a clipper with a #40 surgical blade is very common as it is efficient, relatively atraumatic and associated with the lowest infection rates. Clipping should be carried out against the direction of the hair's growth. This will make removal easier and prevent long stubble from being left behind, which can cause surgical problems and surgical site infections. Applying isopropyl alcohol to the area will make clipping easier, too. The type of surgery being done will frequently determine how much hair is shaved. Two clipper widths in every direction from the surgery site is the basic guideline. In case of doubt, consult the surgeon. Razors leave minimal stubble but often cause multiple lacerations and skin erosions associated with a 10-fold increase in surgical infections and its use is generally not recommended. Sometimes depilatories are employed although they do not work well on animals and may cause frequent skin reactions, especially in cats.

.....	many germs	.....	several puncture
.....	incidence of illnesses	.....	wounds
.....	extended stiff hairs	.....	tidy and equal
		.....	anaesthetized



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



.....	with minimal tissue	.....	the essential
	injury		principle
.....	epidermal abrasions	.....	causes a response
		.....	entire process

➤ **Task 2. Translate the following phrases into English.**

poranění a záněty kůže

správné očištění kůže

bez chlupů a nečistot

proti směru růstu chlupů

stříhací strojek s chirurgickou čepelí

infekce v místě chirurgického zákroku

poradit se s chirurgem

obecně nedoporučeno

vyvolávat časté kožní reakce

#### PRELIMINARY SKIN PREPARATION

➤ **Task 3. Word formation. Fill in the gaps with the proper word forms.**

Once the ..... (surgery) site is clipped, all the loose hair should be removed by a vacuum and the site must be ..... (cleanse) or scrubbed to get rid of gross debris and transient skin flora. It is also recommended to use soap and tap water to clean the region if it is ..... (serious) contaminated with organic waste before beginning the ..... (initiate) skin preparation. The cleaning technique ..... (it) ..... (involve) several steps. First, use an antiseptic to clean the skin. Povidone-iodine and chlorhexidine gluconate are the two most ..... (frequency) used in veterinary medicine. Both of these chemicals, ..... (special) when diluted for surgical site cleaning, have minimal ..... (harm) effects on tissue. It is ..... (advice) to start at the surgical site's centre and work your way out in gradually ..... (large) circles when cleaning it. To prevent cross-contamination, be ..... (caution) to avoid ..... (go) over the same area more than ..... (one). When using an antiseptic to scrub a surface, it should be washed with either sterile water or 70% isopropyl alcohol.



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124





Financováno  
Evropskou unií  
NextGenerationEU



Once again, you should perform this in a ..... (circle) motion, beginning in the centre of the surgical site. To get clean, repeat these instructions three ..... (time) and always check for any remaining debris. Repeat if necessary until the gauze ..... (remain) completely free of ..... (vision) debris. After the surgical region has ..... (be) cleansed, a final ..... (solve) —typically povidone-iodine—is ..... (give) using a spray bottle to the surgical site. Never wipe off this solution. This will be ..... (take) out by the surgeon before making the ..... (incise).

#### ON A SURGICAL TABLE

➤ **Task 4. Multiple choice. Choose the word which fits the context.**

The animal will be transported to the operating *cinema/theatre* after it has been prepared. On the operating table, the patient will be *posed/positioned* in one of three ways: *dorsally/sternally* recumbent (on the belly), *dorsally/sternally* recumbent (on the back), or *bilaterally/laterally* recumbent (on the side). The position of the patient will depend *about/on* the kind of surgery being *done/made*. The *major/majority* of patients are put in dorsal recumbency because *abdominal/dorsal* surgeries are the most frequently *carried on/performed* procedures. The patient's legs must be *fasted/fastened* once it has been positioned correctly. Most frequently, ties are used to *fix/hold* them to the operating table. The patient's *carpus/corpus* and tarsus are tied off, and the ties are then *ensured/secured* to hooks on the operating table.

#### POST-SURGICAL PROCEDURES

➤ **Task 5. Open cloze. Read the text below and think of the word that best fits each gap. Use only one word in each gap.**

You may ..... assigned some duties after the procedure, once the patient has .....taken off the operating table. They could include keeping an .....on the patient's rehabilitation and cleaning the operating room. You may also be asked .....monitor the patient post-operatively, namely the respiration and heart ....., mucous membrane



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



colour, capillary refill ..... (CRT), and temperature. The incision site may bleed or enlarge, which .....further changes to be aware of. The doctor .....be informed right away ..... any substantial changes or irregularities are noticed in the patient. It is necessary to .....analgesic medication to animals who are prone to suffer postoperative pain. Before anaesthesia recovery, analgesics are first given before or just .....surgery to prevent the onset of post-procedural discomfort. On a planned timetable and/or based on a subjective evaluation of the animal's level of ....., more doses of analgesic medication may be administered. Occasionally, unexpected .....effects connected to surgery or postoperative .....happen. These typically include hypothermia, dehydration, anaesthetic overdose and swollen inflamed surgical wound, all of which may .....in a prolonged recovery.



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



---

## 11. Radiology (safety measures and guidelines; labelling, filing, and storage of radiographs)

---

### RADIOLOGY SAFETY MEASURES AND GUIDELINES

➤ **Task 1. Match the headlines with the articles.**

1. Age and condition

3. Distance, location and  
time

5. PPE

2. Collimation

6. Radiographic log book

4. Dosimeter badge

Radiation, though, can be dangerous. The veterinary assistant needs to be knowledgeable about a number of safety precautions. The veterinary healthcare team's and your patients' safety is ensured by adhering to these safety protocols.

A \_\_\_\_\_

To help with radiography examinations, you must be at least 18 years old. Radiation harms all living cells, especially those that are rapidly developing, like fetuses, hence pregnant women should never help in radiographic procedures.

B \_\_\_\_\_

It is crucial to protect yourself from dangerous rays by using protective clothing like lead gowns, gloves, collars or thyroid shields and safety eyewear when you are helping a veterinarian take radiographs.

C \_\_\_\_\_

This is one of the most efficient ways to lower exposure. Your distance from the source is inversely correlated with how much radiation you are exposed to. Location, such as being next to, in front of, or behind the radiation equipment, may also affect exposure. Whenever possible, shorten the study's duration and distribute the staff's tasks among them.

D \_\_\_\_\_



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124

This small device contains a small piece of radiographic film and serves as a highly efficient method to assess radiation exposure. If you are assigned to help out in radiology, it should always be fastened to the outside of your clothing using a pin.

E \_\_\_\_\_

You will enter the patient's information here, along with the type of radiograph being taken, the exposure parameters, and the outcome. Thus you will be able to prevent repeats in the future by using the log as a reference for earlier diagnostic radiographs.

F \_\_\_\_\_

This reduces scatter to an operator as well as irradiated volume on an animal patient.

#### LABELLING, FILING, AND STORAGE OF RADIOGRAPHS

Radiograph labels are crucial for providing patients with the best care possible. Furthermore, if a legal issue should emerge, you must be equipped with appropriate facts. You should abide by the protocol of the veterinary hospital or clinic where you work. Typically, the radiograph of a patient must be labelled with the following information: the identity of the patient, including the animal's name, breed, age, and gender as well as the owner's last name, the date, and a left or right marker. Having a well-planned, effective system that is simple to use is a good concept for filing. To begin with, each film (regardless of size) shall be kept in its envelope. The envelopes must all be the same size and clearly labelled with the patient's name, the owner's last name, the date, and the type of radiograph. Many factors may contribute to a well-organized filing system. Quite frequently, a system with an alphabetic, numerical, or colour-coded structure will be used. You must ensure that you have the necessary training and are familiar with the hospital's filing procedures.

➤ **Task 2. Find the words or phrases in the text above that match the definitions.**

..... a point disputed by parties to a lawsuit

..... accept or act in accordance with (a rule, decision, or recommendation)



Financováno  
Evropskou unií  
NextGenerationEU



- ..... stock of animals within a species having a distinctive appearance and typically having been developed by deliberate selection
- ..... the male sex or the female sex
- ..... a thin skin or membrane
- ..... a flat usually paper container
- ..... an image produced on a sensitive plate or film by X-rays
- ..... orderly and efficient
- ..... arranged in the customary order of the letters of a language
- ..... the process of learning the skills you need to do a particular job or activity

➤ **Task 3. Translate the following phrases into English.**

- 1) každý film musí být uložen ve vlastní obálce
- 2) dobře porozumět systému archivace
- 3) napsat přesné údaje o pacientovi na identifikační štítek
- 4) jméno zvířete, věk, plemeno a pohlaví
- 5) všechny obálky by měly být stejně velké
- 6) vést radiografický deník
- 7) chránit před škodlivými paprsky a zářením
- 8) nosit ochranný oděv a ochranné brýle
- 9) účinný způsob hodnocení vystavení záření



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU

MŠMT  
MINISTERSTVO ŠKOLSTVÍ,  
MLÁDEŽE A TĚLOVÝCHOVY

Národní  
plán  
obnovy

10) pomáhat při radiografických postupech

➤ **Task 4. Word formation**

VERB	NOUN
adhere	adherence
assist	assistant, assistance
begin	beginning
breed	breed, breeder
develop	development
diagnose	diagnosis
endure	duration
equip	equipment
examine	examination
expose	exposure
hospitalize	hospital, hospitalizaion
maintain	maintenance
proceed	procedure
protect	protection
radiate	radiation
reduce	reduction
repeat	repetition
store	storage
train	training
treat	treatment

**RADIOGRAPHIC POSITIONING TERMINOLOGY**

➤ **Task 5. Match the names of the positions with their definitions and add the Czech translation.**

ENGLISH NAME	DEFINITION	CZECH NAME
--------------	------------	------------



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



**Financováno  
Evropskou unií**  
NextGenerationEU



**Národní  
plán  
obnovy**

ventral (V)	areas on the head situated toward the nose	
dorsal (D)	body area situated away from the middle or centre of the body	
medial (M)	body area situated toward the back or topline of the body	
lateral (L)	body area situated toward the middle or centre of the body	
cranial (Cr)	body area situated towards the front of the body	
caudal (Cd)	situated away from the point of attachment or origin	
rostral (R)	situated closer to the point of attachment or origin	
palmar (Pa)	situated on the caudal aspect of the front limb, distal to the carpal joint	
plantar (Pl)	situated on the caudal aspect of the rear limb, distal to the hock or tarsus joint	
proximal (Pr)	structures or areas situated toward the head	
distal (Di)	structures or areas situated toward the tail	



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



---

## 12. Euthanasia and pet loss

---

- **Task 1. Read the introductory paragraph and fill in the gaps with the English translation of the Czech words in the brackets. The first letter has been given.**

The term "euthanasia" is used to *d*..... (popsat) a way of killing that *l*..... (zmírnit) the animal's suffering before it loses *c*..... (vědomí). The term has its *o*..... (původ) in two Greek words; *eu*, meaning good or right, and *thanatos*, meaning death. Animal *s*..... (porážka), population control, and *h*..... (humánní) killing are distinct from euthanasia because they are *p*..... (provést) for purposes other than protecting an animal from intractable *s*..... (utrpení). The widespread *p*..... (praxe) of euthanizing animals is one that veterinarians *f*..... (často) carry out, and due to the *s*..... (závažnost) of the deed, it merits careful consideration. The decision to put healthy animals to sleep when no other *o*..... (možnost) for their care can be found is one of the most *p*..... (bolestový) euthanasia decisions that veterinarians must *m*..... (učinit). When working with animal owners, *c*..... (ošetřovatelé), and public health professionals, a veterinarian must be fully prepared to be open and *h*..... (čestný) about the animal's *i*..... (onemocnění) and be aware of all *p*..... (případný) alternative care resources.

### ETHICAL METHODS OF ANIMAL EUTHANASIA

- **Task 2. Decide whether the statements are true or false.**

In a perfect world, euthanasia methods would quickly induce unconsciousness, followed by cardiac or respiratory arrest and death. This could happen quickly with a method that targets the brain, like a gunshot, or more gradually with a technique that first knocks the animal out, like an anaesthetic overdose. Animals may experience anxiety and discomfort if the loss of motor, respiratory, or cardiac function occurs before the loss of consciousness, as may happen if paralytic drugs are utilized. This is unacceptable. The three primary processes by which



euthanizing agents bring about death are 1) direct depression of neurons required for life function, 2) hypoxia, and 3) physical disruption of brain activity. Since these mechanisms can produce loss of consciousness at various rates, the effectiveness of a given agent or treatment will rely on whether the animal exhibits signs of discomfort before losing consciousness. Loss of consciousness occurs when the brain is no longer aware of its surroundings and so the body stops reacting to the world around it.

1. By using euthanasia techniques, unconsciousness should be immediately followed by cardiac or respiratory arrest and death.
2. The method based on hitting the brain *is always* accompanied by an overdose of anaesthetic.
3. If loss of motor, respiratory, or cardiac function happens *after* the loss of consciousness, animals may feel distressed and discomfort.
4. Among the methods inducing death belongs oxygen deficiency.
5. Unconsciousness occurs when the body is still responding to its surroundings even though the brain has ceased to be aware of its surroundings.

➤ **Task 3. Translate the following sentences into English.**

- 1) Proces eutanazie by měl minimalizovat nebo zamezit bolesti, úzkosti a strachu před ztrátou vědomí.
- 2) Přípustné metody eutanazie se liší podle druhu, věku a zdravotního stavu zvířete.
- 3) Eutanazie může být pro majitele i veterinární pracovníky trýznivá.
- 4) Vše musí být zvládnuto prostřednictvím otevřeného dialogu, soucitu a dostupnosti zdrojů pro duševní zdraví.

5) Zvířecí ostatky nesmí být zlikvidovány před tím, než je potvrzena smrt.

6) Zbytky zvířat musí být odstraněny zákonným způsobem, aby nedošlo ke neznečistí zdroje potravin ani životního prostředí.

#### COMMUNICATION IS KEY

➤ **Task 4. Read the text and explain the terms in your own words.**

Once the decision is made to euthanize an animal, the owner of the animal must make several other decisions, such as where the euthanasia should be performed, who will be present, what will happen to the body after euthanasia, or how the pet might be memorialized. The key to reducing the stress and terror connected with euthanasia is communication and empathy. To inform the owner of the operation and prevent the unexpected as much as possible, the veterinary healthcare staff should interact with the client. The medical staff should go over every step of the process in detail before the actual euthanasia and prepare the client through open channels of communication and make plans for the unexpected. Each time the euthanasia process is explained to an owner, the following information should be delivered: euthanasia is an overdose of an anaesthetic, the whole process is very fast and completely painless, and the animal may present a few deep gasps and muscle twitches or release their bowels and bladder. If possible, manage all paperwork and finances before the euthanasia so that the owner will be able to leave right away after the procedure and grieve instead of dealing with paperwork. After the necessary preparations are made, every member of the healthcare team must be aware of their roles and responsibilities and carry out their tasks with the utmost professionalism, care, and expertise.

#### EUTHANASIA



**Financováno  
Evropskou unií**  
NextGenerationEU



**Národní  
plán  
obnovy**

MEMORIALIZE

OVERDOSE

ANAESTHETIC

MUSCLE TWITCHES

BOWELS

BLADDER

UTMOST

PAPERWORK



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



---

### 13. Client Management

---

When working with clients, it's important to communicate effectively with them and provide the best information available about their pets. Every patient and client should be given the best care possible based on their needs. However, dealing with an angry client can be challenging. It's helpful to understand that there may be an underlying cause for their behaviour, such as a previous issue or stress from getting to the practice. If a client is confrontational, it's best to listen to their complaint, repeat it back to them to show you understand, and then refer it to the appropriate staff member. In most cases, it's best to let a manager, owner, veterinarian, or veterinary technician handle the issue. Remaining calm and professional can help to diffuse the situation until it's properly addressed.

➤ **Task 1. Adjectives. Find the adjectives in the paragraph above that match these definitions.**

- |       |  |
|-------|--|
| _____ | feeling or showing strong annoyance, displeasure or hostility                                    |
| _____ | suitable or fitting for a particular situation or purpose  |
| _____ | able to be used, obtained or accessed  |
| _____ | not showing or feeling nervousness, anger, or other strong emotion                               |
| _____ | tending to deal with situations in an aggressive or hostile way                                  |
| _____ | giving or ready to give help; useful or beneficial   |
| _____ | of great significance or value; crucial or essential   |
| _____ | existing or occurring before in time or order  |
| _____ | relating to or belonging to a profession; showing competence or skill expected of a professional |
| _____ | existing or situated beneath the surface of something; fundamental or basic                      |





Financováno  
Evropskou unií  
NextGenerationEU



- **Task 2. Which adjectives from the list above could be used to describe a good veterinary assistant? Think about 5 more and explain why.**

.....

.....

#### COMMUNICATION – AN ESSENTIAL SKILL FOR THE VETERINARY ASSISTANT

- **Task 3. Look at the list of basic communication skills and fill them in the table with their definitions.**

ACTIVE LISTENING, EMPATHY, CLARITY, NON-VERBAL COMMUNICATION, PATIENCE,  
INTERPERSONAL SKILLS, PROFESSIONALISM

	A good veterinary assistant should maintain a polished and courteous demeanour at all times, including when dealing with difficult clients or situations. This includes being punctual, respectful, and ethical in all interactions.
	Clients may be upset or anxious about their pet's health, and a good veterinary assistant should be able to listen to their concerns and provide reassurance.
	Good communication requires understandable and concise language. A veterinary assistant should be able to explain treatment options and procedures in terms that clients can grasp.
	These include teamwork, conflict resolution, and the ability to work well with others, and are important for creating a positive work environment and ensuring the best care for patients.
	This ability helps to build trust and establish a good rapport with them.
	This ability is essential for understanding their needs and concerns.
	This is based on body language and tone of voice, which can greatly impact how a message is received. A good veterinary



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



Financováno  
Evropskou unií  
NextGenerationEU



	assistant should be aware of their gesticulation and use it to convey empathy and understanding.
--	--

➤ **Task 4. Read the example dialogue between a veterinary assistant and an upset dog owner and fill in the gaps with the proper word forms.**

*Veterinary Assistant:* Hi, I'm sorry for the wait, and I understand you are ..... (worry) about your dog's diabetes. I want to reassure you that we are doing ..... (thing) we can to take care of your pet. May I ask a few questions about your dog's ..... (healthy) history?

*Dog Owner:* Okay, sure.

*Veterinary Assistant:* Thank you. We will need to check your dog's blood glucose levels to see how they ..... (respond) to the treatment. Our veterinarian will be with you ..... (short) to discuss the results of the blood test and ..... (treat) plan options. In the meantime, is there ..... (thing) else I can assist you with or answer any questions you may have?

*Dog Owner:* Can you tell me what are some common symptoms that my dog may experience with diabetes?

*Veterinary Assistant:* Sure, common symptoms include ..... (excess) thirst, increased ..... (urine), ..... (weigh lose), and changes in appetite. If you notice any of these symptoms, please let us know so we can monitor your dog's condition closely.

*Dog Owner:* Okay, thank you. I'm sorry for ..... (be) upset earlier. I'm just worried about my dog.

*Veterinary Assistant:* I understand ..... (complete). It's normal to feel worried about your pet's health. We are here to help and support you both. We will keep you updated on your dog's condition and provide you with ..... (educate) resources to help you better manage your dog's diabetes.

*Dog Owner:* Thank you so much. I appreciate your help and ..... (understand).



Veterinární univerzita Brno

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: podatelna@vfu.cz • www.vfu.cz • IČ 62157124



**Financováno  
Evropskou unií**  
NextGenerationEU



**Národní  
plán  
obnovy**

Veterinary Assistant: You're welcome. If you have any ..... (far) questions or concerns, don't hesitate to ask. We are here to assist you in any way we can.



**Veterinární univerzita Brno**

Palackého tř.1946/1 • 612 42 Brno • tel.: +420 541 561 111 • e-mail: [podatelna@vfu.cz](mailto:podatelna@vfu.cz) • [www.vfu.cz](http://www.vfu.cz) • IČ 62157124