

# Opal Teeth Co.

## Staff FAQ: Cosmetic Teeth Cleaning Clinics

### **1. What exactly is "Cosmetic" teeth cleaning?**

It is a non-medical, anesthesia-free procedure focused on removing plaque and tartar from the visible surfaces of the teeth and along the gum line. It's a great way to maintain oral hygiene and freshen breath without the risks or costs of sedation.

### **2. Is the pet sedated or given any medication?**

No. The process is 100% natural. We do not use any sedatives or calming medications. Our technicians are experts in animal behavior and use gentle handling techniques to keep the pet calm and relaxed, yet properly restrained. We only restrain your pet to the level they require. Some pets need more restraint, some pets benefit and relax letting us work better with less restraint. It depends on their personality. Your pet will dictate the level of restraint needed.

### **3. How do you get the dog to stay still?**

We gently lay the dog on its back in a cushioned, comfortable position. Small dogs will be wrapped in a towel for comfort. Most dogs settle into a "zen" state once we begin and realize we are not hurting them. We work slowly and patiently—if a dog is stressed, we take breaks.

### **4. Can you clean my senior dog's teeth?**

Absolutely. In fact, we specialize in senior pets. Because we don't use anesthesia, it is often a much safer alternative for older dogs who might have health risks. We never push senior dogs; we go at their pace to ensure they stay comfortable. If your pet becomes overly distressed we will immediately stop the procedure and contact you.

### **5. Are there any pets you won't clean?**

To ensure safety, we cannot service:

Overly aggressive pets that may pose a bite risk.

Pets with known severe heart or respiratory (breathing) issues.

Pets with extremely loose teeth or advanced periodontal disease (in these cases, we will recommend a vet visit).

### **6. Why is there a \$50 deposit?**

The deposit secures your specific 45-minute time slot. Because we only have 6–9 spots available per day, the deposit ensures that our technicians' travel and time are covered. This amount is deducted from your total at the end of the appointment.

### **7. How long does it take?**

Each appointment is approximately 45 minutes. Owners are welcome to browse the store while they wait!

### **8. What cleaning agents do you use?**

We only use professional-grade, pet-safe cleaning agents designed to disinfect our instruments. Everything used is non-toxic and safe for ingestion.

### **9. Will my pet's teeth be perfectly white?**

While we remove the "brown" tartar and plaque buildup, some natural staining of the enamel may remain. However, you will see a significant visible improvement and a major difference in their breath!

#### **Pro-Tips for Staff:**

**The "Smell" Test:** If a customer mentions their dog has "stinky breath," that is the perfect time to mention the clinic!

**Focus on Safety:** Emphasize that it's "Anesthesia-Free" – this is the biggest selling point for owners worried about the risks of putting their pets under.