

If you are new to the bones and raw food system, or even if you are just new to Dukes, *please read this entire document before handling the food or feeding it to your pet.* Website may have newer versions or updates from time to time.

FAQ (*Frequently Asked Questions*).

1. There is so much information out there - what should I believe?

We know - there is an incredible amount of information on raw food and some of it is just plain wacky! We can't tell you what to believe and what not but we have some suggestions. First of all rely upon your own common sense! The whole idea behind BARF diets is to feed your dog what he evolved to eat which is pretty much the same things that wolves still eat. Do wolves eat wheat, grains, cereals or rice? Second, rely upon your own experience - watch your dog and see how he does. After a few months on the BARF diet check for yourself to see if your dog's coat is healthier, breath is better, etc. etc. Third, question what you read. We've seen some pretty bizarre claims including one that amounted to saying the meat and veggies shouldn't be together because the meat would eat (digest) the vegetables!

2. Why don't you put garlic in your meals?

Some people want garlic in their pet's meals because of claims that it boosts the immune system and helps ward off fleas and for that reason used to include it in our meals. However other people feel it is dangerous, saying that it also acts as a blood thinner and could cause problems even in small quantities. We decided to stay on the safe side and leave it out of our meals. For the same reason we don't put in onions.

3. What else don't you put in the meals?

This might be the most important question of all. We've never used corn products (meal, starch, dextrose, glucose, modified glucose), oatmeal, gluten, rice, flour, wheat or other grains, or any binders, thickening agents or fillers. We don't believe that during their evolution dogs/wolves would have regularly had any of these substances in their diets. We don't add *anything* to our food for the purpose of sweetening or thickening it.

4. How can I tell if my pet will like your meals without having to order an entire month's worth of meals?

Duke's has introduced a new trial pack to address just this concern! Check our website for details at www.dukesdinners.com.

5. When should I give my dog a bone?

One suggestion is giving your pet a bone first thing in the morning so they begin their day already having satisfied their urge to chew!

6. **What is the best way to defrost the food?**

We recommend taking one meal packet and/or bone out of the freezer and placing it in a sealed container in a refrigerated environment overnight. Dishwasher safe bowls with covers are inexpensive, easy to use and easy to keep clean. We recommend *against* other methods of defrosting such as microwave, leaving on a counter or sitting in water in the sink.

NEVER give your pet a cooked bone as the bone may be brittle which can cause serious internal injuries. We recommend against using a microwave to defrost the meals as it may partially cook them - **NEVER** use a microwave or heat to defrost bones or food that may contain bone fragments.

7. **My dog still seems hungry after eating, does he need more food?**

If your pet has been eating commercial dog food his meals may have been mostly filler. This means he is used to eating a large amount of food and a certain "feeling of fullness" which he may miss at first, just as we would if we ate nutritionally adequate but physically smaller meals. This will gradually pass as he gets used to the serving sizes and forgets about being stuffed full of cereals and grains. On the other hand do make sure he is getting enough, and not too much, of the food. So if he is losing weight give him more and if he is putting on weight cut back a little.

8. **Are there things to watch out for with switching to the raw food?**

If their diet suddenly changes many animals can experience a bit of upset stomach or diarrhea; if your pet is sensitive to such changes then try mixing in some of the old type of food with the raw food; over a week gradually decrease the amount of old food until you are using all raw food; this will also help them get used to the decreased volume of food mentioned above.

9. **Dogs are carnivores aren't they? So why all the vegetables etc.?**

Dogs are **NOT** carnivores, that is a common misconception! Dogs, like people, are omnivores, which means they need both meat and vegetables/fruits to obtain all their nutritional requirements. Cats on the other hand are true carnivores - it is possible to have a completely healthy cat feeding nothing but meat (beef/poultry/fish). However feeding just muscle meat (e.g. steak, hamburger etc.) will not provide a balanced diet to a cat. And cats can still benefit from eating fruits and vegetables if they are suitably prepared.

10. **My dog is drinking much less water now, is he ok?**

Your pets will need less water at mealtime than if he was eating dry food but make sure they always have as much water as they want - especially when they are eating bones!

11. **Will my pet's stools change?**

Your pet's stools will usually be much smaller and much firmer when eating raw food – this is

normal. The stools will also be far less smelly. If eating a bone daily you can expect the stools to be ¼ to ½ their previous size and to be virtually odour free. Also you may see a very light part - this is the remainder of bones - the part that his body has not used - and is perfectly normal. If your dog's stools are not completely firm you can give more bones and the calcium in them will tend to make the stools firm (don't overdo!).

12. My dog is used to demand feeding, what do I do?

If your pet has been demand feeding (feeding throughout the day) you can try splitting the meals into two portions however do not leave a portion out for more than 10-15 minutes as it could spoil – once your pet has eaten as much as it wants take any remainder away and discard it. Then, if you wish, over time you can decrease the size of the serving at one of the mealtimes and increase it at the other mealtime, eventually feeding only once a day. We recommend using all the food on the same day it is defrosted.

13. What benefits should I look for?

After a week or two you should notice that your pet's breath has improved, the teeth are cleaner and whiter, their stools are firmer and much smaller with little or no odour. After 1 to 3 months you should notice a definite improvement in the quality of their coat – shinier, softer, less shedding etc. and if they had dry flaking skin this should be much better or even completely eliminated. After 3 months to a year you may notice that any allergies, runny eyes etc. that your dog used to suffer from have gotten much better or disappeared entirely.

14. Why don't you sell a month of only beef meals or only chicken meals?

Red meat is harder to digest than poultry, even for dogs and cats, so feeding your pet nothing but red meat might cause problems. On the other hand chicken meals don't provide everything your pet needs - the red meat meals contain organ meats that provide nutrition not present in poultry. Another good reason for feeding both red meat and chicken is that your pet enjoys some variety! Finally, by selling the same meal mixes to everyone we eliminate some complexity at every stage from production to delivery, which helps keep costs down – so you save money! Usually over the course of an order you will receive roughly the same number of beef meals as chicken meals. Nevertheless we do try to accommodate special orders for ratios of beef to chicken meals other than 50-50. For those who feel they need it we can change the ratio from 50-50 to 75-25 or even 100-0 but we don't recommend that.

15. Why are your blocks different sizes?

One thing to keep in mind is that chicken and beef are different densities so a beef block and a chicken block that are the same weight will be different sizes. Also one way we keep costs down is by using simple manufacturing processes – that means that even with blocks of the same type there is some variation in size from block to block, with some being larger and some being smaller, but this averages out over the course of an order.

16. What quality of ingredients does Duke's use in the food?

The beef in our raw food is federally inspected and the poultry, fresh fruits, fresh vegetables, oils and natural supplements are all of human consumption grade. In addition we use a Scandinavian salmon oil from deepwater salmon that is specifically formulated for pets. If your pet is normally healthy the raw food diet usually contains everything they need to stay that way without extra supplements. Puppies and older dogs have additional dietary needs; you should consult your vet before feeding them the raw food diet since it is intended for the average healthy adult dog.

17. Isn't raw food dangerous?

For the humans involved the dangers are similar to handling raw roasts, turkeys, chickens etc. in preparing your own meals - you should certainly take all the same precautions: thoroughly clean countertops, utensils and anything else that comes in contact with the raw food!!! The FDA 2004 recommendation is: "Keep the product separate from other foods. Wash working surfaces, utensils (including cutting boards, preparation and feeding bowls), hands, and any other items that touch or contact the product with hot soapy water." You should store the raw food separately from other food. Keep the food frozen until ready for use then thaw in a refrigerated environment before serving. Do not re-freeze. Discard unused portions.

18. Isn't raw food hard on my dog's digestive system?

All the research we've seen indicates it is not hard for a healthy dog. Dog's have a much shorter intestinal tract than humans (so food is in the body a shorter time) and a very acidic stomach both of which are much better at dealing with things like E. Coli and Salmonella bacteria. Remember these are animals that naturally like to bury their food for a while before eating it - a dog can happily eat things that would make the average human very ill. However it is worth repeating our earlier advice: if you have a puppy, an older dog or a dog that for any reason might have health problems you should consult your vet before starting him on *any* raw food diet.

19. Why do you add oil to the food?

We add oil for nutritional reasons. It is also what your pet's body burns for energy. This is one reason why our meals may appear to be smaller than what you are used to feeding - fat/oil is a much more concentrated form of energy than carbohydrates. The oil we use is cold-pressed from deep-sea salmon.

20. I've heard about detoxifying, what is it?

This is something some BARF supporters talk about seeing with dogs a few weeks after beginning on BARF. The idea is that after being on healthy food for a while the body tries to purge itself of all the accumulated toxins from the previous diet. So for example some BARF supporters talk about "loose or mucous covered stool, their coats may get worse before they get better, their eyes may begin to run or their ears might get gooey." While we haven't seen this with any of the dogs we've been feeding BARF we advise taking your dog to the vet if such

symptoms occur - it may be something completely unconnected to their diet.

21. How much should I feed my dog?

While this will depend on your dog's age, lifestyle etc. we advise conservative amounts. Some BARF suppliers give recommended serving sizes that we feel are far too large, for example they might recommend a 90 pound dog get 3lbs (1.5KGs) of raw food. We would recommend starting with our Large meals (600grams/1.3lbs) for that size dog - more if she/he is more active than average, less if less active. If you feed your dog more than he needs it is simply either excreted or put on as extra weight - the first is work for you and second bad for your dog! It is usually easy to determine how much to feed: if he loses weight feed more and if he gains weight feed less.

Our serving sizes are based on average dogs in each weight range and provide a good place to start - then you can adjust up or down as required. Remember too that if your dog is used to eating a lot of grains and cereals mixed into his food then he will be used to having a very full stomach - it may take a few weeks before he starts to feel full on the new diet but don't give in to those big sad eyes! As every dog owner knows: just because he acts hungry doesn't mean a dog actually needs more food.

22. What is your customer rewards program about?

It rewards our customers for their word of mouth advertising. Part of every sale we get from someone you refer to us purchases "points" for you. You can use the points towards your future purchases. In no time at all your pet could be eating for free - for life! Check our website for details at www.dukesdinners.com.

23. Can I supplement my pet's meals?

Most pets will appreciate a little variety. Some people give eggs, fish, extra bones etc. and you can also try different meats such as lamb. If you are going to do it on a regular basis we recommend reading up on the BARF diet principles first. You can also usually get chicken carcasses through Dukes; more information on the carcasses is available in this FAQ and on the website.

24. How do I feed chicken carcasses and why don't yours have vegetables added?

If you decide to feed your pet carcasses then we recommend treating the carcasses like a bone – let them defrost naturally and don't subject them to heat or microwaves – but also remember they are chicken and need to be kept refrigerated until served. Don't feed too much at once, for example if you are feeding two carcasses a day give one in the morning and one in the evening. We don't add any of the vegetable/fruit/oil mix to our carcasses because there is nothing for it to mix in with and your pet may remove the carcass from a bowl so the mix would just run away or make a mess on the floor.

25. Where can I get more information on BARF diets in general?

We have only scratched the surface with this FAQ and recommend you find out more about feeding your pet raw food. While there is no one “bible” on raw food for dogs one good place to start is a book by the originator of the raw food movement:

“GIVE YOUR DOG A BONE – The Practical Commonsense Way To Feed Dogs For A Long Healthy Life” by Dr. Ian Billinghurst, B.V.Sc.[Hons], B.Sc. Agr., Dip. Ed. ISBN 0-646-16028-1

SAFETY REMINDER:

Do not let human food come in contact with the product. Thoroughly clean hands, surfaces, utensils and anything else that comes into contact with raw food. Keep product frozen. When defrosting a meal for use keep defrosted product refrigerated until served. Discard unused portions. Do not refreeze.

Unfortunate legalese (they make us):

Terms and conditions of sale. All responsibility for product use and handling lies with the customer. All responsibility for determining the product's fitness and suitability for purpose lies with the customer. Vendor assumes no responsibility for direct or consequential damages resulting from the use of the product. Except to the extent required by law, if any, Vendor makes no warranties, express or implied, regarding the product. Vendor makes no claims of merchantability of product, or fitness or suitability for purpose of the product.