



General

Fear Free Practice Certification is designed to certify a practice in all aspects of Fear Free, including medical records, client education, culture & leadership, facilities, marketing, and patient observation.

The certification process includes an onsite visit by a Fear Free Practice Certification Veterinarian to go over all standards and assess whether the practice has successfully achieved the implementation of them.

Standards are divided into various categories. Some categories include mandatory as well as optional standards, while others include only mandatory or only optional standards.

Mandatory standards are assessed as either passing or failing. If the practice fails a mandatory standard, Practice Certification will not be granted. A follow-up Fear Free visit will be scheduled to give the practice an opportunity to work on this standard; once passed, Practice Certification will be granted.

Optional standards are assessed using a point system. A designated minimum number of points must be achieved to pass a given category.

Additional information and resources for many standards can be found in the Tips, Tools & Templates document.

FEAR FREE PRACTICE CERTIFICATION STANDARDS TABLE OF CONTENTS

Category 1: Physical and Emotional	
Mandatory Standards	Page 1
Category 2: Client Education	
Mandatory Standards	Page 3
Optional Standards	Page 4
Category 3: Medical Records	
Mandatory Standards	Page 5
Category 4: Facilities	
Mandatory Standards	Page 6
Optional Standards	Page 7
Category 5: Community Education and Marketing	
Optional Standards	Page 10
Category 6: Culture, Training and Leadership	
Mandatory Standards	Page 11
Optional Standards	Page 12
Category 7: Patient Observation	
Mandatory Standards	Page 13
Optional Standards	Page 14



Over the set of the s

Mandatory Standards

#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
1.1	A licensed veterinarian approves and supervises all patient care.		\checkmark	1 Veterinary License
1.2	All animals are cared for in a humane manner by all practice team members.			
1.3	Restraint of any animal that could be painful and/or cause emotional distress is prohibited. The use of physical punishment or force in anger or frustration is unacceptable.	V		
	Scruffing of cats and "tank" or "box" anesthetic inductions are not acceptable as they are inconsistent with the Fear Free mission and Certified Professional Pledge.			
1.4	Any animal that is observed to be experiencing mental suffering or distress must be assessed and appropriately treated without delay.	✓		
1.5	Unless medically contraindicated, all hospitalized and boarding animals are supplied with food and water.			
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.			
1.6	All surgical patients are provided with pain management.			
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.			
1.7	Appropriate pain management is provided for the level of occurring and/or expected pain.	√		
1.8	The practice maintains a Standard Operating Procedure (SOP) for preventing and alleviating fear, anxiety, and stress (FAS) upon arrival at the practice.	V	√	SOP If 1.8, 1.9 & 1.10 are contained in single document, only upload once
1.9	The practice maintains a SOP for preventing and alleviating FAS during the visit at the practice.	V	\checkmark	SOP If 1.8, 1.9 & 1.10 are contained in single document, only upload once
1.10	The practice maintains a SOP for preventing and alleviating FAS during checkout/discharge from the practice.	\checkmark	\checkmark	SOP If 1.8, 1.9 & 1.10 are contained in single document, only upload once
1.11	If training and/or behavior modification is provided at the practice, either by a practice team member or an outside provider, techniques must be free from aversives and adhere to scientific principles for humane handling.	✓	\checkmark	Name, training credentials, and most recent CE
	Standard is considered met if "N/A-service not provided" is			

Standard is considered met if "N/A-service not provided" is selected on the self-assessment.



Over the set of the s

Mandatory Standards

selected on the self-assessment.

Mai	lanatory standards						
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details			
1.12	If the practice refers clients to a trainer in the community, the trainer's techniques must be free from aversives and adhere to scientific principles for humane handling. First-hand experience is HIGHLY recommended.	\checkmark	×	Trainer Referral List			
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.						
1.13	Syringes and needles are single-use only. Needles are replaced after drawing up vaccines, medications, unsuccessful sample collections, etc. so that the patient always receives a fresh needle.		V	SOP			
	Insulin needles are exempt because they cannot be replaced once insulin or other medication has been drawn up. Insulin syringes are to be disposed of after one use.						
	Syringes use to deliver anything by mouth (e.g., food/water/medication) may be used more than once for the same patient provided they are able to deliver the contents smoothly, efficiently, and safely.						
1.14	 Housing (defined as any place an animal is housed while in the care of the practice for any length of time) is: safe well maintained able to be cleaned and disinfected with ease large enough for the patient to stand up, turn around, and rest and sleep in his/her position of choice without having to touch the sides or top of the enclosure large enough for the patient to eliminate in an area other than his/her resting area comfortable (i.e., appropriate bedding is provided) 						
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.						
.15	Animals in boarding are given enough space to eliminate in a different area than their resting area and/or taken outside to eliminate at least four (4) times in 24 hours .	\checkmark					
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.						
1.16	Animals in boarding are provided with daily positive social interaction, including but not limited to social interactions with people, physical exercise, and other environmental enrichments. During their stay, animals should be cared for by the same practice team member whenever possible.	\checkmark	V	SOP			
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment						



Olient Education

Mandatory Standards

Mul	iudiory standurds			
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
2.1	The practice DISPLAYS client education about Fear Free.	\checkmark		
	At least one (1) item must be present in the reception area and one (1) in each exam room.			
	Exemption: Comfort rooms used for euthanasia			
	Select all that apply: Fear Free Client Brochure Fear Free Promotional Video Fear Free Poster Fear Free FAS Spectrum (canine / feline) Fear Free Body Language and Signs of FAS Fear Free Seasonal Infographic Other Fear Free or Fear Free Happy Homes Resource (write-in) Other - Practice-Made (upload)		✓ ✓	Name of Fear Free Resource Practice-Made Piece
2.2	The practice has at least three (3) TAKE-HOME Fear Free educational resources for owners.	V		
	Resources may be in print or digital form and are provided to owners on an as-needed basis.			
	 Select all that apply: Fear Free Happy Homes link on invoice and/or discharge instructions Fear Free Client Brochure Fear Free Patient Report Card Fear Free Happy Homes: How to Prepare Your Pet for a Veterinary Visit Fear Free Happy Homes: How to Make the Trip to the Veterinary Hospital Fear Free Fear Free Happy Homes: How to Pill Your Pet With Kindness Fear Free Happy Homes: Giving Medications to Your Pet: How to Put the Treat Into Treatment Fear Free Happy Homes: Fear Free FAS Spectrum (canine/feline) Fear Free Happy Homes: How to Manage a Fear Free Return Home Other Fear Free or Fear Free Happy Homes Resource 		✓	Name of Fear Free Resource
	(write-in) Other - Practice-Made (upload) 		\checkmark	Practice-Made Piece



Olient Education

Optional Standards

#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
	A minimum score of 80 is required to pass this category. Each option is worth 10 points. For each option selected, you must include an upload and/or a link that allows the information to be read in its entirety. Resources may be in print or digital form and are provided to			
	owners on an as-needed basis.			
2.3	The practice provides Fear Free-compliant CLIENT EDUCATION on at least eight (8) topics from the following list.	\checkmark	\checkmark	
	Select all that apply: Canine Socialization AND Feline Socialization Puppy and/or Adult New Dog House Training Litter Box Training & Care Meeting the Scratching Needs of Cats Meeting the Environmental Needs of Indoor Cats Canine Crate Training AND Feline Carrier Acclimation Training How to Select a Trainer AND at least one (1) training resource ("how to train") Muzzle Training Nail Trims and/or Grooming Ear Care AG Care Environmental Enrichment for Activity-Restricted Pets Chronic Healthcare Issues Senior and/or Geriatric Patient Care Palliative and/or Hospice Care and/or Euthanasia Referral to CAAB or DACVB Other:			

170 Total 80 Passing Score



8 Medical Records

Mandatory Standards

Mai	ianadiory signaaras						
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details			
3.1	The practice maintains the Fear Free Pre-Visit Questionnaire (PVQ) for each patient. The PVQ should be standardized, easy to find in the medical record (MR), and used by all practice team members.	√	~	3 PVQs			
	To provide consistency across Certified Practices, the Fear Free PVQ toolbox resource is used.						
	The PVQ shall be updated as needed, ideally every 12 months. All applicable information from the PVQ is incorporated into the patient's EMR.						
	PVQ Exemptions: Emergency Visits, Euthanasia						
3.2	The practice maintains the Fear Free Emotional Medical Record (EMR) for all patients. The recording method should be standardized, easy to find in the MR, and used by all practice team members.	V	~	3 Medical Records			
	When an appointment is scheduled, EMR is reviewed with the client and, if applicable, other team members to prepare the client, patient, and practice team members for the visit.						
	To provide consistency across Certified Practices, the following information is included (see Fear Free EMR toolbox resource for additional information):						
	 Pre-Visit Fear, Anxiety & Stress (FAS) Management Preferred Healthcare Providers (veterinarians, technician/nurse etc.) OR Gender Preference Preferred Entrance to Practice Likes (Prevents/Alleviates FAS) Triggers (Increases FAS) Preferred Distraction Techniques Preferred Location for Exam Behavior Management Products/Tools 						
3.3	FAS documentation, using the Fear Free FAS Scale , is a part of any and all visits to the practice. The recording method should be standardized, easy to find in the MR, and used by all practice team members.	✓	√	3 Medical Records (not required if included in 3.2 upload)			
	This includes but is not limited to visits with the veterinarian, veterinary technician/nurse, and assistants.						
	Documentation shall include changes in FAS scores (increase/decrease), interventions, and results of said interventions.						
	See page 2 of the Fear Free EMR for suggested tracking.						
3.4	A pain score is recorded for all patient visits with a veterinarian AND at least once daily for hospitalized patients.	✓	√	Pain Scoring System In Use 3 Medical Records (not required if included in 3.2 or 3.3 upload)			



8 Facilities

Mandatory Standards

#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
4.1	Animals are provided with a nonslip surface for procedures and handling, including but not limited to exams, sample collections, treatments, imaging, anesthesia prep, bathing, and grooming.			
4.2	Unless medically contraindicated, feline housing includes one (1) or both of the following: elevated resting platform, ability to hide.	✓		
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.			
4.3	Practice provides at least two (2) options from the following list.	✓		
	 Select all that apply: Outdoor exam space for dogs Platform for cat carriers in reception area and/or exam rooms SOP to reduce FAS at the scale Pheromone diffusers, spray, and/or wipes in use 		√ √	SOP Brief description
	 Treat dispensers Design options for Considerate Approach and Gentle Control Outdoor views from exam rooms for cats Enrichment for cats in exam rooms Realistic images of animals cats may perceive as threats (e.g., cats, dogs, birds of prey) are not displayed Litter box in exam room Unless medically contraindicated, water is provided in exam 		~	Picture
	 room during canine and/or feline visits Nonslip flooring in one or more of the following areas: reception, exam rooms, treatment, wards. Coefficient of Friction (COF) must be at least 0.60 when wet. 		\checkmark	Brief description, proof of COF

4.4 The interior and exterior of the practice are neat, clean, and free of offensive odors.



8 Facilities

pet in critical care setting.

Jpue		Standards			
oints	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
70	4.5	Facilitate positive emotional response BEFORE animal enters the building by using at least one (1) option from the following list to attain the 70 points.			
		 Select all that apply: Treat dispenser at building entry Alternate access into practice (does not lead into reception) Safe outdoor walking area 		\checkmark	Brief description
		 Drive-through Other: 		\checkmark	Brief description
80	4.6	Separation of species in reception area by providing at least one (1) option from the following list to attain the 80 points.	√		
		 Select all that apply: Separate species entries to the practice Separate species waiting areas Visual blocks in waiting areas between species 		\checkmark	Brief description
80	4.7	Reduce wait times for animals in reception area by implementing at least one (1) option from the following list to attain the 80 points.	V		
		Select all that apply: Alternate check-in protocols to avoid waiting in reception area 		√	Brief description
		 Covered outdoor waiting area Other: 		\checkmark	Brief description
80	4.8	Separate animals at exam, during treatment, and/or in wards/housing by providing at least one (1) option from the following list to attain the 80 points.			
		Select all that apply: Species-specific exam rooms Species-specific treatment areas Species-specific wards/housing Visual blocks between animals in treatment 			Drief description
		 Visual blocks between animals in treatment Visual blocks between animals in wards/housing 		\checkmark	Brief description Brief description
60	4.9	Facilitate family involvement in ICU/CCU setting by providing option for owner to visit with and/or stay with			

Facilities 7



😵 Facilities

Optic	onal S	Standards			
Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
80	4.10	Steps are taken and SOPs are maintained to improve the olfactory experience and include at least one (1) option from the following list to attain the 80 points.	\checkmark		
		 Select all that apply: Closed trash receptacles in exam rooms, treatment areas, AND wards Cleaning with low- and/or neutral-odor disinfectant In case they become soiled with body secretions, team members that have contact with animals have a change of clothes at the practice 			
		 SOP: Cleaning Protocol for Scale SOP: Exterior Animal Waste Removal SOP: Spot Cleaning of Housing SOP: Cleaning Protocol for Stethoscopes, +/- Otoscope, +/- Ophthalmoscope, +/- Nail Trimmers, 		$\begin{array}{c} \checkmark\\ \checkmark\\ \checkmark\\ \checkmark\\ \checkmark\\ \checkmark\end{array}$	SOP SOP SOP SOP
		+/- Bandage Scissors SOP: Prevention of Nose Blindness 		\checkmark	SOP
80	4.11	To reduce stress for animals in a ward setting, practice has implemented at least two (2) options from the following list to attain the 80 points.	\checkmark		
		 Select all that apply: Eliminates animals facing each other in wards Provides more than one dog ward Non-reflective surfaces in housing If bars are present on the doors of cat housing, they are horizontal Owner provides cat litter from home for his/her cat(s) 			
		 Housing has views to pleasant or neutral spaces Enrichment used in housing Litter boxes designed for ill or compromised cats Cat housing set with the bottom cage elevated, ideally at least 12" off the floor Fear Free dimensions for long-term cat housing (minimum 36" W x 30" H) 		\checkmark	Brief description Brief description
		Pheromone therapy		\checkmark	Brief description
60	4.12	Practice creates calming environments using lighting and sound engineering by implementing at least one (1) option from the following list to attain the 60 points	\checkmark		
		 Select all that apply: Minimize phone ringtone and pager volumes Dimmable lighting in exam rooms and/or wards Natural light in exam rooms and/or wards LED lighting in exam room, treatment area and/or wards Sound walls around exam room, treatment area, and/or wards Sound-reduction strategies (e.g., baffles, high NRC 		√ √ √	Location/use of Location Location Location Brief description
		ceiling tile)		\checkmark	Brief description



8 Facilities

Optio	onal S	Standards			
Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
60	4.13	Practice prevents noise and vibration by implementing at least one (1) option from the following list to attain the 60 points.	√		
		 Select all that apply: Isolation of mechanical equipment Non-audible practice paging systems (e.g., hands-free headsets) 		\checkmark	Brief description
		 Prevention of unnecessary operational noise Sound-dampening materials used in housing 		\checkmark	Brief description Brief description
50	4.14	Practice provides healthier environments using mechanical techniques including at least one (1) option from the following list to attain the 50 points.	~		
		 Select all that apply: Negatively pressurize ward spaces Achieve minimum air exchanges for ward(s) in one or more ways: Select all that apply: Isolation: 20-30 air changes/hr Cat ward: 25-30 air changes/hr Dog ward 12-20 air changes/hr Run ward 12-15 air changes/hr 		~	Location
		 External heat support provided to animals as needed to maintain normothermia 		1	Brief description

700	Total
320	Passing Score



Ommunity Education and Marketing

Optional Standards

oints	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
80	5.1	The practice utilizes at least two (2) marketing tools to highlight its Fear Free Certified Professionals to attain the 80 points.			
		 Select all that apply: Fear Free logo on practice website Fear Free logo and/or certification mentioned on certified team members' bio page Fear Free certificates are publicly displayed in practice Fear Free logo on certified team members' business cards Fear Free Consumer Brochure available in reception area and/or in exam rooms Fear Free social media tools utilized, such as banners, images, and posts provided by Fear Free (see Fear Free toolbox) Fear Free promotional video(s) posted on practice website or other social media 			
		 Link to Fear Free Happy Homes on practice website Other: 		\checkmark	Brief description
50	5.2	Fear Free Certified team members wear Fear Free trade by wearing at least one (1) item from the following list.			
		Select all that apply: Pins and/or patches Stethoscope clip Fear Free Treat Pouch 			
70	5.3	The practice is involved in community outreach at least once a year to educate others about Fear Free. Target audience must extend beyond practice's clientele.		✓	Brief description
		Examples include educating the public at pet expos, shelters, and rescues and speaking at schools, veterinary managerial meetings, training clubs, breeder clubs, and radio and television interviews. Can include in-person, print, and online communications.			
60	5.4	The practice provides a regular newsletter that utilizes the Fear Free logo and Fear Free tips and resources to clients.		\checkmark	Two (2) most recent newsletters
60	5.5	The practice incorporates Fear Free into appointment reminders. (e.g., text, email, or postcard reminders)		\checkmark	Example of reminder

320	Total
130	Passing Score



Sculture, Training & Leadership

Mandatory Standards

#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
6.1	Considerate Approach, Gentle Control, and Touch Gradient are employed by ALL practice team members during all client-animal interactions.	~		
6.2	If a rise in FAS is noted due to a practice team member's abilities during a procedure, steps are taken to reduce FAS by employing a more experienced practice team member to complete the procedure.			
6.3	As per the Fear Free FAS Scale, owners of animals exhibiting behaviors consistent with a sustained FAS score equal to or greater than 4 will be counseled on rescheduling and/or providing the animal with additional support to alleviate their FAS, including but not limited to analgesia and/or sedation.	~		
6.4	All practice team practice members exhibit an appropriate demeanor consistent with Fear Free principles when they can be seen and/or heard by clients and animals.	V		
5.5	Practice maintains a mission statement that includes core Fear Free principles.		\checkmark	Mission statement
5.6	The practice's new-hire orientation process must demonstrate inclusion of Fear Free definitions and goals.	\checkmark	√	New Hire Training Guide/Checklis
6.7	 SOPs for procedures that affect animals and/or clients must include Fear Free principles. Two (2) SOP uploads are required. Suggested topics include but are not limited to: General approach to patient handling (i.e., Restraint, Gentle Control, Touch Gradient, Considerate Approach, Wants vs. Needs) Contraindications to patient arriving hungry & feeding during visit Removal of cats from carriers Cat enclosure hiding and/or perching options and medical contraindications Enrichment for hospitalized patients, including owner visitation Radiography Euthanasia Venipuncture IVC placement and removal 	✓	✓	2 SOPs

- Appointment scheduling (i.e., review of EMR, Fear Free scheduling, bring pet in hungry, bring treats/food from home)



Sculture, Training & Leadership

Optional Standards

Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
80	6.8	The practice has at least one (1) Fear Free Champion who monitors and supports fellow practice team members Fear Free development. This includes ensuring at least four (4) hours of Fear Free CE is earned annually and anyone due for individual recertification (aka Elite) does so. Larger practices may benefit from each department having its own Fear Free Champion.		~	Name(s)
70	6.9	The practice holds team meetings at least once a month with an agenda that includes at least one (1) Fear Free topic.		√	Brief description
70	6.10	The practice regularly celebrates Fear Free wins by openly recognizing practice team members' successes. Examples include but are not limited to Employee of the Week/Month/Quarter, team meetings, Fear Free bulletin board, practice newsletter, website, or social media.		~	Brief description

220	Total
150	Passing Score



8 Patient Observation

Mandatory Standards

#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
7.1	When an appointment is scheduled, the Emotional Medical Record (EMR) is reviewed with the client and, if applicable, other practice team members to prepare the client, patient, and practice team members for the visit.	\checkmark		
	 The review shall include: Preferred healthcare provider to ensure optimal scheduling Use of or previous recommendation for pre-visit FAS intervention(s), including but not limited to PVN, PVP, medication for motion sickness, analgesia, and in-hospital sedation Clients are reminded to bring patient in a little hungry +/-bring favorite distractor (e.g., a toy, brushing) from home 			
	Exemptions: medical contraindications (e.g., a diabetic patient) OR it is known that another type of distractor (e.g., a toy, brushing) better manages the patient's FAS			

7.2 Unless medically contraindicated or other distraction strategies have proven to be more effective (e.g., a toy, brushing), food is used throughout the veterinary visit and the Treat Ladder is used as needed.



8 Patient Observation

Optional Standards

Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
70	7.3	Pre-Visit Preparation Practice team members have knowledge of and provide instructions to clients on how to deliver a calm pet to the practice.	√		
		Practice must provide at least two (2) options from the following list to attain the 70 points.			
		Select all that apply: New clients are provided with information regarding what to expect during their Fear Free Visit, such as Fear Free Happy Homes 10 Things That Make Fear Ever Visiter Different (print or dirited)		\checkmark	Upload if not a Fear Free resource
		 Free Veterinary Visits Different (print or digital). Clients are provided with/reminded of Fear Free travel recommendations, such as Fear Free Happy Homes How to Prepare Your Pet for a Veterinary Visit and How to Make the Trip to the Veterinary Hospital Fear Free (print or digital) 		✓	Upload if not a Fear Free resource
		 The Fear Free Pre-Visit Questionnaire is available to clients on the practice website and/or is emailed to the client prior to the appointment. Unless medically contraindicated, owners are instructed to give their pets treats before exiting the car and (cript the participation of the approximation). 			
		 car and/or in the parking lot on the way into the practice. Practice reserves specific hours for sensitive animals. Practice provides Fear Free scheduling to avoid bottlenecks and even the appointment flow. 		\checkmark	Reserved times Brief description
		 Practice provides regular and consistent CAT ONLY hours. 		4	Cat only times/days
90	7.4	Arrival at the Practice Practice team members have knowledge of and demonstrate welcoming experiences consistent with the Fear Free philosophy.	V		

Practice must provide at least four (4) options from the following list to attain the 90 points.

Select all that apply:

- □ If/when environmental conditions permit, owners are instructed to wait outside the practice with pet(s) until there is less congestion in the reception area.
- Alternative (not into reception area) entry to the practice is utilized.
- Owners and pets are moved directly into exam rooms upon arrival.
- Unless medically contraindicated, food is offered to pet by CSR and/or owner.
- Pheromones are used in reception area via diffusers and/or impregnated bandana/towel provided to patients upon arrival.
- Cats in carriers are elevated (i.e. not placed on the floor) whilst in reception area.
- CSR confirms use of pre-visit FAS intervention(s), including but not limited to PVN, PVP, medication for motion sickness, and analgesia.

✓ Brief description



8 Patient Observation

Optional Standards

Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
120	7.5	Outpatient Procedures and Experience Practice team members have knowledge and demonstrate appropriate use of Fear Free methods, protocols, and procedures during outpatient care.	V		
		Practice must provide at least five (5) options from the following list to attain the 120 points.			
		 Select all that apply: FAS score and response to food (if applicable) recorded by the CSR is reviewed by nurse/assistant and DVM. Technician/Nurse/Assistant/DVM confirms use of pre-visit FAS intervention(s), including but not limited to PVN, PVP, medication for motion sickness, and analgesia. Exam room interruption is minimized by preparing room in advance with anticipated supplies, minimizing in and out flow of practice team members, minimizing removal of animal from exam room, and minimizing separation of pet(s) & owner. 			
		 Supplemental warmth is provided during exams/procedures. Calming music or masking sound is used in exam 		√ √	Brief description Brief description
		 Commission masking sound is used in examination rooms. Pheromones used in exam rooms (must come from at least one of the following: diffuser, on team members, on handling tools). Unless medically contraindicated, water is provided in exam room during canine +/- feline visits. A litter box is provided in exam room during feline 		•	

□ A litter box is provided in exam room during feline visits.

120 7.6 Inpatient & Hospitalized Patient Procedures and Experience

Practice team members have knowledge and demonstrate appropriate use of Fear Free methods, protocols, and procedures during inpatient care.

Practice must provide at least seven (7) options from the following list to attain the 120 points.

Select all that apply:

- □ FAS score and response to food (if applicable) recorded by the CSR is reviewed by nurse/assistant and DVM.
- Technician/Nurse/Assistant/DVM confirms use of pre-visit FAS intervention(s), including but not limited to PVN, PVP, medication for motion sickness, and analgesia.
- Animals in need are provided with FAS prevention/management options such as pheromones, nutraceuticals, pharmaceuticals, and compression garments.



8 Patient Observation

Optional Standards

Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
		 Supplemental warmth is provided during exams and procedures. 		\checkmark	Brief description
		Nonslip flooring is provided in animal housing.		\checkmark	Brief description
		Visual blocks are provided in animal housing.		\checkmark	Brief description
		 Visual blocks are provided for animals receiving treatments. 		\checkmark	Brief description
		 Calming music or masking sound is provided in treatment area. 		\checkmark	Brief description
		 Calming music or masking sound is provided in animals housing wards. 		\checkmark	Brief description
		 Where animals are housed in the practice is done thoughtfully to minimize FAS. 		\checkmark	Brief description
		\Box During their stay, animals are provided with familiar			

 During their stay, animals are provided with familiar items from home such as bedding, toys, food, and cat litter.

80 7.7 Client Education to Improve Patient Experience During Next Visit

> Practice team members show knowledge and demonstrate appropriate delivery of instructions to clients regarding improving the patient's next visit.

Practice must provide **at least two (2)** options from the following list to attain the 80 points.

Select all that apply:

- Pre-visit FAS management interventions, including but not limited to medication for motion sickness, PVN, PVP, pheromones, analgesia, or compression garments, are dispensed, prescribed, and/or recommended.
- □ A different appointment time or avoidance of a "drop-off" appointment is recommended.
- For chronic conditions/diseases where distraction is not an effective method for providing Fear Free medical care, practice recommends a DS/CCC program with a qualified team member, such as a Fear Free Certified animal trainer, other aversive-free trainer, CAAB, or DACVB.
- Owners of dogs that require muzzles for safety are provided with Fear Free muzzle training client education (print or digital).
- Owners are provided with the Fear Free Happy Homes How to Prepare Your Pet for a Veterinary Visit handout (print or digital).

Name, credentials



Patient Observation

Optional Standards

oints	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
80	7.8	Client Education on Travel From Practice to Home & Home Care Practice team members show knowledge of and provide instructions to clients regarding how to transport patient home calmly and, if applicable, continue Fear Free care at home.			
		Resources may be in print or digital form and are provided to owners on an as-needed basis.			
		Practice must provide at least three (3) options from the following list to attain the 80 points.			
		Select all that apply: Owners are provided with crate and/or carrier acclimation instructions.			
		 Owners with multi-pet households are provided with resources for reintegration of pets, such as Fear Free Happy Homes How to Manage a Fear Free Return Home. 		\checkmark	Resource if not FF/FFHH
		 Owners are provided with the Fear Free Happy Homes How to Make the Trip to the Veterinary Hospital Fear Free handout. 			
		Instructions are provided and practice team member confirms clients know how to administer medication or treatment at home using Fear Free compatible techniques.		4	Resource if not FF/FFHH
		When animal being discharged has been sedated, anesthetized, or is compromised by a mechanical device, clear instructions are provided to prevent injury at home.		\checkmark	Upload if not a Fear Free resource

Patient Discharge 7.9

Practice team members have knowledge of and demonstrate patient discharge experiences consistent with the Fear Free philosophy.

Practice must provide at least two (2) options from the following list to attain the 80 points.

Select all that apply:

- Discharge instructions are reviewed in the exam room.
- □ Clients are invoiced in the exam room.
- □ Supervised pet stays in exam room while owner is invoiced by practice team member in reception area.
- □ One owner takes pet(s) outside or to car while discharge instructions are reviewed and invoice is completed with another owner.
- □ Cats in carriers are elevated (i.e., not placed on the floor) whilst in reception area.
- \Box Other steps are taken to minimize FAS during checkout process.

Brief Description



8 Patient Observation

Optional Standards

Points #	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
40 7.10	Communication of Fear Free Tools & Techniques to Clients Practice team members effectively communicate with owners about Fear Free throughout the visit. Practice must achieve both options indicated below to attain the 40 points. Fear Free efforts are communicated throughout the practice visit. Fear Free tools are accessible throughout the visit and/or stay.	~		

410 Passing Score