

#### **General**

Practice certification takes Fear Free implementation from an individual to a joint effort as practice team members work together to safeguard the emotional wellbeing of their patients, clients, and each other.

To earn the designation of Fear Free Certified Practice, the practice will need to implement the practice certification standards, complete an online self-assessment, and have a successful visit with a Fear Free Practice Certification Veterinarian. The online assessment includes the standards in this document and is available to practices once they register for practice certification.\*

The standards are divided into seven categories. Categories may include a mix of mandatory and optional standards or have only one or the other. Mandatory standards are assessed as pass/fail. Categories including solely optional standards are assessed using a point system. A minimum number of points must be earned to pass. If a practice fails to meet a mandatory standard or the minimum number of points, practice certification will not be granted.

<sup>\*</sup>Please read the Practice Certification Terms & Conditions for complete details.

### FEAR FREE PRACTICE CERTIFICATION STANDARDS TABLE OF CONTENTS

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### **8** Physical and Emotional

Mai	ndatory Standards			
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details
1.1	A licensed veterinarian approves and supervises all patient care.		✓	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.	<b>√</b>		
	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 and follows a Standard Operating Procedure (SOP) for preventing and alleviating fear, anxiety, and stress (FAS) upon arrival at the practice.	<b>√</b>	✓	SOP If 1.8, 1.9 & 1.10 are contained in single document, only upload once.
1.9	The practice maintains and follows a SOP for preventing and alleviating FAS during the visit at the practice.	✓	✓	SOP If 1.8, 1.9 & 1.10 are contained in single document, only upload once.
1.10	The practice maintains and follows a SOP for preventing and alleviating FAS during checkout/discharge from the practice.	✓	<b>√</b>	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.	<b>√</b>	<b>√</b>	Name, training credentials, and most recent CE
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.			



### **8** Physical and Emotional

Mai	Mandatory 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.	<b>√</b>	✓	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.		✓	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.							
1.15	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.	<b>√</b>						
	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.	<b>√</b>	✓	SOP				
	Standard is considered met if "N/A-service not provided" is selected on the self-assessment.							



#### **8** Physical and Emotional

### Mandatory Standards # Standard Tips, Tools & Templates Upload/Write-In Required Upload/Write-In Details

1.17 Fear Free Certified Practices shall not provide or recommend elective onychectomy (declawing) services for any animal. Elective declawing services include surgical removal of normal digits and digital flexor tendonectomy. Providing or recommending declawing as part of a behavior modification plan is considered elective and is not permitted.

Practices are permitted to provide surgical removal of medically abnormal digits resulting from trauma, infection, autoimmune disease, or neoplasia as part of a comprehensive medical treatment plan. Practices are permitted to provide dewclaw removals. As with all like procedures, pain management shall comply with Standards 1.6 and 1.7.



#### **®** Client Education

Mai	Mandatory Standards					
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details		
2.1	The practice DISPLAYS client education about Fear Free.  Either at least one (1) item must be present in the reception area and one (1) in each exam room* OR a minimum of three (3) items must be made accessible to clients via the practice website.  *Exemption: Comfort rooms used for euthanasia  See Fear Free Toolbox resources for options.	✓				
2.2	The practice has <b>at least three (3) TAKE-HOME</b> Fear Free	<b>√</b>				

2.2 The practice has at least three (3) TAKE-HOME Fear Free educational resources for owners.

Resources may be in print or digital form and are provided to owners on an as-needed basis.

See Fear Free Toolbox resources for options.



#### **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.	✓	✓			
	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					
170	Total					
80	Passina Score					



#### **Medical Records**

1ar	andatory Standards					
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details		
3.1	A Fear Free Pre-Visit Questionnaire (PVQ) is completed for all new patients. The PVQ should be standardized, easy to find in the medical record (MR), and used by all practice team members.	✓	<b>√</b>	3 PVQs		
	All applicable information from the PVQ is incorporated into the patient's EMR.					
	PVQ Exemptions: Emergency Visits, Euthanasia					
	Practices may use the Fear Free Pre-Visit CSR FAS Phone Interview, Pre-Visit Client Questionnaire, or Pre-Visit Questionnaire. If the practice elects to not use one of these resources, at a minimum, the following information is included in the PVQ:					
	<ol> <li>Does your pet show any reluctance to getting in the carrier or car?</li> <li>Yes</li> <li>No</li> </ol>					
	2. How would you describe your pet's behavior during travel?  Select all that apply.  Eager & excited  Subdued  More quiet than usual  More vocal than usual					
	3. Does your pet do any of the following during travel? Select all that apply.  Pant Tremble Pace Hide Drool Vomit Poop Pee					
	4. Are there any situations that your pet has tried to avoid or seemed to dislike of in the past? Select all that apply.    Entering the vet hospital   Unfamiliar people or animals   Being weighed   Going into the exam room   Being put up on the exam table   Having a rectal temperature taken   Ear exam/cleaning   Nail trim   Other    4. Has your pet ever been given any supplements or prescribed any medications to help manage his/her fear or anxiety associated with the visit? If so, what was it and what sort of results did you experience?					



#### **Medical Records**

Mai	Mandatory Standards						
#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details			
3.2	The practice maintains an 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.	✓	✓	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, at a minimum, the following information is included:						
	<ol> <li>Pre-Visit FAS Management Interventions</li> <li>Likes (prevents/alleviates FAS)</li> <li>Triggers (increases FAS)</li> <li>Preferred Location for Exam</li> </ol>						
	See the Fear Free EMR for additional suggestions.						
3.3	FAS documentation, using the <b>Fear Free FAS Scale</b> , 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)			



#### **%** Facilities

#	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 <b>one (1) or both</b> 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			
	<ul> <li>□ SOP to reduce FAS at the scale</li> <li>□ Pheromone diffusers, spray, and/or wipes in use</li> </ul>		√ ✓	SOP Brief description
	<ul> <li>Treat dispensers</li> <li>Design options for Considerate Approach and Gentle Control</li> </ul>		✓	Picture
	<ul> <li>Outdoor views from exam rooms for cats</li> <li>Enrichment for cats in exam rooms</li> <li>Realistic images of animals cats may perceive as threats</li> </ul>			
	(e.g., cats, dogs, birds of prey) are not displayed  Litter box in exam room			
	Unless medically contraindicated, water is provided in exam room during canine and/or feline visits			
	<ul> <li>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.</li> </ul>		<b>√</b>	Brief description, proof of COF

The interior and exterior of the practice are neat and clean.



#### **%** Facilities

Optional Standards					
Points	#	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 Drive-through Other:		✓	Brief description 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	✓	<b>√</b>	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.  Select all that apply:  Alternate check-in protocols to avoid waiting in reception area  Covered outdoor waiting area  Other:	✓	✓	Brief description 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 Visual blocks between animals in wards/housing		✓	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 pet in critical care setting.		✓	Brief description



#### **%** Facilities

Optional Standards							
oints	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details		
30	4.10	Steps are taken and SOPs are followed to improve the olfactory experience and include at least one (1) option from the following list to attain the 80 points.	✓				
		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		
		<ul> <li>□ SOP: Exterior Animal Waste Removal</li> <li>□ SOP: Spot Cleaning of Housing</li> </ul>		<b>√</b> <b>√</b>	SOP SOP		
		☐ SOP: Cleaning Protocol for Stethoscopes, +/- Otoscope, +/- Ophthalmoscope, +/- Nail Trimmers,		<b>√</b>	SOP		
		+/- Bandage Scissors  SOP: Prevention of Nose Blindness		✓	SOP		
30	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.	✓				
		Select all that apply:  ☐ Eliminates animals facing each other in wards ☐ Provides more than one dog ward					
		<ul> <li>Non-reflective surfaces in housing</li> <li>If bars are present on the doors of cat housing, they are horizontal</li> </ul>					
		Owner provides cat litter from home for his/her cat(s)		,	8.61		
		<ul> <li>Housing has views to pleasant or neutral spaces</li> <li>Enrichment used in housing</li> <li>Litter boxes designed for ill or compromised cats</li> <li>Cat housing set with the bottom cage elevated, ideally at least 12" off the floor</li> </ul>		<b>√</b> ✓	Brief description Brief description		
		☐ Fear Free dimensions for long-term cat housing					
		(minimum 36" W x 30" H)  ☐ Pheromone therapy		✓	Brief description		
50	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	✓				
		Select all that apply:  Minimize phone ringtone and pager volumes					
		☐ Dimmable lighting in exam rooms and/or wards		✓	Location/use of		
		<ul> <li>Natural light in exam rooms and/or wards</li> <li>LED lighting in exam room, treatment area and/or wards</li> </ul>		<b>√</b> ✓	Location Location		
		Sound walls around exam room, treatment area, and/or wards		✓	Location		
		$\ \square$ Sound-reduction strategies (e.g., baffles, high NRC		✓	Brief description		
		ceiling tile)  Masking sound		✓	Brief description		



#### **®** Facilities

Optio	Optional 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)  Prevention of unnecessary operational noise  Sound-dampening materials used in housing		✓ ✓ ✓	Brief description  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.	<b>√</b>				
		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		
		<ul> <li>External heat support provided to animals as needed to maintain normothermia</li> </ul>		✓	Brief description		
700	Tota	I					
320	Pass	ing Score					



### **®** Community Education and Marketing

**Passing Score** 

130

Optio	Optional Standards						
Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details		
80	5.1	The practice utilizes <b>at least two (2)</b> 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:		✓ ✓ ✓ ✓	Picture of display Picture of business card  Weblink Weblink 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.  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.		<b>√</b>	Brief description		
60	5.4	The practice provides a regular newsletter that utilizes the Fear Free logo and Fear Free tips and resources to clients.		✓	Two (2) most recent newsletters		
60	5.5	The practice incorporates Fear Free into appointment reminders. (e.g., text, email, or postcard reminders)		<b>✓</b>	Example of reminder		
320	Tota	l					



### **©** Culture, Training & Leadership

Mandatory Standards

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 interactions with animals.	✓					
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.	<b>√</b>					
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.	✓					
6.5	Practice maintains a mission statement that includes core Fear Free principles.		✓	Mission statement			
6.6	The practice's new-hire orientation process must demonstrate inclusion of Fear Free definitions and goals.	✓	✓	New Hire Training Guide/Checklist			
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  Appointment scheduling (i.e., review of EMR, Fear Free scheduling, bring pet in hungry, bring treats/food from home)			2 SOPs			



### **©** Culture, Training & Leadership

Optio	Optional Standards					
Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details	
80	6.8	The practice has <b>at least one (1)</b> Fear Free Champion who monitors and supports fellow practice team members' Fear Free development. This includes ensuring certified veterinary professionals earn <b>at least four (4)</b> hours of Fear Free CE annually. Larger practices may benefit from each department having its own Fear Free Champion.		<b>✓</b>	Name(s)	
70	6.9	The practice holds team meetings at least once a month with an agenda that includes <b>at least one (1)</b> Fear Free topic.		✓	Brief description	
70	6.10	The practice regularly recognizes and acknowledges practice team members for their Fear Free milestones and/or wins. Examples include but are not limited to: Employee of the Week/ Month or/Quarter; during team meetings; on a Fear Free bulletin board; via the practice newsletter, website, or social media.		✓	Brief description	
220	Tota	ı				
150	Pass	ing Score				



#### **82** Patient Observation

#### **Mandatory Standards** Tips, Tools & Upload/Write-In Upload/Write-In Standard Templates Required **Details** 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. The review shall include: 1. Use of or previous recommendation for pre-visit FAS intervention(s), including but not limited to PVN, PVP, medication for motion sickness, and/or analgesia. 2. Reminders 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.



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 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)  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/or in the parking lot on the way into the		✓	Upload if not a Fear Free resource  Upload if not a Fear Free resource
		practice.  Practice reserves specific hours for sensitive animals.  Practice provides Fear Free scheduling to avoid bottlenecks and even the appointment flow.  Practice provides regular and consistent CAT ONLY hours.		<b>√ √ √</b>	Reserved times Brief description 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.  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



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.  Practice must provide at least five (5) options from the following list to attain the 120 points.	<b>√</b>			
		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 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 visits.  ☐ Patients are routinely sedated and/or provided injectable analgesia prior to radiographs.		✓	Brief description Brief description	
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.				



Optional Standards						
Points	#	Standard	Tips, Tools & Templates	Upload/Write-In Required	Upload/Write-In Details	
		<ul> <li>Supplemental warmth is provided during exams and procedures.</li> <li>Nonslip flooring is provided in animal housing.</li> <li>Visual blocks are provided in animal housing.</li> <li>Visual blocks are provided for animals receiving treatments.</li> <li>Calming music or masking sound is provided in treatment area.</li> <li>Calming music or masking sound is provided in animals housing wards.</li> <li>Where animals are housed in the practice is done thoughtfully to minimize FAS.</li> <li>During their stay, animals are provided with familiar items from home such as bedding, toys, food, and cat litter.</li> <li>Patients are routinely sedated and/or provided injectable analgesia prior to radiographs.</li> </ul>		\( \frac{1}{2} \)     \( \frac{1}{2} \)    \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2} \)     \( \frac{1}{2}	Brief description  Brief description Brief description Brief description  Brief description  Brief description  Brief description  SOP	
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	



Optional Standards						
Points	#	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.				
		<ul> <li>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.</li> </ul>		✓	Resource if not FF/FFHH	
		<ul> <li>Owners are provided with the Fear Free Happy</li> <li>Homes How to Make the Trip to the Veterinary</li> <li>Hospital Fear Free handout.</li> <li>Instructions are provided and practice team member</li> </ul>		<b>√</b>	Resource if not FF/FFHH	
		confirms clients know how to administer medication or treatment at home using Fear Free compatible techniques.				
		When animal being discharged has been sedated, anesthetized, or is compromised by a mechanical device, clear instructions are provided to prevent injury at home.		✓	Upload if not a Fear Free resource	
80	7.9	Patient Discharge 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.  □ Other steps are taken to minimize FAS during		✓	Brief Description	
		checkout process.		*	oner bescription	



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.	<b>√</b>			
680	Tota	I				
410	Pass	ing Score				