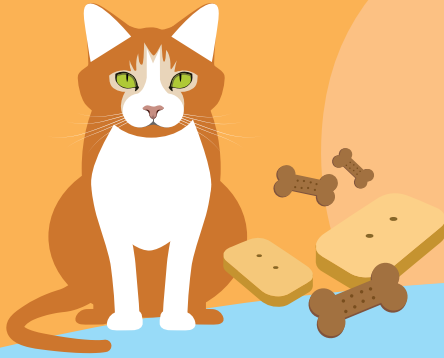




What to Expect at a Fear Free Certified® Practice



When You Make the Appointment

- ✓ If your pet is a new patient, you will be asked questions about your pet's preferences and past veterinary experiences.
- ✓ You will be provided with resources to help you provide a Fear Free experience on your way to the appointment.
- ✓ It will be recommended that you bring your pet in a little hungry and to bring his/her favorite treats, if medically appropriate.



When You Arrive

- ✓ You may be asked to wait outside or in your car with your pet until an exam room is ready.
- ✓ You may be offered a bandana for your dog or a blanket for your cat's carrier, both of which will have been treated with "happy pheromones" to help your pet relax.



During the Visit

- ✓ Your pet should be examined where he/she is most comfortable (e.g. on the floor, an ottoman, a window seat, or in a lap) and should be provided with a nonslip surface (e.g., yoga mat).
- ✓ Your pet will be offered yummy treats during the whole visit, if medically appropriate.
- ✓ It should be quiet. Relaxing music may be playing softly, but noise from overhead pages and ringing phones should be minimized, if not absent.
- ✓ If your pet is especially fearful during your visit, he/she may be given a calming medication or supplement to help ease the fear or you may be asked to reschedule the visit.

Before You Leave

- ✓ The veterinary team members will note your pet's emotional response to the visit and what treats and techniques worked best to prevent or reduce any fear, anxiety, and stress in your pet.
- ✓ If needed, the veterinary team will make suggestions to help make future visits even more enjoyable for your pet. This might include using calming medications or supplements to decrease fear and/or anxiety.

