



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 Consultant. 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.

* Please read the *Practice Certification Terms & Conditions* for complete details.

FEAR FREE PRACTICE CERTIFICATION STANDARDS TABLE OF CONTENTS

Category 1: Physical and Emotional

Mandatory Standards Page 1

Category 2: Client Education

Mandatory Standards Page 4

Optional Standards Page 5

Category 3: Medical Records

Mandatory Standards Page 6

Category 4: Facilities

Mandatory Standards Page 8

Optional Standards Page 9

Category 5: Community Education and Marketing

Optional Standards Page 12

Category 6: Culture, Training & Leadership

Mandatory Standards Page 13

Optional Standards Page 14

Category 7: Patient Observation

Mandatory Standards Page 15

Optional Standards Page 16

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Physical and Emotional

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. | | ✓ | 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. <i>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.</i> | ✓ | | |
| 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. <i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i> | | | |
| 1.6 | All surgical patients are provided with pain management. <i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i> | | | |
| 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 to the practice or beginning of the examination if a mobile unit. | ✓ | ✓ | SOP <i>If 1.8, 1.9 & 1.10 are contained in single document, only upload once.</i> |
| 1.9 | The practice maintains and follows a SOP for preventing and alleviating FAS during the visit at the practice. | ✓ | ✓ | SOP <i>If 1.8, 1.9 & 1.10 are contained in single document, only upload once.</i> |
| 1.10 | The practice maintains and follows a SOP for preventing and alleviating FAS during checkout/discharge from the practice or completion of the examination if a mobile unit. | ✓ | ✓ | SOP <i>If 1.8, 1.9 & 1.10 are contained in single document, only upload once.</i> |
| 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. <i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i> | ✓ | ✓ | Name, training credentials, and most recent CE |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Physical and Emotional

Mandatory Standards

| # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|------|---|-------------------------|--------------------------|-------------------------|
| 1.12 | <p>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.</p> <p><i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i></p> | ✓ | ✓ | Trainer Referral List |
| 1.13 | <p>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.</p> <p>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.</p> <p>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.</p> | | ✓ | SOP |
| 1.14 | <p>Housing (defined as any place an animal is housed while in the care of the practice for any length of time) is:</p> <ul style="list-style-type: none"> - 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) <p><i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i></p> | | | |
| 1.15 | <p>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.</p> <p><i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i></p> | ✓ | | |
| 1.16 | <p>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.</p> <p><i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i></p> | ✓ | ✓ | SOP |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Physical and Emotional

Mandatory Standards

| # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|------|--|-------------------------|--------------------------|-------------------------|
| 1.17 | <p>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.</p> <p>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.</p> | | | |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Client Education

Mandatory Standards

| # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|-----|---|-------------------------|--------------------------|-------------------------|
| 2.1 | <p>The practice DISPLAYS client education about Fear Free.</p> <p>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.</p> <p><i>*Exemption: Comfort rooms used for euthanasia</i></p> <p><i>See Fear Free Toolbox resources for options.</i></p> | ✓ | | |
| 2.2 | <p>The practice has at least three (3) TAKE-HOME Fear Free educational resources for owners.</p> <p>Resources may be in print or digital form and are provided to owners on an as-needed basis.</p> <p><i>See Fear Free Toolbox resources for options.</i></p> | ✓ | | |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Client 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
- Other

170 Total

80 Passing Score

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Medical Records

Mandatory Standards

| # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|-----|--|-------------------------|--------------------------|-------------------------|
| 3.1 | <p>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.</p> <p>All applicable information from the PVQ is incorporated into the patient's EMR.</p> <p><i>PVQ Exemptions: Emergency Visits, Euthanasia</i></p> <p>Practices may use the Pre-Visit CSR Phone Interview, Pre-Visit Questionnaire, or Mobile Practice 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:</p> <ol style="list-style-type: none">Does your pet show any reluctance to getting in the carrier or car? <input type="checkbox"/> Yes <input type="checkbox"/> NoHow would you describe your pet's behavior during travel? Select all that apply. <input type="checkbox"/> Eager & excited <input type="checkbox"/> Subdued <input type="checkbox"/> More quiet than usual <input type="checkbox"/> More vocal than usualDoes your pet do any of the following during travel? Select all that apply. <input type="checkbox"/> Pant <input type="checkbox"/> Tremble <input type="checkbox"/> Pace <input type="checkbox"/> Hide <input type="checkbox"/> Drool <input type="checkbox"/> Vomit <input type="checkbox"/> Poop <input type="checkbox"/> PeeAre there any situations that your pet has tried to avoid or seemed to dislike of in the past? Select all that apply. <input type="checkbox"/> Entering the vet hospital <input type="checkbox"/> Unfamiliar people or animals <input type="checkbox"/> Being weighed <input type="checkbox"/> Going into the exam room <input type="checkbox"/> Being put up on the exam table <input type="checkbox"/> Having a rectal temperature taken <input type="checkbox"/> Ear exam/cleaning <input type="checkbox"/> Nail trim <input type="checkbox"/> Other <input type="text"/>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? <input type="text"/> | ✓ | ✓ | 3 PVQs |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Medical Records

Mandatory Standards

| # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|-----|--|-------------------------|--------------------------|---|
| 3.2 | <p>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.</p> <p>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.</p> <p>To provide consistency across Certified Practices, at a minimum, the following information is included:</p> <ol style="list-style-type: none"> 1. Pre-Visit FAS Management Interventions 2. Likes (prevents/alleviates FAS) 3. Triggers (increases FAS) 4. Preferred Location for Exam <p><i>See the Fear Free EMR for additional suggestions.</i></p> | ✓ | ✓ | 3 Medical Records |
| 3.3 | <p>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.</p> <p>This includes but is not limited to visits with the veterinarian, veterinary technician/nurse, and assistants.</p> <p>Documentation shall include changes in FAS scores (increase/decrease), interventions, and results of said interventions.</p> <p><i>See page 2 of the Fear Free EMR for suggested tracking.</i></p> | ✓ | ✓ | 3 Medical Records (not required if included in 3.2 upload) |
| 3.4 | <p>A pain score is recorded for all patient visits with a veterinarian AND at least once daily for hospitalized patients.</p> | ✓ | ✓ | Pain Scoring System In Use 3 Medical Records (not required if included in 3.2 or 3.3 upload) |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



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. <i>Standard is considered met if "N/A-service not provided" is selected on the self-assessment.</i> | ✓ | | |
| 4.3 | Practice provides at least two (2) options from the following list. Select all that apply: <input type="checkbox"/> Outdoor exam space for dogs <input type="checkbox"/> Platform for cat carriers in reception area and/or exam rooms <input type="checkbox"/> SOP to reduce FAS at the scale <input type="checkbox"/> Pheromone diffusers, spray, and/or wipes in use <input type="checkbox"/> Treat dispensers <input type="checkbox"/> Design options for Considerate Approach and Gentle Control <input type="checkbox"/> Outdoor views from exam rooms for cats <input type="checkbox"/> Enrichment for cats in exam rooms <input type="checkbox"/> Realistic images of animals cats may perceive as threats (e.g., cats, dogs, birds of prey) are not displayed <input type="checkbox"/> Litter box in exam room <input type="checkbox"/> Unless medically contraindicated, water is provided in exam room during canine and/or feline visits <input type="checkbox"/> 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. | ✓ | ✓ ✓ ✓ ✓ | SOP Brief description Picture Brief description, proof of COF |
| 4.4 | The interior and exterior of the practice are neat and clean. | | | |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Facilities

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|--|-------------------------|--------------------------|---|
| 70 | 4.5 | <p>Facilitate positive emotional response BEFORE animal enters the practice by using at least one (1) option from the following list to attain the 70 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Treat dispenser at practice entry <input type="checkbox"/> Alternate access into practice (does not lead into reception) <input type="checkbox"/> Safe outdoor walking area <input type="checkbox"/> Drive-through <input type="checkbox"/> Greeting patient outside of practice <input type="checkbox"/> Other: <input type="text"/> | | <p>✓</p> <p>✓</p> | <p>Brief description</p> <p>Brief description</p> |
| 80 | 4.6 | <p>Separation of species in reception area by providing at least one (1) option from the following list to attain the 80 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Separate species entries to the practice <input type="checkbox"/> Separate species waiting areas <input type="checkbox"/> Visual blocks in waiting areas between species <input type="checkbox"/> We are a mobile practice (not applicable) | ✓ | ✓ | Brief description |
| 80 | 4.7 | <p>Reduce wait times for animals in reception area by implementing at least one (1) option from the following list to attain the 80 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Alternate check-in protocols to avoid waiting in reception area <input type="checkbox"/> Covered outdoor waiting area <input type="checkbox"/> We are a mobile practice (not applicable) <input type="checkbox"/> Other: <input type="text"/> | ✓ | <p>✓</p> <p>✓</p> | <p>Brief description</p> <p>Brief description</p> |
| 80 | 4.8 | <p>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.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Species-specific exam rooms <input type="checkbox"/> Species-specific treatment areas <input type="checkbox"/> Species-specific wards/housing <input type="checkbox"/> Visual blocks between animals in treatment <input type="checkbox"/> Visual blocks between animals in wards/housing <input type="checkbox"/> Mobile practice - species are separate due to nature of our practice | | <p>✓</p> <p>✓</p> | <p>Brief description</p> <p>Brief description</p> |
| 60 | 4.9 | <p>Facilitate family involvement in ICU/CCU setting by providing option for owner to visit with and/or stay with pet in critical care setting.</p> <ul style="list-style-type: none"> <input type="checkbox"/> N/A due to being a mobile practice | | ✓ | Brief description |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Facilities

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|------|---|-------------------------|---|---|
| 80 | 4.10 | <p>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.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Closed trash receptacles in exam rooms, treatment areas, AND wards <input type="checkbox"/> Cleaning with low- and/or neutral-odor disinfectant <input type="checkbox"/> In case they become soiled with body secretions, team members that have contact with animals have a change of clothes at the practice <input type="checkbox"/> SOP: Cleaning Protocol for Scale <input type="checkbox"/> SOP: Exterior Animal Waste Removal <input type="checkbox"/> SOP: Spot Cleaning of Housing <input type="checkbox"/> SOP: Cleaning Protocol for Stethoscopes, +/- Otoscope, +/- Ophthalmoscope, +/- Nail Trimmers, +/- Bandage Scissors <input type="checkbox"/> SOP: Prevention of Nose Blindness | ✓ | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ | <ul style="list-style-type: none"> SOP SOP SOP SOP SOP |
| 80 | 4.11 | <p>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.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Eliminates animals facing each other in wards or in holding cages <input type="checkbox"/> Provides more than one dog ward <input type="checkbox"/> Non-reflective surfaces in housing <input type="checkbox"/> If bars are present on the doors of cat housing, they are horizontal <input type="checkbox"/> Owner provides cat litter from home for his/her cat(s) <input type="checkbox"/> Housing has views to pleasant or neutral spaces <input type="checkbox"/> Enrichment used in housing <input type="checkbox"/> Litter boxes designed for ill or compromised cats <input type="checkbox"/> Cat housing set with the bottom cage elevated, ideally at least 12" off the floor <input type="checkbox"/> Fear Free dimensions for long-term cat housing (minimum 36" W x 30" H) <input type="checkbox"/> Pheromone therapy | ✓ | <ul style="list-style-type: none"> ✓ ✓ ✓ | <ul style="list-style-type: none"> Brief description Brief description Brief description |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Facilities

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|------|--|-------------------------|--|---|
| 60 | 4.12 | <p>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</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Minimize phone ringtone and pager volumes <input type="checkbox"/> Dimmable lighting in exam rooms and/or wards <input type="checkbox"/> Natural light in exam rooms and/or wards <input type="checkbox"/> LED lighting in exam room, treatment area and/or wards <input type="checkbox"/> Sound walls around exam room, treatment area, and/or wards <input type="checkbox"/> Sound-reduction strategies (e.g., baffles, high NRC ceiling tile) <input type="checkbox"/> Masking sound | ✓ | <ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ | <ul style="list-style-type: none"> Location/use of Location Location Location Brief description Brief description |
| 60 | 4.13 | <p>Practice prevents noise and vibration by implementing at least one (1) option from the following list to attain the 60 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Isolation of mechanical equipment <input type="checkbox"/> Non-audible practice paging systems (e.g., hands-free headsets) <input type="checkbox"/> Prevention of unnecessary operational noise <input type="checkbox"/> Sound-dampening materials used in housing | ✓ | <ul style="list-style-type: none"> ✓ ✓ ✓ | <ul style="list-style-type: none"> Brief description Brief description Brief description |
| 50 | 4.14 | <p>Practice provides healthier environments using mechanical techniques including at least one (1) option from the following list to attain the 50 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Negatively pressurize ward spaces <input type="checkbox"/> Achieve minimum air exchanges for ward(s) in one or more ways: <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Isolation: 20-30 air changes/hr <input type="checkbox"/> Cat ward: 25-30 air changes/hr <input type="checkbox"/> Dog ward 12-20 air changes/hr <input type="checkbox"/> Run ward 12-15 air changes/hr <input type="checkbox"/> External heat support provided to animals as needed to maintain normothermia | ✓ | <ul style="list-style-type: none"> ✓ ✓ | <ul style="list-style-type: none"> Location Brief description |

700 Total

320 Passing Score

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Community Education and Marketing

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|--|-------------------------|--|--|
| 80 | 5.1 | <p>The practice utilizes at least two (2) marketing tools to highlight its Fear Free Certified Professionals to attain the 80 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fear Free logo on practice website <input type="checkbox"/> Fear Free logo and/or certification mentioned on certified team members' bio page <input type="checkbox"/> Fear Free certificates are publicly displayed in practice <input type="checkbox"/> Fear Free logo on certified team members' business cards <input type="checkbox"/> Fear Free Consumer Brochure available in reception area and/or in exam rooms <input type="checkbox"/> Fear Free social media tools utilized, such as banners, images, and posts provided by Fear Free (see Fear Free toolbox) <input type="checkbox"/> Fear Free promotional video(s) posted on practice website or other social media <input type="checkbox"/> Link to Fear Free Happy Homes on practice website <input type="checkbox"/> Other: <input type="text"/> | | <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> | <p>Picture of display</p> <p>Picture of business card</p> <p>Weblink</p> <p>Weblink</p> <p>Brief description</p> |
| 50 | 5.2 | <p>Fear Free Certified team members wear Fear Free trade by wearing at least one (1) item from the following list.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Pins and/or patches <input type="checkbox"/> Stethoscope clip <input type="checkbox"/> Fear Free Treat Pouch | | | |
| 70 | 5.3 | <p>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.</p> <p><i>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.</i></p> | | ✓ | Brief description |
| 60 | 5.4 | <p>The practice provides a regular newsletter that utilizes the Fear Free logo and Fear Free tips and resources to clients.</p> | | ✓ | Two (2) most recent newsletters |
| 60 | 5.5 | <p>The practice incorporates Fear Free into appointment reminders. <i>(e.g., text, email, or postcard reminders)</i></p> | | ✓ | Example of reminder |

320 Total

130 Passing Score

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Culture, 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 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. | ✓ | | |
| 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: <ul style="list-style-type: none"> - 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 |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Culture, 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 certified veterinary professionals earn at least four (4) hours of Fear Free CE annually. 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 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 Total

150 Passing Score

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Mandatory Standards

| # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|-----|---|-------------------------|--------------------------|-------------------------|
| 7.1 | <p>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.</p> <p>The review shall include:</p> <ol style="list-style-type: none"> 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. <i>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</i> | ✓ | | |
| 7.2 | <p>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.</p> | | | |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|--|-------------------------|--------------------------|------------------------------------|
| 70 | 7.3 | <p>Pre-Visit Preparation Practice team members have knowledge of and provide instructions to clients on how to deliver a calm pet to the practice.</p> <p>Practice must provide at least two (2) options from the following list to attain the 70 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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 (<i>print or digital</i>). <input type="checkbox"/> 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 (<i>print or digital</i>). <input type="checkbox"/> 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. <input type="checkbox"/> 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 practice. <input type="checkbox"/> Practice reserves specific hours for sensitive animals. <input type="checkbox"/> Practice provides Fear Free scheduling to avoid bottlenecks and even the appointment flow. <input type="checkbox"/> Practice provides regular and consistent CAT ONLY hours. <input type="checkbox"/> If a mobile practice, owners are provided information on how to prepare patients for arrival of mobile unit and owner discussed whether patient would do best being examined within the mobile unit or in a separate location. | ✓ | | |
| | | | | ✓ | Upload if not a Fear Free resource |
| | | | | ✓ | Upload if not a Fear Free resource |
| | | | | ✓ | Reserved times |
| | | | | ✓ | Brief description |
| | | | | ✓ | Cat only times/days |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|---|-------------------------|--------------------------|-------------------------|
| 90 | 7.4 | <p>Arrival at the Practice Practice team members have knowledge of and demonstrate welcoming experiences consistent with the Fear Free philosophy.</p> <p>Practice must provide at least four (4) options from the following list to attain the 90 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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/mobile unit. <input type="checkbox"/> Alternative (not into reception area) entry to the practice is utilized. <input type="checkbox"/> Owners and pets are moved directly into exam rooms upon arrival. <input type="checkbox"/> Unless medically contraindicated, food is offered to pet by CSR and/or owner. <input type="checkbox"/> Pheromones are used in reception area via diffusers and/or impregnated bandana/towel provided to patients upon arrival. <input type="checkbox"/> Cats in carriers are elevated (i.e. not placed on the floor) whilst in reception area. <input type="checkbox"/> CSR confirms use of pre-visit FAS intervention(s), including but not limited to PVN, PVP, medication for motion sickness, and analgesia. <input type="checkbox"/> If a mobile practice, patients are brought into the unit individually, even if housemates. | ✓ | | |
| | | | | ✓ | Brief description |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|--|-------------------------|--------------------------|-------------------------|
| 120 | 7.5 | <p>Outpatient Procedures and Experience Practice team members have knowledge and demonstrate appropriate use of Fear Free methods, protocols, and procedures during outpatient care.</p> <p>Practice must provide at least five (5) options from the following list to attain the 120 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> FAS score and response to food (if applicable) recorded by the CSR is reviewed by nurse/assistant and DVM. <input type="checkbox"/> 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. <input type="checkbox"/> 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. <input type="checkbox"/> Supplemental warmth is provided during exams/procedures. <input type="checkbox"/> Calming music or masking sound is used in exam rooms. <input type="checkbox"/> Pheromones used in exam rooms (must come from at least one of the following: diffuser, on team members, on handling tools). <input type="checkbox"/> Unless medically contraindicated, water is provided in exam room during canine +/- feline visits. <input type="checkbox"/> A litter box is provided in exam room during feline visits. <input type="checkbox"/> Patients are routinely sedated and/or provided injectable analgesia prior to radiographs. | ✓ | | |
| | | | | ✓ | Brief description |
| | | | | ✓ | Brief description |
| | | | | ✓ | SOP |
| 120 | 7.6 | <p>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.</p> <p>Practice must provide at least seven (7) options from the following list to attain the 120 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> FAS score and response to food (if applicable) recorded by the CSR is reviewed by nurse/assistant and DVM. <input type="checkbox"/> 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. <input type="checkbox"/> Animals in need are provided with FAS prevention/management options such as pheromones, nutraceuticals, pharmaceuticals, and compression garments. | | | |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|--|-------------------------|---------------------------------|--|
| | | <input type="checkbox"/> Supplemental warmth is provided during exams and procedures. <input type="checkbox"/> Nonslip flooring is provided in animal housing. <input type="checkbox"/> Visual blocks are provided in animal housing. <input type="checkbox"/> Visual blocks are provided for animals receiving treatments. <input type="checkbox"/> Calming music or masking sound is provided in treatment area. <input type="checkbox"/> Calming music or masking sound is provided in animals housing wards. <input type="checkbox"/> Where animals are housed in the practice is done thoughtfully to minimize FAS. <input type="checkbox"/> During their stay, animals are provided with familiar items from home such as bedding, toys, food, and cat litter. <input type="checkbox"/> Patients are routinely sedated and/or provided injectable analgesia prior to radiographs. | | ✓ ✓ ✓ ✓ ✓ ✓ ✓ | Brief description Brief description Brief description Brief description Brief description Brief description Brief description SOP |
| 80 | 7.7 | <p>Client Education to Improve Patient Experience During Next Visit</p> <p>Practice team members show knowledge and demonstrate appropriate delivery of instructions to clients regarding improving the patient's next visit.</p> <p>Practice must provide at least two (2) options from the following list to attain the 80 points.</p> <p>Select all that apply:</p> <input type="checkbox"/> 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. <input type="checkbox"/> A different appointment time or avoidance of a "drop-off" appointment is recommended. <input type="checkbox"/> 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. <input type="checkbox"/> Owners of dogs that require muzzles for safety are provided with Fear Free muzzle training client education (print or digital). <input type="checkbox"/> Owners are provided with the Fear Free Happy Homes How to Prepare Your Pet for a Veterinary Visit handout (print or digital). | ✓ | ✓ | Name, credentials |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Optional Standards

| Points | # | Standard | Tips, Tools & Templates | Upload/Write-In Required | Upload/Write-In Details |
|--------|-----|---|-------------------------|----------------------------|---|
| 80 | 7.8 | <p>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.</p> <p><i>Resources may be in print or digital form and are provided to owners on an as-needed basis.</i></p> <p>Practice must provide at least three (3) options from the following list to attain the 80 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Owners are provided with crate and/or carrier acclimation instructions. <input type="checkbox"/> 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. <input type="checkbox"/> Owners are provided with the Fear Free Happy Homes How to Make the Trip to the Veterinary Hospital Fear Free handout. <input type="checkbox"/> Instructions are provided and practice team member confirms clients know how to administer medication or treatment at home using Fear Free compatible techniques. <input type="checkbox"/> When animal being discharged has been sedated, anesthetized, or is compromised by a mechanical device, clear instructions are provided to prevent injury at home. | | <p>✓</p> <p>✓</p> <p>✓</p> | <p>Resource if not FF/FFHH</p> <p>Resource if not FF/FFHH</p> <p>Upload if not a Fear Free resource</p> |
| 80 | 7.9 | <p>Patient Discharge Practice team members have knowledge of and demonstrate patient discharge experiences consistent with the Fear Free philosophy.</p> <p>Practice must provide at least two (2) options from the following list to attain the 80 points.</p> <p>Select all that apply:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Discharge instructions are reviewed in the exam room. <input type="checkbox"/> Clients are invoiced in the exam room. <input type="checkbox"/> Supervised pet stays in exam room while owner is invoiced by practice team member in reception area. <input type="checkbox"/> One owner takes pet(s) outside or to car while discharge instructions are reviewed and invoice is completed with another owner. <input type="checkbox"/> Cats in carriers are elevated (i.e., not placed on the floor) whilst in reception area. <input type="checkbox"/> Other steps are taken to minimize FAS during checkout process. | | <p>✓</p> | <p>Brief Description</p> |

FEAR FREE PRACTICE CERTIFICATION STANDARDS



Patient Observation

Optional Standards

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|--------|------|---|-------------------------|--------------------------|-------------------------|
| 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. <input type="checkbox"/> Fear Free efforts are communicated throughout the practice visit. <input type="checkbox"/> Fear Free tools are accessible throughout the visit and/or stay. | ✓ | | |

680 Total

410 Passing Score