



Category 2: Client Education

MANDATORY

2.1 The practice DISPLAYS client education about Fear Free veterinary care and FAS to all clients when visiting the practice.

- “Other” may include:
 - Another Fear Free Toolbox item
 - Information from Fear Free Happy Homes
 - If converted into a physical handout, it must include the weblink to the article.
 - Practice-produced piece
 - Must be uploaded for review
- The same Fear Free client education piece does not have to be in the exam rooms and waiting area. For example, the practice may display a Fear Free seasonal infographic in the lobby and the Fear Free FAS scale in the exam room.
- ALL team members must be able to locate all material.

MANDATORY

2.2 The practice provides TAKE-HOME client education materials about Fear Free veterinary care, Fear Free Happy Homes, and FAS.

- “Other” may include:
 - Another Fear Free Toolbox item
 - Information from Fear Free Happy Homes
 - If converted into a physical handout, it must include the weblink to the article.
 - Practice-produced piece
 - Must be uploaded for review
- Fear Free take-home client education may be provided via physical handout or digitally.
 - Digital format is acceptable if a specific weblink or file (e.g. PDF) is provided to the client.
 - It is highly recommended that if a weblink is provided, the client is emailed or texted said link so he/she does not have to type it into his/her web browser.
 - Verbal communication of “it’s on our website” or “Google xyz” is not enough to meet this standard.
- ALL team members must be able to locate all material.