



Category 6: Culture, Training & Leadership

MANDATORY

6.3 As per the Fear Free FAS Scale, if a patient exhibits behaviors consistent with a sustained FAS score of > 4, owner will be counseled on re-scheduling and/or patient will be provided with additional support to alleviate their FAS, including but not limited to analgesia and/or sedation.

- Review concept of wants vs. needs – Module 4, slide 1.36
- Review module 7a&b – analgesia, sedation
- Module 8 Talking Points
- Complimentary Course: Developing the Fear Free Plan of Action for Patient Care

MANDATORY

6.4 All team members exhibit an appropriate demeanor consistent with Fear Free principles when they can be seen and/or heard by clients and patients.

Think “SPAW”!

Examples include but are not limited to:

- Use “inside voices”
- Move calmly and deliberately
- Avoid large hand gestures
- Always use Considerate Approach, Gentle Control, and Touch Gradient

MANDATORY

6.6 The practice’s new-hire orientation process must demonstrate inclusion of Fear Free definitions and goals.

- Fear Free requires a team effort.
- Orientation and training for ALL team members must include Fear Free core concepts and skills.
- **Toolbox** resources include but not limited to:
 - Customer Service Overview: The Fear Free Approach to Welcoming Clients and Patients to Our Practice
 - Fear Free List of Must-Haves in Your Practice
 - Fear Free Checklist for the Client Service Rep
 - Module 8 Talking Points