



## **Category 7: Patient Observation**

### **OPTIONAL**

#### **7.3 Arrival at the Practice**

*Note: Not all options for this standard are featured here.*

#### **Pheromones are used in reception area via diffusers and/or impregnated bandana/towel provided to patients upon arrival**

If practice is using pheromone-impregnated bandanas, it may be less FAS-provoking to have the owner place it around the dog's neck vs. a veterinary team member. The owner should be instructed to allow the dog to sniff the bandana before it is secured around his/her neck.

#### **Patient, pet, and people interactions in reception area are managed to prevent and alleviate FAS**

Resources include but are not limited to:

- Fear Free Certification Program Module 3
- The CSRs will monitor the lobby environment<sup>1</sup>:
  - All dogs are on leash (4-6 feet, no retractable)
  - Pheromone plug-ins are operational and pheromone-treated towels or bandanas are available
  - Patients are monitored for FAS and managed appropriately
  - Patients vocalizing are recognized and managed appropriately
  - Comfortable flooring is available
  - Cats are elevated off the floor and/or carriers are covered
  - Treats are available and offered unless medically contraindicated
  - Noise levels are minimized
  - Calming music playing softly

Resources include but are not limited to:

- Module 8 Talking Points
- Podcast: The First Line of Defense: The Fear Free Client Service Representative (CSR)
- Complimentary Course: The Vital Role of Client Services Representatives
- Toolbox: Fear Free Checklist for the Client Services Rep

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<sup>1</sup> Adapted from Shreyer, Barrett "Environmental Management Checklist - Lobby" *Bringing Behavior in Clinical Animal Behavior Conference*, 2015