



Category 2: Client Education

MANDATORY

2.1 The practice DISPLAYS client education about Fear Free. At least one (1) item must be present in the reception area and ONE (1) in each exam room.

Comfort rooms used for euthanasia are exempt.

- The same Fear Free client education piece does not have to be in the reception area and exam rooms. For example, the practice may display a Fear Free seasonal infographic in the reception area and the FF FAS scale in the exam room.
- Fear Free Happy Homes (FFHH)
 - Most content requires a membership to access
 - Memberships are COMPLIMENTARY
 - If you elect to convert a FFHH article into a physical handout, either to display or to give to clients, the article shall not be edited and shall include both the link to FFHH and the reviewed/edited credits.
- Practice Made piece must be uploaded for review and approval

MANDATORY

2.2 The practice has at least three (3) TAKE-HOME Fear Free educational resources for owners.

Resources are provided to owners on an as-needed basis.

- 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
 - Verbal communication of 'it's on our website' or 'Google xyz' does **NOT** meet this standard
 - It is highly recommended that if a web link is provided, the client is emailed or texted the link so s/he does not have to type it into his/her web browser
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