



## **Category 4: Facilities**

### **OPTIONAL**

#### **4.6 Separation of species in reception area.**

- Separate entries for species: the most extreme of the species separation. This is ideal for the animals but may not be an ideal solution for all types of practices.
- Separate waiting areas are ideal to reduce anxiety for each species. This may be achieved with a wall or with a partial divider.
- For practices that cannot physically separate species, a visual block may be erected between areas of the reception area. This may be achieved with furniture, screens or plants. The visual block should extend above eye level of all animals to be effective.

### **OPTIONAL**

#### **4.7 Reduce wait times for animals in reception.**

- Alternative Check-In Methods
  - Non-Audible Paging Systems. These can be used to notify staff of a client's arrival or for the practice to notify the client when the examination room is ready.
  - Client either checks in at reception area when arriving or texts from the car once in the parking lot.
    - Practice either provides a restaurant-style buzzer or texts client when examination room is ready.
- Outdoor Covered Waiting Areas
  - Provide a covered waiting porch to be used in pleasant weather.
- Alternative Access into the Building
  - Provide doors directly to one or more exam rooms to provide an option for a fearful animal to come into exam rooms without going through the reception area.
  - If providing this option to clients, secondary fencing around the exam room door is recommended to ensure animals cannot escape.
- Ensure the method/s used are safe for clients and animals.