



Category 7: Patient Observation

OPTIONAL - Arrival at the Practice

7.4 Team members have knowledge of and demonstrate welcoming experiences consistent with the Fear Free philosophy.

Note: Not all options to meet this standard are featured here.

GENERAL CONCEPTS

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

- Practice team members, including CSRs, shall monitor the lobby environment¹:
 - All dogs are on leash (4-6 feet, no retractable)
 - Pheromone plug-ins are operational and pheromone-treated towels or bandanas are available
 - Animals are monitored for FAS and managed appropriately
 - Vocalizing animals 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

5-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 practice team member.
- The owner should be counseled to:
 - Allow the dog to sniff the bandana before it is secured around his/her neck
 - Stop if dog's FAS increases

Resources include but are not limited to:

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

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