Category 1: Physical and Emotional

MANDATORY
1.2 All patients are cared for in a humane manner by hospital team members

- Training
  - Staff are screened and selected for suitability to tasks assigned
  - Training addresses animal, personal and public safety
    - Training addresses appropriate handling and patient restraint technique
  - Staff performance is monitored on a continual basis
- Restraint
  - When restraint is needed it should be of the least intensity and duration needed
    - If a canine patient struggles longer than 3 seconds or a feline patient longer than 2 seconds, this indicates a need to stop and reassess
    - If a canine patient struggles 3 times or a feline patient struggles 2 times, this indicates a need to stop and reassess
  - Scruffing of cats is not permitted
  - Sedatives and tranquilizers used when appropriate to facilitate restraint
- Location
  - Staff should choose a calm and quiet environment for procedures
  - Staff should allow adequate time for the animal to acclimate to the environment

Equipment and Supplies

May include but are not limited to:

- Blankets and towels to assist with restraint and proved hiding places
- Humane traps for capture of fearful cats for sedation
- Basket-type muzzles are preferred
  - They provide safety but still allow mouth breathing, panting, and taking treats.
  - Avoid nylon or noose-type muzzles that hold the mouth shut or those that restrict opening of mouth or use them only for quick procedures. They should never be left patients when hospitalized.
- Various sedatives and medications to lower FAS and decrease restraint
- Treats, toys, brushes or other grooming objects to help with lowering FAS
- Non-slip surfaces

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Examples and Compliance Paths

- Training
  - Institute new employee training as well as annual refresher training in appropriate handling techniques
  - Develop training log covering all staff
  - Performance reviews of staff on an ongoing basis

- Restraint
  - Fear Free certification for staff involved in patient handling and care
  - Using considerate approach, gentle control, and touch gradient
  - Veterinary staff available to prescribe sedatives or medications as needed

- Location
  - Designated areas that are used for procedures
  - These designated areas should be quiet, confined, and safe areas where the patient can have adequate time to acclimate to the environment

Scoring

Training

- Review training program for Fear Free principles
- Review training log

Observation of designated areas for procedures
Observation of and conversations with staff members

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Photo Examples

Towel wrap technique for restraint Credit: Sophia Yin

Basket muzzle being utilized