



Category 1: Physical and Emotional

MANDATORY

1.8 Any patient that is observed to be experiencing mental suffering or distress must be assessed and appropriately treated in an urgent and timely manner.

- Job Level (who should be able to perform the task)
 - o Observation – all staff
 - o Treatment – veterinarian, veterinary technician or assistant
- Special Skills Required
 - o Ability to recognize mental suffering and distress
 - o Ability to treat a patient displaying mental suffering and distress

Equipment and Supplies

May include but are not limited to:

- FAS scale
- Blankets and towels
- Treats and toys
- Medications and sedatives to lower FAS and suffering.
- Humane traps for capture of fearful cats for sedation
- Basket-type muzzles are preferred
 - o They provide safety but still allow mouth breathing, panting, and taking treats.
 - o 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.
- Quiet, isolated space for treatment

Examples and Compliance Paths

- Any team member who recognizes that a patient is suffering reports this to a veterinarian or veterinary technician/assistant
- Veterinarian or veterinary technician/assistant takes patient to an appropriate location to begin treatment
- Treatment includes calming techniques and/or medication to reduce or eliminate mental suffering or distress
- Medical record is updated to show cause of incident, treatment given, results of treatment
- If medications are used, resources are available that address indications, potential side effects, and potential drug interactions (e.g. PI)



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- If medications are used, clients are advised of indications, potential side effects, and potential drug interactions

Scoring

Observation and/or review of medical records

Availability of client handouts advising of indications, potential side effects, and potential drug interactions of medications