



Category 2: Client Education

MANDATORY

2.1 The practice provides client education about Fear Free veterinary care and FAS to all clients when visiting the practice.

Training

- Staff not Fear Free certified are trained on Fear Free and FAS core concepts and key messages
- Staff performance is monitored on a continual basis

Equipment and Supplies

May include but are not limited to:

- Fear Free client brochures
- Fear Free client-specific handouts
- Fear Free veterinary resources handouts
- Fear Free Happy Home information
- Fear Free poster
- Fear Free FAS scale

Examples and Compliance Paths

- Institute new employee training as well as annual refresher training in appropriate Fear Free and FAS core concepts and key messaging
- Performance reviews of staff on an ongoing basis to ensure appropriate messaging is delivered regularly
- Group classes on Fear Free

Scoring

Client education material must include at least **three (3)** of the following and must be present in all exam rooms and the waiting area:

- Fear Free client brochures
- Fear Free client-specific handouts
- Fear Free veterinary resources handouts
- Fear Free Happy Home information
- Fear Free poster
- Fear Free FAS scale



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Practice-produced handouts that are compliant with the Fear Free principles may be substituted for any Fear Free- produced handouts.