



## Category 2: Client Education

### MANDATORY

**2.2 The practice provides take-home client education pieces about Fear Free veterinary care, Fear Free Happy Homes, and FAS to all clients.**

#### Training

- Staff not Fear Free certified is trained on Fear Free key messages and core concepts
- Staff is aware of location of Fear Free take-home materials

### 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 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 take-home resources are being given to clients when appropriate

### Scoring

Take home client education must include at least **three (3)** of the following, and must be present in all exam rooms, the waiting area and the check-out area:

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

Practice-produced handouts compliant with Fear Free principles may be substituted for any Fear Free-produced pieces.