



Category 4: Facilities

MANDATORY

4.2 Practice has implemented at least two (2) of the following:

- Outdoor exam for dogs
- Non-slip flooring
- Protocols to reduce FAS at the scale
- Pheromone diffusers, sprays, and wipes
- Design options for considerate approach and gentle control
- Fear Free exam table
- Treat dispenser
- Provide heat source for pet
- Platform for cat carriers in waiting and exam rooms
- Outdoor views from exam rooms for cats
- Enrichments for cats in exam rooms
- Eliminate images of other cats from view
- Increase temperature of room for cats
- Litter box in exam room

Equipment and Supplies

May include but are not limited to:

- Fear Free exam table
- Pheromone diffusers, sprays, and wipes
- Treat dispensers
- Towel heaters and other safe radiant heating devices
- Enrichments for patients
- Platforms and shelves for cats

Examples and Compliance Paths

Possible Compliance Paths (general)

- Non-slip flooring provides a coefficient of friction (COF) of at least 0.5 or greater. Ensure that the flooring maintains at least this level when wet or dry. Increasing static coefficient of friction to 0.6 or greater may be helpful for pets as this creates a higher traction surface. Flooring manufacturers' representatives can assist with providing this information. The following floor types work well to achieve this standard:



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- Safety sheet vinyl floors. Many of these achieve a COF of at least a 0.80 or greater when wet.
- Safety versions of luxury vinyl plank and tile. This product is not as useful for medical areas because it is not seamless, but can be used in offices, reception, and examination rooms.
- Rubber flooring can be specified as a recycled granular product or a smooth, sealed product. The latter is better in medical areas.
- Other types of harder flooring products such as tile and epoxy, but these must be carefully controlled in collaboration with the product manufacturers to provide a true non-slip surface.
- Protocols to reduce FAS at the scale. The hospital should demonstrate a standard protocol for dogs and cats that helps to reduce fear at the scale.
 - For example, the hospital could use a technique locating the scale in a more open area (so dogs are not forced into a corner or against a wall) and fed high-value treats on the scale.
 - Design solutions that may help include recessing the scale into the floor so dogs do not need to step up onto the scale.
- Pheromone diffusers, sprays, and wipes. These can be used in examination rooms to infuse the room with species-specific pheromones. Sprays and wipes can be used for surfaces and wipes can be used with gentle touch to reassure the patient.
- Patient examination surfaces all utilize non-slip surfaces.
- Design options for considerate approach and gentle control. This may mean many things to different hospitals, and the hospital can demonstrate its own methods for using the design of the room to achieve considerate approach and gentle control. Examples may include, but are not limited to:
 - Boxes placed on wall to assist with considerate approach to examining cats.
 - Low platforms or soft, clean floor mats for examining dogs near or on the floor.
- Treat dispenser. The hospital should place dispensers for a variety of species-appropriate high-value treats in the examination room.
- *Provide a heat source for the patients.* A towel heater or other safe heating device can be used to provide heated wraps or surfaces for the patients.

Possible Compliance Paths (dog only):

- Outdoor exam room. An outdoor exam room can be a more comfortable place for some dogs to be examined. This space can also be used for euthanasia. It should be fenced securely to prevent escape.

Possible Compliance Paths (cat only):

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- Platform for cat carriers in waiting and examination rooms to prevent cats from being placed on the floor
- Outdoor views from exam rooms for cats
- Enrichments for cats in exam rooms. This can take the form of toys, ledges, places to climb, litter boxes, etc.
- Eliminating images of other cats from view. In cat examination spaces, avoid any photorealistic images of cats, dogs, or other animals cats considered predatory.
- Increase temperature of feline exam rooms. Cats are metabolically neutral at above 80 degrees. Increasing the temperature (within a reasonable comfort zone for people) can create a more comfortable space for cats.

Scoring

Observational

Photo Examples



Non-slip safety vinyl flooring, Credit: Foto Imagery / Tim Murphy

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Options for considerate approach for cats and dogs. Credit: Foto Imagery / Tim Murphy



Options for Outdoor Examination for Dogs. Credit: Foto Imagery / Tim Murphy