



Category 4: Facilities

OPTIONAL

4.5 Facilitate positive emotional response before patient enters the building

Practice must provide **at least one (1)** of the following methods for facilitating positive emotional response for patients before they enter the practice to attain the 70 points:

- Treat dispenser at building entry
- Safe outdoor walking area
- Drive-through
- Other

Equipment and Supplies

May include but are not limited to:

- Treat dispensers
- Pheromone dispensers

Examples and Compliance Paths

- Safe outdoor walking area
 - o Safe outdoor areas and gardens where clients can walk their pets before entry.
- Drive-through
 - o This can also be used for feeding patients treats, so patients have an ongoing positive association with the practice.
- Other methods may be used and accepted at the discretion of the Fear Free accreditation staff.

Scoring

Observational



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Photo Examples



Treat dispensers can be placed in an entry vestibule. Credit: Foto Imagery / Tim Murphy