



## **Category 2: Client Education**

### **OPTIONAL**

#### **2.3 The practice provides Fear Free compliant CLIENT EDUCATION**

- Fear Free client education includes information about preventing and alleviating FAS, emotional wellbeing, behavior, pain management etc.
- For example, education on ear cleaning that did **NOT** include the potential need for analgesia (*if infected*), having pet on a non-slip surface and use of positive reinforcement, would not be considered Fear Free.
- Fear Free client education does not include use of positive punishment, including but not limited to verbal reprimands, shaker cans, air horns, citronella spray, and electronic mats, collars or fences.
- Client education may be provided via physical handout or digitally
  - Digital format is acceptable if a **specific** weblink or file (e.g. PDF) is provided to the client
  - Verbal communication of 'it's on our website' or 'Google xyz' does **NOT** meet this standard
  - It is highly recommended that if a web link is provided, the client is emailed or texted the link, so s/he does not have to type it into his/her web browser
- Fear Free Happy Homes (FFHH)
  - Most content requires a membership to access
  - Memberships are COMPLIMENTARY
  - If you elect to convert a FFHH article into a physical handout, the article shall not be edited and shall include both the link to FFHH and the reviewed/edited credits.
- ALL applicable practice team members shall be able to locate all material
- During the onsite visit, the Practice Certification Veterinarian may be required to upload one or more items. Sans that, the practice will be evaluated on what resources were observed in use.

*Examples include but are not limited to:*

### **1-Canine AND Feline Socialization**

#### ***Canine Socialization***

- FFP: **Fear Free Puppy Socialization Bingo**
- FFHH: <https://fearfreehappyhomes.com/socialize-new-dog-puppy/>
- FFHH: Training and Socialization 101 video
- '5 Secrets to a well-adjusted new puppy' by Kathryn Primm, DVM
- That Dog Geek – Beacon Dog Training
  - [https://www.youtube.com/channel/UC\\_mAuMGvtqi2LfeyTWUHcJA](https://www.youtube.com/channel/UC_mAuMGvtqi2LfeyTWUHcJA)
- AVSAB Position Statement on socialization
- [https://www.whole-dog-journal.com/issues/20\\_5/features/Puppy-Socialization-Guide\\_21638-1.html](https://www.whole-dog-journal.com/issues/20_5/features/Puppy-Socialization-Guide_21638-1.html)



## **Category 2: Client Education**

### ***Feline Socialization***

- FFP: **Fear Free Kitten Socialization Bingo**
- FFHH: <https://fearfreehappyhomes.com/how-to-set-your-kitten-up-for-success/>
- FFHH: <https://fearfreehappyhomes.com/teach-kittens-gentle-play-yes-you-can/>
- FFHH: <https://fearfreehappyhomes.com/emotional-rescue-how-play-meets-needs-of-young-cats/>
- '5 Secrets to a well-adjusted new kitten' by Kathryn Primm, DVM (DVM 360)
- <https://www.americanveterinarian.com/news/the-educated-client-kitten-socialization-made-easy>
- <https://www.aspcapetinsurance.com/blog/2018/march/07/how-to-socialize-your-cat/>

### **2-Puppy and/or Adult New Dog Housetraining**

- FFHH: <https://fearfreehappyhomes.com/9-tips-to-housetrain-your-puppy-or-adult-dog/>
- FFHH: <https://fearfreehappyhomes.com/housetrain-new-dog-puppy-10-tips/>
- ThatDogGeek - Beacon Dog Training: 7 Quick Tips for Toilet Training a Puppy or Dog
  - <https://www.youtube.com/watch?v=xpzjtHPQpOk>
- Veterinary Medicine April 2007 by Valarie Tynes, DVM, DACVB: 10 easy steps to housetrain your dog
- Arizona Humane Society: House Training
  - <https://www.azhumane.org/wp-content/uploads/2017/10/House-Training.pdf>

### **3-Litter Box Training and Care**

- FFHH: <https://fearfreehappyhomes.com/cat-litter-science-why-to-let-your-cat-choose/>
- <https://indoorpet.osu.edu/cats/basicneeds/litter-boxes>
- <https://catfriendly.com/cat-care-at-home/litter-box/>

### **4-Meeting the Scratching Needs of Cats**

- FFP: **Cat Got Your Couch? Try This?** (*FF Feline Destructive Scratching course*)
- FFHH: <https://fearfreehappyhomes.com/scratch-that/>
- FFHH: <https://fearfreehappyhomes.com/clawful-behavior/>
- FFHH: <https://fearfreehappyhomes.com/an-introduction-to-feliscratch/>
- <https://www.catscratching.com/>
- <https://catfriendly.com/cat-care-at-home/living-clawed-cat/>
- "It's natural for cats to scratch" AAFCO client handout
- <https://indoorpet.osu.edu/cats/basicneeds/scratching>

### **5-Meeting the Environmental Needs of Indoor Cats**

- FFHH: <https://fearfreehappyhomes.com/to-make-cats-happy-offer-choices-enrichment/>
- FFHH Video: Meeting the Basic Needs of Your Cat



## **Category 2: Client Education**

- FFHH: <https://fearfreehappyhomes.com/beat-feline-boredom-with-3-fun-cat-games/>
- <https://indoorpet.osu.edu/cats/basic-indoor-cat-needs>
- <https://indoorpet.osu.edu/sites/indoorpet/files/assets/documents/KeepingCatsIndoors-2013.pdf>
- <https://catfriendly.com/cat-care-at-home/what-your-cat-needs-to-feel-secure/>
- 'Your Cat's Environmental Needs' AAFCO Client Handout
- <https://catfriendly.com/cat-care-at-home/indoor-vs-outdoor/>
  
- FFHH: <https://fearfreehappyhomes.com/zoom-zoom-agility-training-gets-cats-off-the-couch/>
- FFHH: <https://fearfreehappyhomes.com/exercise-cat-feed-time/>
- FFHH: <https://fearfreehappyhomes.com/5-games-puzzles-keep-cats-mentally-physically-challenged-2/>
- FFHH: <https://fearfreehappyhomes.com/enrich-cats-life-art-connecting-cat/>
- FFHH: <https://fearfreehappyhomes.com/emotional-rescue-how-play-meets-needs-of-young-cats/>
- FFHH: <https://fearfreehappyhomes.com/five-cat-toys-you-can-make-in-less-than-five-minutes/>
- FFHH: <https://fearfreehappyhomes.com/cat-enrichment-products-top-5/>
- FFHH: <https://fearfreehappyhomes.com/low-cats-need-way-physical-space/>
- FFHH: <https://fearfreehappyhomes.com/catio-life/>

### **6-Canine Crate Training AND Feline Carrier Acclimation Training**

- FFHH: <https://fearfreehappyhomes.com/welcome-home-crate-train-new-dog-puppy/>
- FFHH: <https://fearfreehappyhomes.com/setting-routines-schedules-new-dog-puppy/>
- <https://positively.com/dog-behavior/puppy-knowledge/puppy-housetraining/crate-training/>
- Karen Pryor Academy's Positive Crate Training Guide
- Dog Training by Kikopup: <https://www.youtube.com/watch?v=P8yc5Y9HGY4>
- FFHH: <https://fearfreehappyhomes.com/cat-carrier-follies-help-cats-learn-love-carriers/>
- FFHH: <https://fearfreehappyhomes.com/cat-carrier-follies-help-cats-learn-love-carriers/>
- [http://catalystcouncil.org/resources/health\\_welfare/cat\\_carrier\\_video/](http://catalystcouncil.org/resources/health_welfare/cat_carrier_video/)
- Cat Carrier Training with Dr. Jacqui Neilson
  - [https://www.youtube.com/watch?feature=player\\_embedded&v=V5a19du2BjA](https://www.youtube.com/watch?feature=player_embedded&v=V5a19du2BjA)
  - [https://www.youtube.com/watch?feature=player\\_embedded&v=b6Bz6K6HqXg](https://www.youtube.com/watch?feature=player_embedded&v=b6Bz6K6HqXg)
- <https://catfriendly.com/be-a-cat-friendly-caregiver/cat-carriers/>
- <https://catfriendly.com/be-a-cat-friendly-caregiver/cat-carrier-mistakes-avoid/>
- Getting Your Cat in the Carrier for Your Next Vet Exam Feliway® Client Information Series by Ceva

### **7- How to Select a Trainer AND Training Resources**

#### ***Selecting A Trainer***

- FFHH: Training Videos



## **Category 2: Client Education**

- FFHH: **Finding a Qualified Trainer or Behavior Consultant & Red/Green Lights in Training and Behavior Consulting**
- [http://www.ispeakdog.org/how-to-choose-a-dog-trainer.html?fbclid=IwAR1SI8NO8hKpbPUVTap-GMMqx0f0CJezy\\_aeSS0FLhE5P38Ee64aGd25wCw](http://www.ispeakdog.org/how-to-choose-a-dog-trainer.html?fbclid=IwAR1SI8NO8hKpbPUVTap-GMMqx0f0CJezy_aeSS0FLhE5P38Ee64aGd25wCw)
- Victoria Stillwell: <https://positively.com/dog-training/find-a-trainer/how-to-choose-a-good-dog-trainer/>
- Pet Professional Guild - <https://www.petprofessionalguild.com/>
- <https://www.dacvb.org/page/dogs>
- AVSAB Position Statement: How to Choose a Trainer

### ***Training Resources***

- Team Education in Animal Behavior: <https://www.teamanimalbehavior.com/online-courses/>
- Jean Donaldson: <https://www.thegreatcourses.com/courses/dog-training-101.html>
- Lori Nanan: Fetching Canine Education + Solutions: <https://lorinanan.com/all-courses/>
- Kristi Benson Dog Training: <http://www.kristibenson.com/online-courses/>
- Victoria Stillwell: <https://positively.com/dog-training/positive-training/>
- Dog Training by Kikopup: <https://www.youtube.com/user/kikopup>
- The Family Dog: <https://www.thefamilydog.com/>
- Dr. Ian Dunbar: <https://www.dunbaracademy.com/>

### **Training Resources - Books:**

- *Puppy Start Right: Foundation Training for the Companion Dog* by Debbie Martin RVT, VTS (Behavior), CODT-KA, KPA-CTP, and Kenneth M. Martin, DVM, DACVB
- *Decoding Your Dog: Explaining Common Dog Behaviors and How to Prevent or Change Unwanted Ones* by Debra Horwitz, DVM, DACVB, John Ciribassi, DVM, DACVB and Steve Dale, CABC
- *The Other End of the Leash* by Patricia McConnell, PhD
- *From Fearful to Fear Free: A Positive Program to Free Your Dog from Anxiety, Fears, and Phobias* Drs. Marty Becker, DVM, Lisa Radosta, DVM DACVB, Dr. Wailani Sung, PhD, DVM, DACVB and Mikkel Becker, KPA, CTP, CBCC-KA, CDBC, CPDT-KA, CTC
- *Perfect Puppy in Seven Days: How to Start Your Puppy Off Right* by Sophia Yin, DVM, MS

### **8-Muzzle Training**

- FFHH: **Keep Calm and Muzzle On**
- <https://muzzleupproject.com/muzzle-training/>
- <https://www.maddiesfund.org/basket-muzzle-training.htm>
- Dog Training by Kikopup: <https://www.youtube.com/watch?v=KJTucFnAbw>
- Domesticated Matters, Chirag Patel: <https://youtu.be/1FABgZTFvHo>
- <https://bestfriends.org/resources/muzzle-training-dog-training-plan>



## **Category 2: Client Education**

### **9-Nail Trims & Grooming**

- FFHH: <https://fearfreehappyhomes.com/nail-anatomy-101-keep-trims-safe-not-scary/>
- FFHH: <https://fearfreehappyhomes.com/how-to-trim-puppy-nails-without-a-fuss/>
- FFHH: <https://fearfreehappyhomes.com/8-steps-fear-free-nail-trims-cat/>
- <https://www.youtube.com/watch?v=gAzup4LwIVo>
- Video series:
  - Part 1 [https://www.youtube.com/watch?time\\_continue=1&v=8vo2jtVXBsc](https://www.youtube.com/watch?time_continue=1&v=8vo2jtVXBsc)
  - Part 2 [https://www.youtube.com/watch?time\\_continue=6&v=08qcMc1GqrM](https://www.youtube.com/watch?time_continue=6&v=08qcMc1GqrM)
  - Part 3 [https://www.youtube.com/watch?time\\_continue=2&v=-2Pab8L1ZWE](https://www.youtube.com/watch?time_continue=2&v=-2Pab8L1ZWE)
- Donna Hill: <https://www.youtube.com/watch?v=6JTKrJ2sVGo>
- FFHH: <https://fearfreehappyhomes.com/make-brushing-a-pleasurable-experience-one-cats-story/>
- FFHH: <https://fearfreehappyhomes.com/taming-the-longhairs-locks-2/>
- <https://fearfreehappyhomes.com/brush-longhaired-dog/>
- <https://fearfreehappyhomes.com/12-tips-caring-senior-dogs-coat/>
  
- Please note, the following is **NOT** considered an acceptable option for CLIENT EDUCATION:
  - [https://drsophiayin.com/videos/entry/training\\_a\\_dog\\_to\\_enjoy\\_toenail\\_trims/](https://drsophiayin.com/videos/entry/training_a_dog_to_enjoy_toenail_trims/)
  - <https://www.youtube.com/watch?v=WWZUcLfHXLE>
  - It is highly unlikely an owner will have the skill needed to handle an animal with this high a level of FAS.
  - It also demonstrates simultaneous conditioning, not short-delay classical conditioning, the latter being more desirable.

### **10-Ear Care**

- FFHH: <https://fearfreehappyhomes.com/stop-ear-fear-help-pets-stay-calm-ear-care/>
- All Pets Education & Training:  
<https://www.youtube.com/watch?v=dAlVo4aXVYg&list=PLniRZehYiNIH0BEDnrNt-8drNyJ0xpH0c&index=2&t=0s>
- <http://veterinarymedicine.dvm360.com/fear-free-veterinary-training-tip-feline-ear-cleaning>  
(Mikkel Becker)

### **11-Anal Gland**

- <https://www.petmd.com/blogs/dailyvet/2009/September/17-4688>

### **12-Environmental Enrichment for Activity Restricted Pets**

- My Fantastic Friend, Jessica Ring: <https://www.myfantasticfriend.com/2019/06/14/operation-no-grumpy-gus-mental-enrichment/>



## **Category 2: Client Education**

### **13-Chronic Health**

*Why do these meet this standard? They address the fact that pain control and sedation may be needed, both of which help prevent & alleviate FAS.*

- <https://fearfreehappyhomes.com/coping-chemo-reduce-stress-pet/>
- <https://fearfreehappyhomes.com/pet-losing-a-limb-how-to-help-him-get-back-on-his-feet/>
- FFHH/Zoetis Pet Care: **When Is an Itch More Than Just an Itch?**
- <http://veterinarybusiness.dvm360.com/client-handout-what-do-about-miserable-itch>
- [http://files.dvm360.com/alfresco\\_images/DVM360//2015/12/11/13e2172b-6ac5-4c5e-af64-36ccbdc942fd/miserable\\_itch-AJF.pdf](http://files.dvm360.com/alfresco_images/DVM360//2015/12/11/13e2172b-6ac5-4c5e-af64-36ccbdc942fd/miserable_itch-AJF.pdf)
- [http://www.dvm360.com/sites/default/files/images/pdfs-for-alfresco-articles/Hot\\_spot\\_handout.pdf](http://www.dvm360.com/sites/default/files/images/pdfs-for-alfresco-articles/Hot_spot_handout.pdf)

### **14-Senior and/or Geriatric Patient Care**

- FFHH: <https://fearfreehappyhomes.com/category/explore/senior-pets/>
- FFHH: <https://fearfreehappyhomes.com/helping-your-senior-cat-2/>
- <https://dogdementia.com/enrichment-toys-for-senior-dogs/>
- <https://catfriendly.com/cat-care-at-home/senior-care/>

### **15-Palliative and/or Hospice Care and/or Euthanasia**

- FFHH: <https://fearfreehappyhomes.com/hospice-care-what-to-know-about-quality-of-life/>
- FFHH: <https://fearfreehappyhomes.com/hospice-helps-dogs-and-humans-cope-with-end-of-life/>
- FFHH: <https://fearfreehappyhomes.com/feline-hospice-offers-a-fearfree-path-to-a-lifes-end/>
- Lap of Love: <https://www.lapoflove.com/>
- [https://vetsocialwork.utk.edu/quality-of-life\\_resources/](https://vetsocialwork.utk.edu/quality-of-life_resources/)
- <https://vet.osu.edu/vmc/sites/default/files/import/assets/pdf/hospital/companionAnimals/HonoringtheBond/HowDoIKnowWhen.pdf>
- <https://www.compassionunderstood.us.com/>
- <http://pet-loss.net/>
- <http://petloss.com/>
- <https://veterinarypartner.vin.com/default.aspx?pid=19239&id=4951966>