

CENTRAL LANGLEY



## **WELCOME TO A FEAR FREE VETERINARY EXPERIENCE**

We are proud to have Fear Free certified professionals on our team that are dedicated to caring for your pet's *emotional* well-being, as well as his or her *physical* well-being.

Does your pet show signs of stress and anxiety before arriving at the veterinary office? What signs have you noticed in your pet at vet visits previously? Ask us if pre-visit sedation or supplements might help keep your pet more relaxed.

Once you arrive, you'll be brought into an exam room that was prepared especially for *your* pet. He or she will be given time to explore the area and relax a little before seeing the doctor. Special calming chemical signals, known as pheromones, are infused throughout the room and even sprayed on any blankets or towels that are used during the exam. Only dogs and cats can smell them; these pheromones are clinically proven to help reduce the stress a pet may feel during a veterinary exam, making it easier for the veterinarian to handle and exam your pet.

Would your pet be more comfortable waiting in the car rather than the reception area, or exam room? Just let us know, and we'll be glad to accommodate you.

Keeping our voices low and calm, and not using force to examine, test, or treat your pet is how we accomplish Fear Free visits at Central Langley Pet Hospital. We use gentle control techniques, innovative tools, and medication(s) when necessary to ensure your pet's emotional health isn't sacrificed for the sake of medical care.

Unless it's medically inappropriate, we'll be giving your pet lots of treats during the visit. This is so he or she starts associating a trip to the veterinarian with good things, which will keep stress levels low. Bringing your pet into the appointment hungry and with their favourite foods, treats and toys can help us greatly to achieve this! **Please bring along your pet's favourite treats, food and toys to make the visit easier for them.**

Some pets prefer to be examined up high on a table, in your lap, in their carrier, or on the floor - we aim to be where *your* pet is most comfortable. We also use specialized distraction techniques to keep your pet focused on good experiences while we perform procedures such as injections that might cause even brief stress.

Fear Free is a kinder, gentler way to handle your pet. It makes visits easier for them and you! We never want your pet to be afraid to see us and want their experience to be the most positive one possible.

Attached is your pet's Fear Free Report Card which you can fill out and bring with you to your pet's appointment so that we can attach it to your pet's permanent file.

Also attached are images and signs that we commonly see in dog or cat body language that are signals that a pet may be experiencing fear, anxiety or stress. If you recognize that your pet is experiencing any of these body language cues, be sure to let our team know prior to your pet's visit so we can help their visit be more comfortable.

We are one of only a few veterinary practice teams in the country able to offer this level of service for pets. Please let us know how we're doing!