



## Welcome to Your Fear Free Veterinary Visit



*You may see our staff doing things a little bit differently than others. All of our staff members have been trained in Fear Free techniques to help you and your pet have the most enjoyable visit possible at the Animal Hospital of Pensacola. Here are some of the things we do differently and why:*

There are pheromone diffusers in all examination rooms – Feliway in the cat room and Adaptil in the dog rooms. Pheromones are chemicals that can only be sensed by your pet and help to calm your pet naturally – they let your pet know “it’s ok” and “this is a friendly place”. We will also spray our clothes with these pheromones to help calm your pet.

There will frequently be classical piano music playing in the background of most areas in the hospital. This music has been found to be the most calming for pets and for people alike, so you can both relax and enjoy your visit.

When our staff greets you, we will offer treat rewards and praise. We may not immediately approach your pet but we may let your pet come to us when they feel comfortable. We will often walk into the exam room calmly, quietly and we may even appear to be ignoring your pet. This allows your pet time to inspect us and feel calmer about the situation. Your pet will frequently get many treats from many people in the hospital.

We try and avoid stainless steel and cold table tops. We will use covers for the tables or mats on the floor of the rooms.

We want to examine your pet and perform procedures where YOUR PET feels most comfortable. This may involve examining your pet while they are on your lap, on a chair or bench, on the table or the window sill, or on the floor. The most important part of the visit is that your pet feels comfortable.

We may use items to help your pet feel more secure such as towels (some pets prefer to be able to hide during exams), Thundershirts, or other distraction techniques. If there are special toys or blankets that your pet likes, we encourage you to bring them with you to your visit.

Some pets still become quite anxious with trips to the hospital. We may recommend some sedative medications to help your pet be more relaxed. These may be given orally in the exam room, injected or administered by gas anesthesia. We can always plan to send home some medications for the anxiety and have your appointment rescheduled so you can administer the medications at home BEFORE they become stressed.