

## **WELCOME TO YOUR FEAR FREE VETERINARY VISIT!**

*At Clappison Animal Hospital, we are working towards creating a more positive experience for both you and your pet. Here is what to expect at your visit:*

- 🐾 You may be asked to sit with your pet in the exam room for a few minutes prior to the start of your appointment. This allows your pet time to become more comfortable with their surroundings prior to meeting the veterinarian and staff.
- 🐾 Treats may be given to your pet before, during and after the appointment, if medically appropriate. We are trying to reinforce the happy and positive experience for your pet! If your pet has any food sensitivities or allergies, please let our front staff members know so that we can choose the most appropriate treats for your pet.
- 🐾 You may notice a plug-in diffuser in the wall – this is dispensing calming pheromones (Feliway or Adaptil) that only your pet can detect. It provides your pet with a feeling of safety and reduces their stress.
- 🐾 We may speak in softer tones to you and your pet as we try and create a relaxing and calming atmosphere.
- 🐾 We will try and examine your pet where they feel most comfortable in the examination room – this may be the table, the floor, or even sitting on your lap.
- 🐾 We encourage all of our clients to bring their pets to the hospital outside of your scheduled appointment for “Happy Visits”. We will spoil them with treats and love in an effort to teach them the veterinary clinic can be a fun and happy place to visit.
- 🐾 If your pet becomes too stressed during their appointment, we may need to reschedule your appointment and create a plan to better suit your pet’s needs. For some animals, sedatives or natural calming products may be required. If your pet is very stressed or fearful, we may recommend a stronger medication. We are happy to discuss available options for your pet.

If you have any suggestions on how we can better make your visit a positive experience for you and your pet, please let us know!

The Clappison Team

