

# ISFM Cat Friendly Clinic Accreditation Criteria

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There are three levels of Cat Friendly Clinic certification: Bronze, Silver and Gold. For a clinic to achieve Cat Friendly Clinic accreditation, they must meet *all* of the criteria at the relevant level.

This document summarises the major requirements at each level of accreditation. Although there are a number of criteria that must be fulfilled, and a number of these relate to the clinic premises and equipment, of equal importance in Cat Friendly Clinics is the ethos of the clinic and the attitude and approach of the staff.

## Official partners of the ISFM Cat Friendly Clinic programme



# 1. Staff training, CPD and Clinical Governance

<b>Bronze requirements</b>	
<b>1.1 Continuing Professional Development</b>	<p>Veterinarians and technicians/nurses must undertake relevant continuing professional development (CPD). Records of this should be kept, and an appropriate proportion of the study must be in feline medicine and surgery.</p> <ul style="list-style-type: none"> <li>• For veterinarians this must be at least 35 hours per year (up to 10 hours can be personal study), or 105 hours over 3 years</li> <li>• For nurses/technicians this must be at least 15 hours per year (up to 5 hours can be personal study), or 45 hrs over 3 years</li> </ul> <p>Personal study includes:</p> <ul style="list-style-type: none"> <li>• Reading books (eg, clinical textbooks), clinical journals and online materials</li> <li>• Reading other relevant material (such as the Cat Friendly Clinic Guide!)</li> </ul> <p>Non-personal study may include:</p> <ul style="list-style-type: none"> <li>• Attendance at conferences/seminars</li> <li>• Watching or listening to webinars/recorded lectures</li> <li>• In-clinic seminars etc.</li> </ul>
<b>1.2 Reference materials</b>	<p>Suitable current clinical books and journals must be freely accessible to all staff, and must include relevant feline medicine and surgery literature.</p>
<b>1.3 ISFM Membership</b>	<p>Clinics must be ISFM Practice Members before accreditation is granted - membership includes a monthly subscription to the Journal of Feline Medicine and Surgery for the clinic, free monthly veterinary webinars, access to the ISFM Members' Clinical Discussion Forum, along with other benefits (see: <a href="http://www.icatcare.org/isfm-membership">www.icatcare.org/isfm-membership</a>). No additional charge is made for Cat Friendly Clinic accreditation or re-accreditation so long as ISFM Membership is continued.</p>
<b>1.4 Case monitoring and discussions</b>	<p>The clinical outcome of cases must be monitored, and there must be an opportunity to discuss outcomes with other veterinarians regularly (eg, colleagues in the clinic, online forums such as the ISFM Members' Forum, regional meetings etc.), leading to changes in case management where appropriate. Records of such discussions and decisions made should be kept.</p>
<b>Additional requirements for Silver accreditation</b>	
No additional requirements at Silver level.	
<b>Additional requirements for Gold accreditation</b>	
No additional requirements at Gold level.	



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## 2. Handling of cats within the clinic

### Bronze requirements

#### 2.1 Cat Friendly Approach

The clinic must adhere to ISFM's cat friendly principles at all times when handling cats and dealing with clients. This includes, but is not limited to, all staff:

- Adhering to the AAFP/ISFM 2011 Feline Friendly Handling Guidelines (see: <http://aidelines.jfms.com>).
- Adhering to the AAFP/ISFM 2012 Feline Friendly Nursing Care Guidelines (see: <http://aidelines.jfms.com1>).
- Showing a gentle and empathetic approach to cats when being handled or restrained
- Minimising stress during handling, examinations and procedures
- Recognising and responding appropriately to feline fear and anxiety
- Instructing clients about how to reduce stress during the journey to and from the vet clinic
- Recommending good cat carriers to clients
- Avoiding forceful restraint and 'scruffing' of cats
- Minimising the negative impacts of odours, bright lights and noise for cats in the clinic

#### 2.2 CFC Cat Advocate

The clinic must appoint at least one veterinarian or veterinary nurse/technician as the 'Cat Advocate' who must ensure that all necessary Cat Friendly Clinic criteria are met, including implementation of Feline Friendly Handling and Nursing Care.

### Additional requirements for Silver accreditation

No additional requirements at Silver level.

### Additional requirements for Gold accreditation

No additional requirements at Gold level.



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### 3. Communicating with owners

<b>Bronze requirements</b>	
3.1 Clinical staff	The clinic must ensure that clients are aware of who is involved with the care of their cats and who the Cat Advocate is. Having a board/poster in the waiting room listing members of staff, with their pictures and a description of their role is the best way to achieve this, but information may also be provided on the clinic web site.
3.2 Owner information	Relevant cat information (such as the Cat Friendly Clinic client leaflets, see <a href="http://www.catfriendlyclinic.org">www.catfriendlyclinic.org</a> ) must be readily available for clients. This must include, but is not limited to, information on: <ul style="list-style-type: none"> <li>• The Cat Friendly Clinic scheme</li> <li>• Transporting a cat to the clinic</li> <li>• Medicating a cat</li> </ul>
3.3 Emergency care	Clients registered with the clinic must always be able to access emergency veterinary care, and they must be informed how to obtain such care outside normal clinic opening hours.
3.4 Costs of treatment	Options for investigations and treatment, and likely costs, must always be discussed with clients. Written estimates and itemised invoices must be provided on request.
3.5 Informed consent	Informed consent must be sought for all procedures (including diagnostics, medical treatments, surgery and euthanasia) when the cat is admitted to the clinic - this should ideally be via the use of forms that the client signs to give written consent.
<b>Additional requirements for Silver accreditation</b>	
3.6 Owner complaints	The clinic must record client complaints and act on them when appropriate.
<b>Additional requirements for Gold accreditation</b>	
No additional requirements at Gold level.	



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## 4 Clinic premises

### Bronze requirements

#### 4.1 Clinic premises

The clinic premises must adhere to good standards of cleanliness and hygiene and:

- Be free from excessive noise
- Be in good decorative order
- Have no offensive odours
- Have adequate lighting and ventilation
- Have adequate temperature control to keep an ambient working temperature of 18-26C

#### 4.2 Legal requirements

All applicable health, safety and legal regulations that relate to the veterinary clinic must be adhered to, these include but are not limited to regulations regarding:

- Scavenging and monitoring of waste anaesthetic gases
- Use of ionising radiation
- The storage and use of hazardous chemicals
- Data Protection
- Employment
- Purchase, storage, dispensing and use of medicines.

### Additional requirements for Silver accreditation

No additional requirements at Silver level.

### Additional requirements for Gold accreditation

No additional requirements at Gold level.



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## 5. Waiting room or reception area

### Bronze requirements

#### 5.1 Provision of waiting room

A suitable waiting room must be provided for clients and their cats prior to a consultation - this must contain sufficient seats for routine use and be free of excessive noise.

The only exception for this would be a mobile veterinary service/clinic where the consultation takes place within the owner's home.

#### 5.2 Waiting room design for cats

Direct contact between dogs and cats, and visual contact between dogs and cats in the waiting room should be avoided by having:

- A cat-only waiting room, OR
- A cat-only waiting area separated with sight barriers, OR
- If neither of these are possible, have cat-only appointment times for ALL routine cat visits

The only exception to these requirements would be a mobile veterinary service/clinic where the consultation takes place within the owner's home.

#### 5.3 Reducing stress for cats

Clinics are strongly encouraged to ensure cats in their carriers are raised up above floor level in the waiting room, and that sight and sneeze barriers exist between cats in the waiting room (eg, clean washed towels or blankets that can be placed over carriers).

### Additional requirements for Silver accreditation

#### 5.4 Waiting Room

The waiting room must be either:

- A cat-only waiting room, OR
- Have a cat waiting area separated with barriers to stop visual contact between cats and dogs. Cat-only appointment times are encouraged but do not remove the need for one of the above options

### Additional requirements for Gold accreditation

#### 5.5 Reducing stress in the waiting room

In the waiting room, cats (in their carriers) must be placed safely above floor level (eg, using chairs, benches, shelves or raised recesses).

#### 5.6 Stress and disease control in the waiting room

In the waiting room, vertical barriers must be incorporated between cats in their carriers to prevent aerosol (sneeze) contamination and direct eye contact between cats. If shelving with barriers is not available, as a minimum clean washed covers should be available and placed over cat carriers.



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## 6 Consulting Room(s)

### Bronze requirements

#### 6.1 Consulting Room(s)

There must be at least one clean and hygienic room dedicated to consultations (not applicable to a mobile veterinary service where consultations take place in the owner's home), which must:

- Have adequate light and ventilation
- Have a floor and examination table that allow thorough cleaning and disinfection
- Have a clean non-slip surface on the examination table for cats
- Have surfaces that are disinfected between examinations (along with equipment and hands)

The number of consulting rooms should be adequate for the normal caseload

#### 6.2 Equipment

Within the consulting room(s), ready access must be available to essential equipment (that is used appropriately) including, but not limited to:

- Stethoscope(s)
- Auriscope(s)
- Ophthalmoscope(s)
- Thermometer(s)
- Accurate, calibrated weighing scales appropriate for cats
- An indirect blood pressure monitor with cuffs suitable for cats

#### 6.3 Consultation length

The length of a routine consultation must be an absolute minimum of 10 minutes (although longer is strongly recommended) to minimise stress for cats and to permit 'cat friendly' handling.

### Additional requirements for Silver accreditation

#### 6.4 Consulting room(s)

The consulting room(s) must:

- Have enough space for the veterinarian, client(s), cat(s) and a nurse or technician
- Allow complete closure for privacy and safety.

#### 6.5 Equipment

Within the consulting area there must be ready access to a means of showing radiographs to clients (a viewer, or a screen for digital radiographs).

### Additional requirements for Gold accreditation

#### 6.6 Cat consulting room(s)

There must be:

- At least one consulting room used primarily or exclusively for feline consultations.
- At least one examination area that can be darkened for ophthalmic and other examinations - this does not necessarily have to be a dedicated consulting room.

#### 6.7 Consultation length

The length of a routine consultation must be an absolute minimum of 15 minutes, although longer is strongly recommended to minimise stress for cats and to allow 'cat friendly' handling.



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## 7. Clinical Records

### Bronze requirements

#### 7.1 Keeping records

Complete clinical records must be kept including, but not limited to:

- Owner and patient details
- Weight and body condition score
- Pain assessment scores
- Clinical information such as history, examinations, investigations, diagnoses and treatments
- Laboratory reports, consent forms and fee estimates

#### 7.2 Bodyweights

Accurate bodyweights of all animals to be medicated, sedated or anaesthetised must be recorded.

### Additional requirements for Silver accreditation

No additional requirements at Silver level.

### Additional requirements for Gold accreditation

No additional requirements at Gold level.



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## 8. Hospitalisation of cats

### Bronze requirements

8.1 Hospitalisation facilities are not necessarily required at Bronze level. However:

- Arrangements must always be in place to allow hospitalisation of cats, when needed, during the day and/or night
- If hospitalisation facilities are available within the clinic, they must meet the minimum (Silver) criteria below
- If full hospitalisation facilities are not available, arrangements must be in place with another local clinic to hospitalise cats where needed
- Wherever cats are routinely hospitalised, the facilities must meet the minimum (Silver) criteria below

### Additional requirements for Silver accreditation

8.2 Hospitalisation facilities

For accreditation at Silver level, facilities must be available within the clinic for routine hospitalisation of cats in a dedicated hospitalisation ward.

As a minimum, the hospitalisation facilities must allow for hospitalisation of cats during the day. Although it is preferable to have the ability to hospitalise cats during both the day and night, for Silver accreditation it is acceptable to transfer patients to another clinic for overnight hospitalisation when required

8.3 Construction of cages

Hospital cages must:

- Be in good condition, hygienic and easily cleaned
- Be secure and escape proof
- Be constructed of non-permeable material
- Have a solid opaque floor
- Have walls and a ceiling that are solid and opaque or, if the walls/ceiling are mesh or bars, a cover must be used so visual contact between cats is avoided and a sneeze barrier is created
- Be easily cleaned and disinfected (including any cover, if used)
- There must be cleaning/disinfection protocols to ensure the risk of cross-contamination is minimised

8.4 Position of cages

Ideally cages should not face each other or adjoin each other at an angle less than 180°. If cages do face each other (directly or at an angle), there must be a minimum of 2m between the closest parts of the cages and/or there must be a solid opaque barrier between them.

8.5 Dogs and cats hospitalised together

Within the hospitalisation ward:

- Dogs and cats must be separated as far as possible
- Visual contact between dogs and cats should be minimised
- Noise from dogs should be minimised
- Ideally a partition should be created between a dog and cat area

8.6 Facilities within the cage

The following must be provided within the cage for hospitalised cats:

- A litter tray (a variety of litter types must be available)
- Comfortable soft bedding (towels, blankets, acrylic bedding, 'igloos' etc.)
- Somewhere for the cat to hide (a 'sack bed', 'igloo bed', high-sided box etc.)
- A variety of toys (disposable or easily disinfected)

8.7 Identification of cats

All cats must be clearly identified while hospitalised at the clinic (eg, use of disposable collars).

8.8 Supervision of hospitalised cats

All hospitalised cats must be checked frequently and a veterinarian must examine every in-patient at least once daily.



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### 8.9 Overnight care of cats

A written policy is required for the overnight care of hospitalised cats, and owners must receive information on the level of overnight supervision that is provided.

### 8.10 In-patient records

All cats hospitalised overnight or longer must have daily in-patient records detailing basic parameters, with timed and initialled entries including, but not limited to:

- Vital signs (TPR)
- Pain assessment score
- Clinical signs
- Treatment(s)
- Food and water intake
- Urine and faeces output
- Weight (recorded regularly, ideally daily).

### 8.11 Washing and disinfection facilities

Within the in-patient (hospitalisation) area, there must be facilities for washing and disinfection of hands, bedding and utensils (litter trays etc.)

### 8.12 Management of feline patients

The following must be available and used when necessary:

- Facilities to maintain body temperature (eg, heated pads)
- Facilities to provide supplemental oxygen
- Facilities to bathe, dry, and groom hospitalised cats
- A range of different foods and food bowls for hospitalised cats
- A range of different IV fluids, administration sets and catheters suitable for feline use and the ability to administer controlled quantities of fluids (eg, burettes, fluid pumps or syringe drivers)

### 8.13 Cage sizes

The following are the minimum internal dimensions of cages that are acceptable (either for cages within the clinic or for cages at another clinic where cats are hospitalised):

- For cats hospitalised up to 24 hours: 2700 cm<sup>2</sup> (eg, 45 cm x 60 cm) floor area, and 39 cm height
- For cats hospitalised longer than 24 hours: 3600 cm<sup>2</sup> (eg, 60 cm x 60 cm) floor area, and 55 cm height

## Additional requirements for Gold accreditation

### 8.16 Hospitalisation of cats

All cats needing routine hospitalisation for both short-term (<24 hours) and long-term (≥24 hours) care should be hospitalised at this clinic. Transfer of routine cases to another clinic for hospitalisation is not permitted.

### 8.17 Cat-only hospitalisation ward

- There must be a quiet, calm cat-only hospitalisation ward for all feline patients, that is physically separated from any dog ward.
- If adjacent to a dog ward, it should be separated by a complete solid wall.
- The cat ward must have adequate lighting, ventilation and temperature control (keeping an ambient temperature of 18-26C)

### 8.18 Management of feline patients

- The clinic must have the ability to prepare and refrigerate foods
- The food storage and preparation area must be separate from washing/disinfection facilities
- Facilities to wash and disinfect food bowls must be separate from those used to wash and disinfect litter trays
- Caloric requirements of all cats hospitalised for >24 hours must be calculated and their food intake monitored
- There must be the ability to administer controlled quantities of IV fluids by using either a fluid pump and/or a syringe driver



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### 8.19 Isolation of feline patients

- There must be the ability to isolate a cat with a contagious disease
- The isolation area must be a separate, contained area away from other cats with clear signage
- If cages with mesh sides and/or tops are used for isolation, an impermeable cover that is easily cleaned and disinfected must be used over all areas except the front of the cage
- There must be a written policy on how to manage isolated cats including details of waste disposal, protective clothing to be worn, and disinfection procedures

### 8.20 Cage design

- All cages for routine hospitalisation must have solid opaque floors, walls and ceilings (mesh or bars for anything other than the front of the cage are not acceptable)
- For cats hospitalised for more than 24 hours, there must routinely be the ability for cats to perch as well as hide in the cage (eg, the cage should have a shelf, platform, box or structure so that the cat can rest above floor level).

### 8.21a Minimum cage sizes

The following are the minimum internal dimensions of cages that are acceptable:

- For cats hospitalised up to 24 hours: 3600 cm<sup>2</sup> (eg, 60 cm x 60 cm) floor area, and 55 cm height
- For cats hospitalised longer than 24 hours: 6300 cm<sup>2</sup> (eg, 90 cm x 70 cm) floor area, and 55 cm height



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## 9. Operating theatre and anaesthesia:

### Bronze requirements

9.1 An operating theatre and the ability to induce and maintain anaesthesia is not necessarily required for Bronze level accreditation. However, if the clinic does not have these facilities an arrangement must be in place with another local clinic to enable surgical intervention when necessary, and whatever facilities are used must meet at least the minimum (Silver) criteria outlined below.

### Additional requirements for Silver accreditation

#### 9.3 Anaesthesia equipment

There must be appropriate equipment available to induce and maintain general anaesthesia in a range of feline patients, including kittens. This must include but is not limited to:

- Equipment to administer oxygen, provide resuscitation and maintain body temperature
- A range of appropriate endotracheal tubes including uncuffed tubes and tubes suitable for kittens
- A suitable laryngoscope and topical local anaesthetic for the larynx
- Anaesthetic equipment must be regularly serviced and maintained in good working order

### Additional requirements for Gold accreditation

#### 9.4 Operating theatre

There must be an operating theatre available for conduct of sterile surgery at all times. The operating theatre must not be used as a consultation room, and must:

- Only contain equipment for surgical procedures  $\pm$  radiography
- Have easily cleaned surfaces
- Be well lit and have equipment suitable for illumination of surgical sites
- Have an operating table constructed of non-permeable material that is easily cleaned and disinfected and is not used for clipping of patients prior to surgery
- Have a written procedure for cleaning and disinfection
- Have scrub facilities separate from any ward cleaning facilities
- Have a means of displaying radiographs.

#### 9.5 Anaesthesia of feline patients

A trained member of staff must be present to monitor anaesthesia throughout the time the cat is anaesthetised. Anaesthetic charts must be filled out (and retained) except for very short (eg, cat castrate) or emergency procedures. These must include, but are not limited to:

- Details of the patient and procedure
- Induction and maintenance anaesthetic agents
- Vital signs recorded at regular and frequent intervals
- Any complications

#### 9.6 Anaesthetic equipment

Equipment that must be available and in routine use for anaesthesia monitoring includes, but is not limited to:

- Pulse oximetry (with a range of suitable feline probes)
- Blood pressure monitor (with suitable feline cuffs)
- An oesophageal stethoscope

#### 9.7 Post-anaesthetic recovery

A trained member of staff must undertake post-anaesthesia monitoring, within a dedicated or designated recovery area.



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## 10. Surgical equipment

### Bronze requirements

10.1 Surgical equipment and the ability to perform surgery within the clinic is not required at Bronze level. However, if the clinic does not have these facilities an arrangement must be in place with another local clinic to enable surgical intervention when necessary, and whatever facilities are used must meet at least the minimum (Silver) criteria outlined below.

### Additional requirements for Silver accreditation

#### 10.3 Unacceptable operations

Surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes (including declawing) must not be carried out.

#### 10.4 Surgical equipment

- A range of suitable surgical packs, sutures and sterile instruments must be available.
- Suitable cleaning and sterilisation facilities must be available for surgical equipment and instruments
- Sterile gowns and gloves must be available and used where appropriate.

### Additional requirements for Gold accreditation

#### 10.5 Sterilization of equipment

- Appropriate indicators must be used on all packs to confirm sterilisation has occurred.
- Sterile packs must be dated, and there must be a policy for re-sterilisation of older unused packs.



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## 11. Dental Equipment

Bronze requirements	
11.1	Dental equipment and the ability to perform dentals/dentistry within the clinic is not necessarily required at Bronze level. However, if the clinic does not have these facilities an arrangement must be in place with another local clinic to enable dentals to be performed when necessary. Whatever facilities are used must meet at least the minimum (Silver) criteria outlined below.
11.2	The only exception to the requirement to provide dental facilities is for clinics that are referral-only clinics (ie, see no first-opinion cases) and where dental referrals are not offered.
Additional requirements for Silver accreditation	
11.3	Dental equipment A selection of scalers, curettes, periodontal probes, elevators and/or luxators suitable for feline use must be available, and instruments must be sharp and properly maintained.
11.4	Safety Personal protective equipment for dentals must include aprons, masks, goggles and disposable gloves, and these must be worn where appropriate.
Additional requirements for Gold accreditation	
11.5	Dental records Proper dental records and charts must be maintained
11.6	Dental radiography Dental radiography must be available - specific dental equipment is ideal but, as a minimum, high-resolution imaging using intra-oral non-screen films or digital facilities must be available.
11.7	Dental equipment Facilities must be available to scale, polish and section teeth, and to perform extractions. Ultrasonic and high-speed air driven dental units are recommended and cooling water must be available.
11.8	Location of dental procedures Dentistry and dental procedures must never be performed in the operating theatre.



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## 12. Diagnostic imaging

Bronze requirements
<p>21.1 Diagnostic imaging equipment within the clinic is not necessarily required at Bronze level. However, if the clinic does not have radiography facilities an arrangement must be in place with another local clinic to enable imaging to be performed when necessary. Whatever facilities are used must meet at least the minimum (Silver) criteria outlined below.</p>
Additional requirements for Silver accreditation
<p>12.3 Radiography equipment</p> <p>Diagnostic quality radiography equipment must be available in the clinic along with a range of plates/cassettes suitable for cats and kittens.</p>
<p>12.4 Radiography procedures</p> <p>The radiography machine must include a light beam diaphragm, and there must be sufficient provision for non-human restraint of cats (eg, sedation, anaesthesia, blocks, cradles, wedges, sandbags and supports) to allow radiography without manual restraint whenever possible.</p>
<p>12.5 Radiation protection</p> <p>Appropriate personal protective equipment (eg, aprons providing radiation protection) must be provided wherever needed.</p>
Additional requirements for Gold accreditation
<p>12.6 Radiography records</p> <p>Radiography records must kept and must include, but are not necessarily limited to:</p> <ul style="list-style-type: none"> <li>• Patient details and area being radiographed</li> <li>• Details of exposure(s) and film(s), plate(s) or other equipment used</li> <li>• Names of people present</li> </ul>
<p>12.7 Ultrasonography</p> <p>Ultrasound equipment must either be available at the clinic, or arrangements must be in place to have easy access to ultrasound when necessary (either on-site or nearby).</p>



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## 13. Laboratory Equipment

### Bronze requirements

#### 13.1 Basic laboratory equipment

The clinic must have basic laboratory equipment including, but not necessarily limited to:

- Equipment to measure blood glucose concentration
- Equipment to perform basic urine chemistry analysis (eg, urine strips)
- A refractometer suitable for use with both urine and serum/plasma
- Facilities to prepare blood smears and smears of fluids/tissue impressions

#### 13.2 Additional investigations

Arrangements must be made for more extensive laboratory investigations, either on-site or through a suitable external laboratory.

### Additional requirements for Silver accreditation

#### 13.3 Additional equipment

The clinic must also:

- Have a good quality clinical microscope
- Have a centrifuge to assess PCV, separate blood, and sediment urine samples
- Undertake regular quality control checks for in-house equipment

#### 13.4 Trained staff

Trained staff must undertake all laboratory procedures, and these must be performed in a suitable area (eg, an impervious bench with hand washing facilities).

### Additional requirements for Gold accreditation

#### 13.5 Additional equipment

The clinic must also have facilities for:

- Measurement of blood electrolytes including Na, K and Ca
- Measurement of blood urea, creatinine, and total protein
- Staining slides (eg, Diff Qwik, Sedistain etc.) of blood, fluid, tissue and urine
- Assessment of feline blood types



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## 14. Medicinal products

Bronze requirements
<p>14.1 Using medicines</p> <p>Medicines must be:</p> <ul style="list-style-type: none"> <li>• Recorded and stored according to manufacturers recommendations and statutory requirements</li> <li>• Labelled with the date they are opened</li> <li>• Prescribed and dispensed according to current guidelines and statutory requirement</li> <li>• Disposed of appropriately if out of date</li> </ul>
<p>14.2 Adverse events</p> <p>The clinic must notify all adverse drug events to the appropriate veterinary, drug and/or licensing authority(ies).</p>
Additional requirements for Silver accreditation
No additional requirements at Silver level.
Additional requirements for Gold accreditation
<p>14.3 Additional equipment</p> <p>The clinic must be able to access help from a service offering specific advice on the management of poisons.</p>

### For the accreditation process, clinics are also requested to:

- Provide details of sizes of hospitalisation cages
- Provide details of certain equipment in the clinic
- Provide details of structure of the waiting room
- Provide photographs of all aspects of the clinic



Cat Friendly Clinic is a programme from the International Society of Feline Medicine, the veterinary division of the charity International Cat Care • [www.icatcare.org](http://www.icatcare.org) • [www.catfriendlyclinic.org](http://www.catfriendlyclinic.org)

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