

# Cat Friendly Clinic Silver & Gold Criteria

The following criteria form the minimum requirements for clinics to obtain Cat Friendly Clinic (CFC) accreditation at Silver and Gold levels. All of these criteria must be met and are in addition to the Foundation requirements which must also be fulfilled to achieve Silver or Gold CFC status (see separate document).

## Waiting Room

### Silver

All Foundation requirements plus:

The waiting room must be either:

- A cat-only waiting room
- Have a cat-only waiting area separated with sight 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. A cover placed over a carrier helps the cat to feel more secure but is not an adequate visual barrier between cats and dogs.

The cat waiting room/area should be situated so that access to the examination rooms minimises contact with dogs and avoids excessive noise.

### Gold

No additional requirements

## Consulting Room

### Silver

No additional requirements

### Gold

All foundation and Silver requirements plus:

There must be at least one consulting room used primarily or exclusively for feline consultations.

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 interactions.

# Hospitalisation

## Silver

All Foundation requirements plus:

Facilities must be available within the clinic for hospitalisation of cats in a dedicated hospitalisation ward.

As a minimum, 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/weekend hospitalisation when required.

Staff responsible for feline care must be trained in the recognition of stress (e.g. fear, frustration) associated with feline hospitalisation and how to manage and minimise this.

All of the following criteria must be met by the clinic applying for Cat Friendly Clinic accreditation, as well as any other clinic(s) where cats are routinely transferred to for overnight/weekend care.

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 covers).
- There must be written cleaning/disinfection protocols to ensure the risk of cross-contamination is minimised.

Cages should ideally 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.

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

- A litter tray (a variety of unscented 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), if appropriate.

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

The following must be available in the clinic and used when necessary:

- Facilities to maintain body temperature (e.g., 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 intravenous fluids, administration sets and catheters suitable for feline use and the ability to administer controlled quantities of fluids (e.g., burettes, fluid pumps or syringe drivers).

# Hospitalisation continued

## Silver continued....

Within the hospitalisation ward:

- Dogs and cats must be separated as far as possible.
- Visual contact between dogs and cats must be minimised.
- Noise and personnel must be minimised.

Caregivers must receive information on the level of overnight supervision that is provided for all hospitalised cats.

All cats must be clearly identified while hospitalised at the clinic (e.g., use of appropriate identification and documentation).

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

All cats hospitalised for 2 hrs 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.
- Emotional state.
- Clinical signs.
- Treatment(s).
- Food and water intake.
- Urine and faeces output.
- Bodyweight and body condition score.

The following are the **minimum** internal dimensions of cages (excluding shelving) 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> floor area (e.g., 45cm x 60 cm), and 39 cm height.
- For cats hospitalised longer than 24 hours: 3600 cm<sup>2</sup> floor area (e.g., 60 cm x 60 cm) floor area, and 55cm height.

## Gold

All Foundation and Silver requirements plus:

All cats needing 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 overnight/weekend hospitalisation is not permitted. This does not include cases referred to another clinic which then takes over the care of the patient until discharge.

There must be a quiet, calm cat-only hospitalisation ward for all feline patients, that is physically separated from any dog ward.

# Hospitalisation continued

## Gold continued...

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).

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. This can be as simple as using separate washing up bowls.

Resting energy requirements (RER) of all cats hospitalised for  $\geq 24$  hours must be calculated, and their food intake monitored and recorded.

There must be the ability to administer controlled quantities of IV fluids by using an electronic device such as a fluid pump or syringe driver.

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).

There must be the ability for cats to perch as well as hide in the cage (e.g., the cage should have a shelf, platform, box or structure so that the cat can rest above floor level).

Additional elements to enrich the environment such as toys, different hiding and perching opportunities, different bedding, soft-closing cage doors, and the use of feline synthetic facial pheromone sprays/diffusers should be provided.

The following are the **minimum** internal dimensions of cages that are acceptable (excluding shelving):

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

Facilities to isolate a cat with a contagious disease must be available in the clinic:

- 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.

# Anaesthesia

## Silver

All Foundation requirements plus:

Within the clinic 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/prevent hypothermia.
- 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.

The clinic must routinely assess pain in feline patients and intervene with appropriate analgesic therapy whenever pain is suspected or anticipated. This includes but is not limited to:

- Prior to examination in a painful cat (unless contra-indicated).
- Use of appropriate multimodal analgesia when indicated.
- Appropriate perioperative analgesia for all surgical procedures, including dentistry.
- Use of pre-emptive analgesia whenever possible.
- Appropriate analgesic therapy for both hospitalised cats and those requiring therapy at home.

## Gold:

All Foundation and Silver requirements plus::

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 (e.g., 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.

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.

A trained member of staff must undertake post-anaesthesia monitoring.

# Surgery

## Silver

All Foundation requirements plus:

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.

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.

## Gold

All Foundation and Silver requirements plus:

There must be an operating theatre available for conduct of sterile surgery at all times. The operating theatre must not be used for any other purpose (e.g as a consultation room) and must:

- Only contain equipment for surgical procedures ± 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.

# Dentistry

## Silver

All Foundation requirements plus:

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.

Each patient should have its own sterile periodontal/oral surgery pack of instruments

Proper dental records and charts must be maintained. An example chart can be found [HERE](#)

## Dentistry continued

### Gold

All Foundation and Silver requirements plus:

Dental radiography – specific dental equipment is ideal but, as a minimum, high-resolution imaging using intra-oral non-screen films or digital facilities must be available.

Full mouth dental radiographs must be offered with every dental procedure, and both pre- and post- extraction radiographs must be offered with all dental extractions.

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.

Dentistry and dental procedures must never be performed in the operating theatre.

## Diagnostic Imaging

### Silver

Radiography equipment and the ability to take radiographs within the clinic is not required at Silver level.

If radiography is not available in the clinic, there must be a clear written protocol for how to arrange radiography if required.

If radiography is available in the clinic, the facilities must meet the minimum requirements for Gold (see below).

Ultrasound equipment must either be available at the clinic, or arrangements must be in place to have easy access to ultrasound nearby when necessary.

### Gold

Within your clinic there must be:

- A range of cassettes suitable for cats and kittens.
- A radiography machine which includes a light beam diaphragm.
- Sufficient provision for non-human restraint of cats (e.g., sedation, anaesthesia, blocks, cradles, wedges, sandbags and supports) to allow radiography without manual restraint whenever possible.
- Radiography records which must include, but not necessarily limited to:
  - Patient details and area being radiographed.
  - Details of exposure(s) and film(s), cassette(s) or other equipment used.
  - Names of people present.

Ultrasound equipment must either be available at the clinic, or arrangements must be in place to have easy access to ultrasound nearby when necessary.

# Laboratory Equipment

## Silver

All Foundation requirements plus:

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.

## Gold

All Foundation and Silver requirements plus:

The clinic must also have in-house facilities for:

- Measurement of blood electrolytes including Sodium, Potassium and Calcium.
- Measurement of blood urea, creatinine, and total protein.
- Staining slides (e.g., Diff Quik, Sedistain etc.) of blood, fluid, tissue and urine.

**The CFC certificate and any promotional material in which it features can only be cited for the specific clinic for which it was completed. Each clinic premises will need a separate application with supporting information.**

**The CFC certification will need to be renewed annually to maintain registration on the ISFM and client facing websites and to use the CFC status and logo. Annual ISFM Clinic Membership is also required. In addition, a full reaccreditation is required every 3 years.**

**ISFM may share data submitted with any local ISFM veterinary partner organisation and with ISFM Cat Friendly Clinic commercial partners, but data will not be made available to any other parties.**

**ISFM may undertake random visits to accredited clinics and may collect feedback (eg, from clients) and reserves the right to withdraw accreditation if any of the above is found to be untrue.**

**The clinic agrees to the following:**

- To remain a Clinic member of ISFM during the accreditation period
- To have its contact details displayed on the Cat Friendly Clinic website
- To display the Cat Friendly Clinic Charter prominently in its waiting room
- To inform ISFM of any changes to the Cat Advocate(s)
- To ensure the Cat Friendly Clinic logo is used on clinic materials
- To inform ISFM of any changes to the clinic which may affect the accreditation