General clinic requirements:

**Bronze**  
- □ Premises has/is:
  - □ Good standard of cleanliness and hygiene
  - □ Adequate lighting, ventilation and temperature control
  - □ Free from excessive noise
  - □ In good decorative order
  - □ Details of how clients can access emergency veterinary care available at all times

- □ Ensure clients know who is involved in the care of their cats
- □ Informed consent sought for all procedures
- □ Options and cost for investigations/treatments discussed
- □ Written estimates and itemised invoices provided on request
- □ Record client complaints and act on them
- □ Able to access information on the management of poisons
- □ Relevant cat information must be readily available for caregivers such as:
  - □ The Cat Friendly Clinic scheme
  - □ Transporting a cat to the clinic
  - □ Medicating a cat

continued...
Bronze continued...

- A written clinic-wide protocol on wellness checks for cats
- Routinely assess pain and intervene with appropriate analgesic therapy
- Never perform/recommend surgical operations for the purpose of modifying the appearance of a cat or for non-medical purposes
- Record and store medicines according to manufacturer’s recommendations and statutory requirements and use antimicrobials judiciously and in line with current guidelines
- Notify all adverse drug events to the appropriate authorities
- All applicable health, safety and legal regulations relating to veterinary clinics in your country adhered to

Silver  No additional requirements

Gold   No additional requirements