Staff Check List

Bronze

☐ All vets and nurses/technicians must undertake at least 3 hours of feline specific continuing professional development per year.

☐ All other staff who interact with cats and/or their caregivers (e.g., receptionists) must undertake at least 1 hour per year.

☐ CPD records kept and provided at reaccreditation.

☐ Ongoing staff education about the Cat Friendly Clinic criteria, feline friendly interactions and use of techniques to reduce stress for cats.

☐ Clinical outcome of cases monitored and discussed with other vets regularly and records kept.

☐ Clinic staff must:

☐ Instruct caregivers about how to reduce stress during the journey to and from the clinic.

☐ Recommend good cat carriers to caregivers.

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Bronze continued...

- When interacting with cats, all staff must:
  - Adhere to the AAFP/ISFM 2011 Feline Friendly Handling Guidelines (click HERE to view)
  - Adhere to the AAFP/ISFM 2011 Feline Friendly Veterinary Environment Guidelines (click HERE to view)
  - Adhere to ISFM’s Cat Friendly Principles
  - Show a gentle and empathetic approach
  - Minimise stress during handling and procedures
  - Minimise the stress of physical examinations
  - Recognise and respond appropriately to feline fear and anxiety
  - Not use forceful restraint or ‘scruffing’ of cats
  - Use anti-anxiety medications or chemical restraint rather than heavy physical restraint
  - Minimise the negative impacts of odours, bright lights and noise for cats in the clinic

Silver  No additional requirements

Gold  No additional requirements