



Har din klinik rätt kattityd?
Lansering av programmet i Sverige

Vad är Cat **Friendly** Clinic?

- Utvecklades av ISFM och Royal College of Veterinary Surgeons
- Del av ISFM - Purina[®] WellCat programmet
- Hela Europa
- Certifiering av kliniker som har uppnådd en kattvänlig status
- Baserad på ISFMs kriterier om katters välbefinnande på en klinik
- Egen-kontroll av kliniker – inga inspektioner



Ger kliniken en unik möjlighet att ...

- Förbättra kvalitén på vården av kattpatienterna
- Bygga långvariga relationer med kunderna (kattägaren)
- Bygga upp ett renommé avseende kunskap & kattvänlighet

Höja status för djurslaget katt

Cat Friendly Clinic

- Initiativet kom ifrån ISFM
 - Samarbete med Purina i Europa
 - I Sverige också Jamaren och Ceva
- Syftet är att motivera kliniker till att:
 - Tänka på kliniken från kattens perspektiv
 - Tänka från kattägarens perspektiv
- Göra förändringar för att förbättra klinikens relation med katt och ägare
 - Attityd
 - Planlösning
 - Utrustning
 - Rutiner



Cat Friendly Clinic

- ISFM jobbade med RCVS
 - För att skapa programmet
 - Baserat på UK Practice Standard Scheme
- Kriterier måste uppfyllas
 - Träning och kompetesutveckling av personal
 - Hantering av katter
 - Kommunikation med kunden
 - Lokaler
 - Väntrum, undersökningsrum
 - Vård, operationsal
 - Bilddiagnostik, anestesi
 - Laboratorium
 - Journalföring, etc.

Criteria	CFC Essential Silver level	CFC Advanced Gold level
Staff training and continuing development and clinical governance		
Veterinarians and technicians/nurses must undertake relevant continuing professional development (CPD), and records of this must be kept and available. For veterinarians this should be a minimum of 35 hours per year (up to 10 of which can be personal study) and for nurses/technicians this should be a minimum of 35 hours per year (up to 5 of which can be personal study).	☐	☐
Suitable up to date reference material must be freely accessible to all staff, and a list of all material maintained.	☐	☐
A system must be in place for monitoring and discussing the clinical outcome of cases with peers, and acting on the results.	☐	☐
ISFM hopes that the clinic will become: A "practice member" of ISFM, and/or have at least one full time veterinarian who is an ISFM member. This will be necessary for renewal.		
Handling of cats and cat clients within the clinic		
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 showing: • A gentle, empathetic approach to the cat when being handled or restrained • Adhering to the ANP/ISFM 2015 Feline-Friendly Handling Guidelines	☐	☐
There must be a written requirement for standards of professional behaviour, appearance and hygiene in the clinic for all staff.	☐	☐
Client communications		
There must be an effective means of communicating with all or most clients who attend the clinic.	☐	☐
There must be evidence of proactive communication (for example in the form of client newsletters in paper or electronic form).	☐	☐
The clinic must ensure that their clients are aware of who is involved with the care of cats in the clinic – this information should be clearly displayed (ideally in the waiting room).	☐	☐
As a minimum, the clinic must ensure clients are aware of all staff who have direct contact with cats. This is best achieved by a staff board in the waiting room listing all members of staff along with their pictures.	☐	☐
The clinic must nominate one or more 'Cat Advocates' in the clinic. These do not necessarily have to be veterinarians, but their role as Cat Advocate must be clearly displayed for clients. The Cat Advocate should take responsibility for ensuring adherence to the principles of ISFM's Cat Friendly Clinic within that clinic, and be prepared to answer questions clients might have about this.	☐	☐



Certifiering

- The CFC Standard
 - ... Läger stor vikt på
 - Lokalen
 - Utrustning
 - Protokoller
 - ... men **attityd** är lika viktigt, och kritiskt att hela teamet är involverad och engagerad



En kattvänlig klinik, enligt ISFM

Kännetecknas av:

-  Kliniken skall ha lämplig utformning med rätt utrustning, faciliteter och instrument för att säkra att kattpatienter sköts om på bästa möjliga sätt.
-  All personal på kliniken skall förstå katter, ha bra rutiner och utveckla rätt tekniker, samt ha rätt attityd; "kattityd".

Varför Cat **Friendly** Clinic



Det är detta det handlar om...



er med för att vi vill

- Förbättra kvalitén på vården av katter
- Minska stress för katter som besöker veterinär
- Höja status för djurslaget katt
- Uppmuntra djurägare till att göra ett aktivt kattvänligt val

Vad är en katt? (inte en liten hund...)

- 🐾 Jägare
- 🐾 Köttätare
- 🐾 Territorial
- 🐾 Snabb
- 🐾 Luktkänslig
- 🐾 Självständig
- 🐾 Mycket medveten
- 🐾 Emotionell
- 🐾 Anpassningsbar



Man måste tänka annorlunda...

- Kattägare – en egen art
- Katter – definitivt en egen art
- Vi måste förstå:
 - Vad är annorlunda
 - Vad behövs
 - Hur ändra oss själva
 - Bandet mellan katt och ägare

Cat Friendly Clinic

- Varför Cat Friendly Clinic?
 - Katter kommer till veterinär i bara hälften så stor utsträckning som hundar
 - Det finns många olika anledningar till detta, oberoende studier visar att...
 - Kattens stress under veterinärbesök är viktigt för kattägaren
 - Tidigare upplevelse ligger till grund för om djurägaren kommer tillbaka till kliniken
 - Detta gäller även för enkla rutinbesök som tex vaccination

Use of a web-based questionnaire to explore cat owners' attitudes towards vaccination in cats

G. Habacher, T. Gruffydd-Jones, J. Murray

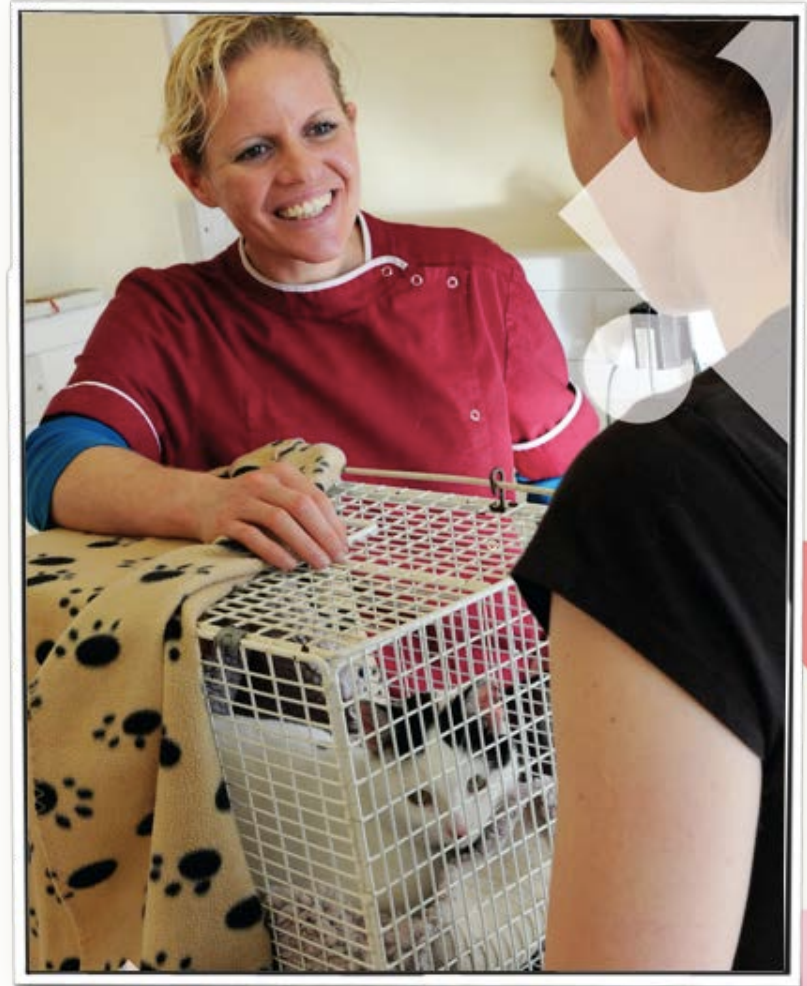
This study aimed to develop a better understanding of factors involved in cat owners' decisions related to vaccination and to explore their views and knowledge of vaccination. Data were collected using a web-based 'Cat Health Questionnaire'. A total of 3204 respondents participated in the survey, each answering questions with only one cat in mind. Forty-one questionnaires were not included; of the remaining 3163 cats, 69 per cent were reported to have been vaccinated in the last 12 months. Vaccination as a kitten was the strongest predictor of up-to-date vaccination status, followed by the intention to take the cat to a cattery or cat show in the next year. The owners' perception of the importance of stress on the cat, the age of the cat or the cost of vaccination was associated with the cat's current vaccination status. Owners who perceived the severity of infectious diseases or veterinary advice as very important were more likely to vaccinate their cats than owners who perceived these factors as less important. The owners' perceptions of the risk and their previous experiences of side effects in a cat were not associated with a decreased likelihood of vaccination.

Veterinary Record | July 24, 2010



Cat **Friendly** Clinic

- Veterinärkliniken
 - Måste vara kattvänlig, och ...
 - Måste kunde *bevisa* för kunden att den är kattvänlig
- Att vara uppriktig kattvänlig gör det möjligt för kliniken
 - Att leverera mycket bättre veterinärvård för katter, och
 - Undvika missade möjligheter att locka till sig och behålla **potentiella** katterkunder





Cat Friendly Clinic



Nu mer än någonsin

- Behov finns för att samarbeta med kattägaren
- Att erbjuda något unikt och annorlunda
- Att visa att kliniken förstår att katter är unika och har andra behov än hundar
- Att katten inte kommer behandlas som en liten hund av någon på kliniken!





När katten kommer till **kliniken**



Ovan korg



Ovan bil



Okända lukter



Okända folk



Hantering



Skällande hundar



Stress!!!!

Råd till kattägaren ...

🐾 Att få katten till kliniken...

Transporting your cat to the clinic

Always choose a sturdy carrier (cardboard, particularly if it gets damp, is no match for a determined cat!), and never travel with the cat loose in the car. It may be difficult to choose the ideal carrier from the huge variety available, but these tips might prove useful (see also our website www.wellcat.org):

- The basket should be easy to clean and not so large that the cat falls about in it.
- A basket that opens at the top is much easier to use as the cat can be gently lifted in or out and does not have to be coaxed out through a narrow front opening.



- The cat will be less alarmed if the carrier smells familiar and reassuring. You can do this by:
 - Having the carrier around the house as 'part of the furniture' so it does not only appear when a visit to the vet is imminent.
 - Getting the cat used to the carrier by using it as a bed at home or occasionally feeding the cat in it.
 - Using bedding in the carrier that the cat normally sleeps on or curls up on at home.
 - In addition, place an article of clothing belonging to the cat's favourite person in the carrier.
 - Wipe a soft cloth around the cat's face to pick up its scent. Rub the cloth around the carrier, especially in the corners and then leave it in the basket.
 - At least half an hour before putting the cat in, spray the carrier and its contents with Feliway if available (a synthetic feline pheromone which helps cats to feel secure – this may be available from your vet).
- If your cat panics at the sight of the carrier because it is unused to it or has bad associations with it, be prepared. Keep calm and work smoothly so that you are successful

ISFM or PURINA® – committed to making cats' lives better



Hantering av katten ...



Katt **vänlig** personal

- 🏠 Hela teamet måste vara involverat
 - 🐾 Förstå katter
 - 🐾 Förstå deras behov
 - 🐾 Förstå kattägaren



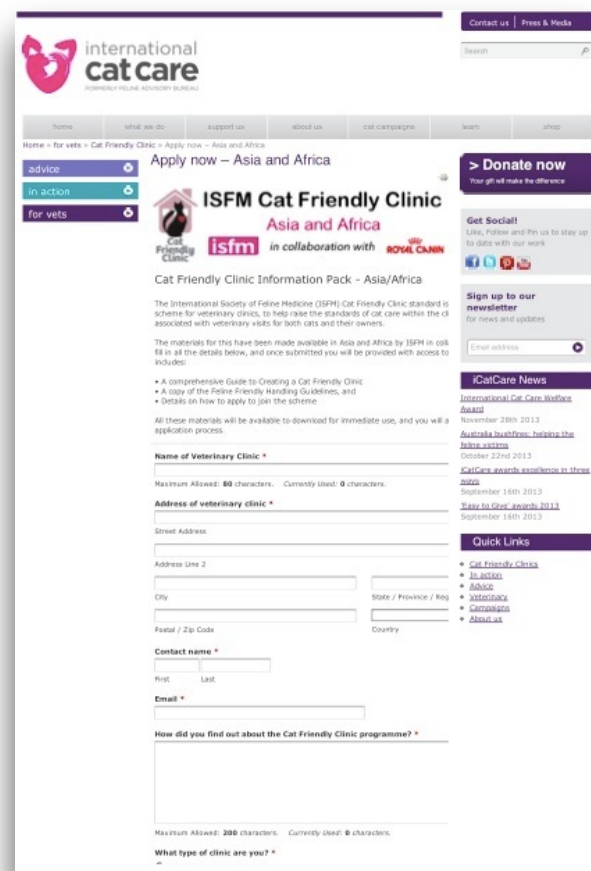
Cat Friendly Clinic

👉 Hur funkcar det?



Första steget – erhålla information

- Introduktionsbroschyr – Väljer kattägare *din* klinik?
- www.icatcare.org
 - www.icatcare.org/vets/cat-friendly-clinic
 - Klicka på ‘Europe’ länken
 - Fyll i formuläret!

The bodyweight of all animals to be sedated or anaesthetised must be recorded using suitable, accurate, calibrated scales

Hospitalisation facilities

Facilities must always be available for hospitalising cats for permanent ward or temporary caging. Where routine hospitalisation is performed, a hospitalisation ward is essential but alone and cats

permeable material with a solid floor, red and disinfected. Hospital cages for

m^2 x 45 cm lw x d x h for 'day patients', and m^2 x 55 cm for longer stay patients.

ly hospitalisation ward for all feline patients any canine ward with a solid barrier. The ward

ate:

uld be:
nt number for the clinical workload

aterial with solid walls, floor and ceiling, d

Internal dimensions:
0 m^2 x 60 cm lw x d x h for 'day patients'
00 m^2 x 60 cm for longer stay patients

riers between them. Ideally cages should ig each other at a 90° angle. If cages do igle), there must be a minimum of 2 m ges

ded for hospitalised cats and a variety of litter

used for all in-patients (this may include nd 'igloo'; etc.) This must include i patients that are hospitalised for more

must be available in the in-

WellCat
for life

A guide to creating a Cat Friendly Clinic

PURINA **ISFM**
Committed to making cats' lives better

Journal of Feline Medicine and Surgery (2012) 16, 337-349

SPECIAL ARTICLE

AAFP and ISFM Feline-Friendly Nursing Care Guidelines



Nursing care: The term nursing care means different things to different people. The authors of these AAHP and ISFM Feline-Friendly Nursing Care Guidelines define nursing care as any interaction between the cat and the veterinary team (veterinarian, technician or nurse, receptionist or other support staff) in the clinic, or between the cat and its owner at home, that provides wellness or necessary feline illness or injury and addresses the patient's physical and emotional wellbeing. Nursing care also helps the sick or convalescing cat engage in activities that it would be unable to perform without help.

Guidelines rationale: The purpose of the Guidelines is to help all members of the veterinary team understand the basic concepts of nursing care, both in the clinic and at home. This includes methods for keeping the patient warm, comfortable, and nourished, clean and groomed. The Guidelines provide numerous practical tips gleaned from the authors' many years of clinical experience and encourage veterinary team members to look at feline nursing care in ways they previously may not have considered. Overarching goal: The primary goal of feline-friendly nursing care is to make the cat feel safe and secure throughout its medical experience.

The art of nursing care

Veterinary medicine is a combination of science and art. Science uses research evidence and data to guide it, while the art of healing relies on clinical experience, observation, patient- or client-directed feedback and the ability to interpret the patient's state of mind. The patient's behavioral response to treatment is the central focus in the art of nursing care. To provide optimal support for a well, sick, injured or recovering cat, the art of nursing care is as important as medical science.

Most cat owners can readily detect which members of the veterinary team truly connect and exhibit empathy with their cats. Veterinarian team members who apply both the art and science of veterinary nursing care will not only deliver optimal healthcare to the cat but earn the confidence and appreciation of the practitioner's clients. Involving the cat owner is a key aspect of successful feline nursing care and requires client education, guidance and support from the veterinary team.

The previously published AAHP and ISFM Feline-Friendly Handling Guidelines provide

Principal goals of nursing care of the feline patient:
➤ Make the cat feel safe and secure in the clinical setting and at home following discharge
➤ Minimize stress to the patient during in-clinic and at-home treatment
➤ Contribute to successful recovery from illness, surgery or other treatment, and injury

essential primary information regarding the importance of reducing the stress that cat experience before, during and after the veterinary visit. These Feline-Friendly Nursing Care Guidelines supplement the recommendations of the predecessor Feline-Friendly Handling Guidelines by placing greater emphasis on the art of veterinary medicine delivered by the veterinary team in the clinic and by the cat owner at home. The primary goal of these Guidelines is to make the cat feel safe and secure throughout its medical experience. By making the cat feel safe and secure many challenges of handling the feline patient subside or disappear altogether (Figure 1).

fms

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JFMS CL

AAFP and ISFM Feline-Friendly Handling Guidelines



Background: The number of pet cats is increasing in most countries, often outnumbering pet dogs, yet cats receive less veterinary care than their canine counterparts. Clients state the difficulty of getting the cat into a carrier at home, driving to the clinic, and dealing with the feline cat of the veterinary clinic as reasons for fewer visits. Educating and preparing the client and the veterinary team with regard to respectful feline handling is necessary in order to avoid stress and accomplish the goal of good health care. Without such preparation, feline stress may escalate into fear or fear-associated aggression. The resulting stress may alter results of the physical examination and laboratory tests, leading to incorrect diagnoses (eg, diabetes mellitus) and unnecessary treatments. Without compassionate and respectful handling by the veterinary team, clients may feel the team lacks skills and compassion, or does not understand cats. Injury may occur to the cat, client and/or veterinary team. Clients who want to avoid stress for their cat may avoid veterinary visits or choose another practice instead. Goals: The use of feline-friendly handling techniques should reduce these problems. Handling is most successful when the veterinary team adopts the approach to each individual cat and situation. The goal of these guidelines is to provide useful information for handling cats that can lead to:

- Reduced fear and pain for the cat
- Reinforced veterinarian-client bond, trust and confidence, and thus better follow medical care for the cat.
- Improved efficiency, productivity and job satisfaction for the veterinary team.
- Increased client compliance.
- Timely reporting and early detection of medical and behavioral concerns.
- Fewer injuries to clients and the veterinary team.
- Reduced anxiety for the client.

Social behavior and communication

People often misinterpret cat behavior and how cats deal with stress and conflict. Veterinary teams can help clients create realistic expectations about feline behavior and how to resolve problems. Begin by educating the team and your clients about the unique social and behavioral characteristics of the cat. Help them learn to interpret behaviors from the animal's perspective – that is, to think like a cat.

Feline behavior concepts
Historically, people kept cats for their ability to hunt and kill rodents rather than for other traits, so people did not significantly modify the cat's innate behaviors by genetic selection.^{1,2} Cats need an outlet for hunting behavior. Hunting is also a component of play (cats may be possible to distract them in the clinic using an interactive toy, such as a toy mouse on a wire).

Cats are solitary animals, interacting primarily with cats within the same colony. Cats do not have an innate ability to tolerate unfamiliar

364 JFMS CLINICAL PRACTICE

ELSEVIER

fms
Clinical Practice

- När man har registrerat sig på web sidan:
 - Omedelbar åtkomst till nedladdningsbart material + tillgång till online registreringsformulär



Cat Friendly Clinic

- 🍌 Informationspaket
 - 🍌 Praktisk guide till hur man skapar en kattvänlig klinik
 - 🍌 Ger bakgrund och information om hur man kan bli certifierad
 - 🍌 Kattens potential
 - 🍌 Katten som patient
 - 🍌 ISFM CFC
 - 🍌 Kriterier för kliniken
 - 🍌 Certifiering
- 🍌 Också
 - 🍌 ISFM/AAFP Feline Friendly Handling Guidelines
 - 🍌 ISFM/AAFP Feline Friendly Nursing Care Guidelines





Godkännande: Praktiska steg



Gå noggrant igenom kriterierna i CFC programmet

- Använd guiden
- Ge inte upp!



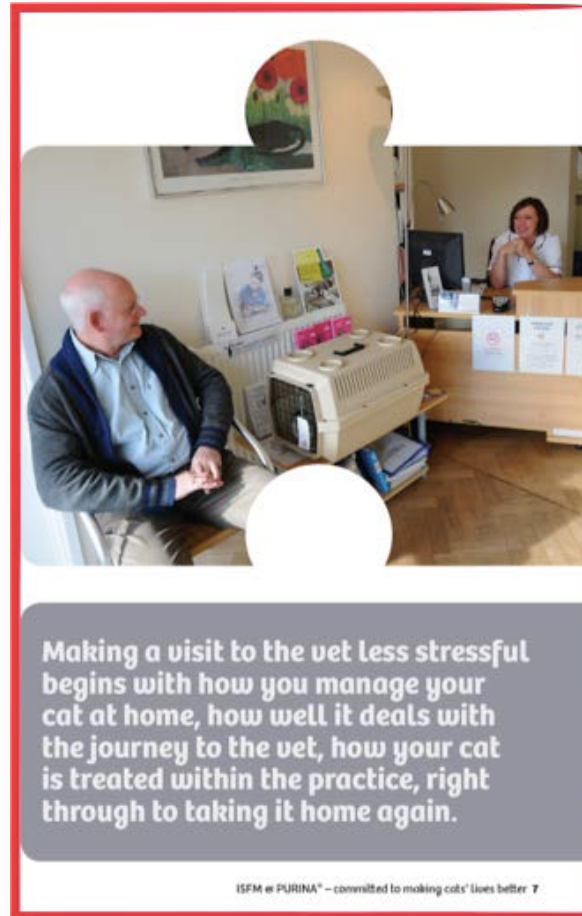
Gör en lista

- Vilka kriterier uppfylls redan?
- Vad kan med enkla medel uppfyllas?
- Vad måste ändras ...



Och sen ...

- Var kreativ! Använd fantasin!
- Hur kan saker ändras på **din** klinik?





Hur man blir certifierad

- Utse en 'Cat Advocate'
 - Nödvändig för programmet
 - Fokus på att driva frågan
 - Kontakt för djurägare
 - Behöver ej vara veterinär
- Organisera ett möte för hela kliniken
 - Viktigt att *alla* förstår och samtycker
 - Varför
 - Hur
 - Vem
 - När



Certifiering

- Ansökan görs on-line
- Egen information
- Bilder för att visa aspekter av kliniken
- ISFM godkänner och meddelar kliniken

Certifiering

- Silver (Essential)
Standard
 - Möjligt att uppnå för alla kliniker... Med lite tänkande, planering och fantasi
- Guld (Avancerad)
Standard
 - En högre nivå
 - Inte uppnåbar för alla



Cat Friendly Clinic – i praktiken

- Enough with the bullshit... Detaljer, tack!



Criteria	CFC Essential Silver level	CFC Advanced Gold level
Staff training and continuing development and clinical governance		
Suitable up-to-date reference material must be freely available and accessible to all staff.	☐	☐
The clinic must fulfil at least one of the following: • Be a 'Practice Member' of ISFM, and/or • Have at least one full time veterinarian who is an ISFM member.	☐	☐
The practice must have a system in place for monitoring and discussing the clinical outcome of cases and for acting on the results. Evidence may vary from clinical audit reports to notes of clinical discussion meetings but inevitably starts with some form of record keeping.	☐	☐
Handling of cats and cat clients within the clinic		
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 showing: • A gentle, empathetic approach to the cat when being handled or restrained • Adhering to the AAFP/ISFM 2011 Feline-Friendly Handling Guidelines		
Client communications		
There must be evidence of proactive communication (for example in the form of client newsletters in paper or electronic form, client open evenings etc.).		☐
The practice must ensure that the public are aware of the identity of the individuals involved in the care of their animals.	☐	☐
As a minimum, the clinic must ensure clients are aware of all staff who have direct contact with cats. This is best achieved by a staff board in the waiting room listing all members of staff along with their pictures.	☐	☐
The clinic must nominate one or more 'Cat Advocates' in the clinic. These do not necessarily have to be veterinarians, but their role as Cat Advocate must be clearly displayed for clients. The Cat Advocate should take responsibility for ensuring adherence to the principles of ISFM's Cat Friendly Clinic within that clinic, and be prepared to answer questions clients might have about this.	☐	☐
The practice must have a written complaints policy and must keep a record of complaints received and the responses made.		☐

Criteria	CFC Essential Silver level	CFC Advanced Gold level
Relevant feline-related information must be readily available for clients. This should include, but is not limited to, having information on: • The Cat Friendly Clinic scheme (such as the Cat Friendly Clinic client brochure) • Transporting a cat to and from the clinic (such as the Cat Friendly Clinic client brochure) • Medicating a cat (such as the Cat Friendly Clinic client brochure).	☐	☐
Signed consent forms are required for all procedures when a patient is admitted to the care of a veterinary surgeon. This will include: diagnostics, medical treatments, surgery and euthanasia.	☐	☐
Veterinary clinic premises		
The premises must be in good decorative order, clean and well maintained so as to create an atmosphere of clinical cleanliness and efficiency. The premises must be free of offensive odours, and be kept in an orderly condition. Cleaning schedules must be produced on a regular basis and be routinely audited. All parts of the premises must be adequately lit and ventilated. Adequate storage facilities must be provided. The area immediately surrounding the premises must be maintained in a clean and tidy state.	☐	☐
Waiting room or reception area		
The waiting room must be either: • A cat-only waiting room or • A physically separated waiting area (with appropriate barriers to prevent visual contact between cats and dogs), or • Have sufficient and routine cat-only appointment times so that direct contact with dogs is avoided.	☐	☐
Raised surfaces (eg. shelves or 'cubby holes') should be available in the waiting area that are readily cleanable, but allow cats in their baskets to be safely placed above floor level. Vertical barriers should be incorporated to prevent aerosol (sneeze) cross-contamination and so that cats are not required to have direct eye contact with each other.		☐
The cat waiting room/area(s) should be sited so that access to the consulting rooms avoids contact with or passing by dogs and minimises excessive noise.		☐
Consulting room(s)		
There must be an adequate number of examination rooms. The size and number of examination rooms must be sufficient for the normal workload of the practice. There must be sufficient space for the veterinary surgeon, nurse, patients and client(s). Privacy must be ensured by adequate soundproofing, and must allow complete closure from the public (ie doors and windows that close, windows with blinds).		☐

Criteria	CFC Essential Silver level	CFC Advanced Gold level
At least one examination area must be able to be darkened.		☐
There must be at least one consultation room that is primarily or exclusively used for feline consultations.		☐
Within the consulting area(s), minor surgical instruments such as scissors and forceps must also be available. An X-ray viewer must be easily available within the outpatient area. Scales must be provided in the clinic to allow accurate weighing of the full range of species routinely treated. The weight of all patients to be anaesthetised must be routinely recorded.	☐	☐
Equipment for the measurement of systolic blood pressure must also be available. This may be measured by oscillometric or Doppler methods.	☐	☐
To minimise stress, to allow the cat to acclimatise and to allow 'cat friendly' handling, consultation times of sufficient length should be allowed. For routine consultations this should be an absolute minimum of 10 minutes, although longer is generally recommended.	☐	☐
Hands and equipment should be washed/disinfected appropriately between handling of (and use on) all feline patients (whether in- or out-patients).	☐	☐
Clinical records		
Complete records must contain the following information, where applicable: • Owner (name, address, contact telephone etc.) • Patient name and identification (eg. microchip number) • Species • Sex • Age • Breed • Colour • Weight • Body condition score • Dates of all examinations • Investigations and treatments • Clinical information such as history, examinations, investigations, provisional diagnoses and treatments • Vaccinations (including vaccine batch numbers) • Any drug reactions • Clinical problems • Prescriptions or medications dispensed/administered • Referrals • Laboratory reports • Consent forms • Fee estimates.	☐	☐

Criteria	CFC Essential Silver level	CFC Advanced Gold level
Hospitalisation facilities		
Facilities must be available for hospitalising cats (a permanent ward or temporary caging). Where routine hospitalisation is performed, a hospitalisation ward is required but dogs and cats must be separated as far as possible within the ward, and ideally a partition created between a dog and cat area. Cages must be constructed of non-permeable material with a solid floor. Hospital cages for cats must be a minimum of 45 x 60 x 45cm (w x d x h) for 'day patients' and a minimum of 60 x 60 x 55cm for longer stay patients.	☐	☐
There must be a quiet, calm, cat-only hospitalisation ward for all feline patients that is physically partitioned from any canine ward with a solid barrier. The ward must have adequate and appropriate: • Lighting • Ventilation • Temperature control.		☐
Hospitalisation facilities (cages) should be: • Of good condition and of sufficient number for the clinical workload • Secure and escape-proof • Constructed of non-permeable material with solid walls, floor and ceiling, that is easily cleaned and disinfected • Be of a suitable size for cats - A minimum for 'day patients' of 60 x 75 x 60cm (w x d x h) - A minimum for longer stay patients of 100 x 75 x 60cm.		☐
Ideally cages should not be facing each other (or abutting each other at a 90 degree angle). If cages do face each other (directly or at an angle), there must be a minimum of 2m between the closest part of the cages.	☐	☐
Litter trays should be routinely provided for hospitalised cats and a variety of litter types should be available.	☐	☐
Comfortable soft bedding must be used for all in-patients (this may include towels, blankets, acrylic bedding, and 'igloos' etc.). This must include somewhere for the cat to hide for all patients that are hospitalised for more than a day.	☐	☐
Washing and disinfectant facilities must be available in the in-patient area, but facilities for the washing and disinfection of food and water bowls must be separate from the facilities for washing and disinfection of litter trays.		☐

- Operationssal och anestesi
- Kirurgisk utrustning
- Bilddiagnostik
- Laboratorium
- Läkemedel
- Hälsa och säkerhet
- Följa lagstadgade krav

Additional information

Please state the size of your cat hospitalisation cages: Height _____ Width _____ Depth _____ (cm)

Please enclose a copy of a hospital daily inpatient sheet:

What equipment do you use to maintain patient body temperature?:

How do you have a cat friendly waiting area – please explain:

How do you communicate with your clients on a regular basis:

For the equipment list below please give manufacturer and model (put none if not available):

Equipment	Manufacturer and Model
Blood pressure monitor	
Weighing scales	
Fluid pump	
Syringe driver	
Anaesthetic vaporiser	
Pulse oximeter	
Capnograph	
X ray machine	
Ultrasound machine	
Dental equipment	

Please enclose photographs of:

- Cat friendly waiting area
- Cat ward and hospitalisation cages and some pictures of hospitalised cats
- Isolation facilities
- Operating theatre.

Terms and conditions

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 branch clinic will need to complete a separate application with supporting information.

The CFC certification lasts 2 years and will need to be renewed after this date in order to maintain registration on the ISFM and client facing websites. A small administrative fee will be charged for renewal.

Both ISFM and PURINA® will share custody of data submitted but it will not be made available to any third party.

ISFM may undertake random visits to clinics on the scheme and reserves the right to withdraw certification if any of the above is found to be untrue.

Agreement

- ☐ The Clinic agrees to have its name address and website on the ISFM website and Wellcat website (for cat owners).
- ☐ I understand that the clinic or a veterinary surgeon working here must have membership of ISFM in order to maintain CFC certification.

The clinic is an ISFM practice member under the name _____

Or

The clinic has a veterinary surgeon who is a member of ISFM under the name _____

- ☐ I agree to display the Cat Friendly Clinic Charter prominently in the waiting room.
- ☐ I agree to nominate a Cat Advocate for the clinic and will inform ISFM of any changes to this position.
- ☐ I enclose a copy of our current RCVS PSS core standard (or above) certificate.
- ☐ The clinic agrees to implement the AAFP/ISFM Feline Friendly Handling Guidelines.
- ☐ I agree to all the terms and conditions listed above.

Signature _____

Date _____

Certifierade CFC kliniker

- Guldcertifikat eller
- Silvercertifikat
 - Till väntrummet
- Klistermärke till fönstret
- Läggas upp på ISFM och WellCats hemsidor



Cat Friendly Clinic

- Cat Friendly Clinic affisch
 - Information till kunder
- Broschyrer till kunder
 - Vad är en Cat Friendly Clinic
 - Certifieringsprogrammet
 - At besöka veterinären
 - På kliniken
 - Komma hem igen
 - Medicinering av katt
- Re-certifiering varje år
 - Kostar inget
 - Men måste ha ISFM Practice Membership vid re-certifiering



Cat Friendly Clinic affisch

Our promise to you and your cat

- * Premises of a good clinical standard with appropriate equipment
- * Staff who have a gentle, caring and empathetic approach to handling cats
- * Staff who are knowledgeable about and understand cats
- * A 'Cat Advocate' to answer any questions you have
- * A cat friendly waiting room
- * Ability to hospitalise cats, with comfortable bedding

If this clinic has a gold certificate, it means that it has additional exceptional cat facilities including:

- * A hospital ward dedicated to cats
- * Larger cat friendly cages for hospitalised cats
- * Additional features in the cat friendly waiting room
- * Additional facilities and other special equipment

Utbildningsdagar i januari

Föreläsare

Sarah Caney, BVSc PhD DSAM (Feline) MRCVS



en av världens ledande specialister i felin
medicin
omtyckt föreläsare och dedikerad kattvän
stor klinisk erfarenhet, framgångsrik forskare.

Sarah kommer att inspirera Er till att utveckla
hälsovård för katt genom att möta kattens
grundläggande behov och skapa en **kattvänlig
miljö**



**Jamaren, Purina och Ceva
bjuder in till**

"A cat is not a small dog"- har din klinik rätt "kattityd"?

Antalet katter ökar och i modern djursjukvård är katten i behov av lika mycket omsorg och utrymme som hunden. Vi har glädjen att presentera **Sarah Caney, BVSc PhD DSAM (Feline) MRCVS**, som föreläsare på en heldagskurs med katten i fokus. Sarah är en av världens ledande specialister i felin medicin. Hon är en omtyckt föreläsare och dedikerad kattvän med stor klinisk erfarenhet samt även en framgångsrik forskare. Sarah kommer att inspirera Er till att utveckla hälsovård för katt, genom att möta kattens grundläggande behov och skapa en **kattvänlig miljö**.

SMAKPROV FRÅN DAGENS AGENDA:

- ✓ Why think Cat Friendly? Benefits to cats, owners and clinics
- ✓ Wellcat for life: successful integration of lifestyle appropriate health checks for cats
- ✓ Developing a Cat Friendly Clinic
- ✓ Blood pressure assessment and interpretation
- ✓ Management of anorexia - in the hospital and at home

MÅLGRUPP:

- Veterinärer
- Djursjuksköterskor
- Djurvårdare
- Klinikägare

TID OCH PLATS:
Klockan 10.00-16.00, välkomstfika serveras från kl 9.30

22/1- Clarion Hotel Post i Göteborg* 23/1 - Radisson Arlandia Blu i Stockholm

*** I Göteborg sker seminariet dagen före 3rd Nordic small animal surgery, emergency & critical care congress, 23-25 January.**

ANMÄLAN:
Görs via länken <http://goo.gl/8Q095w> Senast 2014-12-18 behöver vi din anmälan. Kursavgift är endast 500 kr/person, i detta ingår lunch, förmiddags- och eftermiddagsfika samt kursmaterial i form av arbets- och utbildningsmaterial för Cat Friendly Clinic.

VARMT VÄLKOMNA TILL EN DAG I KATTENS TECKEN!
Önskar Jamaren, Nestlé Purina och Ceva Animal Health

isfm **JAMAREN** **PURINA** **CEVA**
Committed to making cats' lives better

“A cat is not a small dog” - har din klinik rätt “kattityd”?

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Göteborg 22 januari
Stockholm 23 januari

Målgrupp:

Veterinärer, djursjuksköterskor, djurvårdare, klinikägare



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Denna presentation är skapad av ISFM och Marit Gorvy, Jamaren

