MAKING HAPPIER VET VISITS

Feliway® & Adaptil® present

Best behavior starts here.™
A more positive place for pets

Your clinic is a safe place, a place that’s all about helping pets stay healthy and happy. But dogs and cats don’t understand this. A visit to the veterinarian, just like a visit to the doctor, can be a scary experience. And a veterinary practice can be a scary place.

That’s where we come in.

Ceva is committed to helping reduce the fear and stress patients may experience at the veterinary hospital. In fact, Ceva is an inaugural industry sponsor in the Fear Free™ initiative developed by Dr. Marty Becker.

In support of this initiative, we’ve created this easy-to-use toolkit that is all about reducing the fear and stress experienced by dogs and cats in the hospital to help make Happier Vet Visits. This kit contains practical items designed to get you started down the path to creating a better experience for your patients and the people who love them.
Here’s how to get started:

Place the tools in this kit in your clinic.
We’ve put together some easy tools to help you get started. Adaptil® and Feliway® mimic the natural pheromones that dogs and cats produce and are clinically proven to help reduce stress-related behaviors in dogs and cats. The following pages will tell you all you need to know about using each of these tools to help make the clinic experience more positive for your clients and their pets, and you too!

Assign a Behavior Advocate.
Helping make the environment more comfortable for patients is easy, but it does require some attention. Pick someone in your clinic that is interested in behavior and passionate about improving the in-clinic experience to make sure the tools are stocked and used properly. You can use the tips in this detailer for guidance. It may be beneficial to have your Behavior Advocate join the Society of Veterinary Behavior Technicians. The best way to get started is to schedule a Lunch and Learn with your Ceva rep and they can train your entire staff on how to use and implement these simple changes.

Show off your status.
The signage in this kit will help you show your clients that you and your staff care as much about the emotional health of patients as you do their physical health. Let them know what you are doing to create a more positive experience for everyone.
WHY:
Cats and dogs can be frightened by strange places, where they are surrounded by novel sights and sounds. Using a towel sprayed with Feliway® or Adaptil® to cover the carrier or the front of the kennel helps “protect” them from the strange sights and sounds. The pheromones offer a reassuring message as well.

HOW TO USE:

TIP #1
Spray towels with Feliway® and place in waiting room with signage directing clients to drape a towel over the cat carrier as soon as they come into the hospital.

TIP #2
Spray towels with Feliway® for use in the exam room for lower stress handling of cats.

TIP #3
For pets in your treatment areas or kennels, spray the towels with Feliway/Adaptil and drape over kennel doors for privacy and comfort.

Note: Spray items with 8-10 pumps. Effects last for 4-5 hours.

Feliway® is clinically proven to reduce stress of cats during the first 15 minutes of the veterinary exam to make handling easier.

HOW TO USE:

**TIP #1**
Spray bandanas with Adaptil® and place in waiting room with signage directing clients to tie a bandana around their dog’s neck as soon as they come into the hospital.

**TIP #2**
Bandanas can also be used with animals in the treatment areas and kennels to help calm and comfort them.

Note: Spray items with 8-10 pumps. Effects last for 4-5 hours.

**WHY:**
Bandanas sprayed with Adaptil® are a simple way to provide instant comfort to the pet while in the hospital.

Dogs exposed to Adaptil® experienced significantly fewer signs of car travel stress compared to the placebo (shaking, panting, vomiting, salivating, etc.). First results seen within 5 minutes.
CAT PADS

perfect for cat carriers

WHY:
The cat pads (only available through Ceva) are sized to fit cat carriers. Spray them with Feliway® to help reduce travel stress. And if the cat has an accident, the pad will soak up the mess.

HOW TO USE:

- Spray with Feliway® before putting a cat in the carrier to go home.
- Put a sticker on the kennel to let the pet owner know the carrier has been treated.
- Spray with Feliway® and place in kennels for cats recovering from procedures.

Note: Spray items with 8-10 pumps. Effects last for 4-5 hours.

With Feliway®, cats exhibited 14 times lower travel stress.

DIFFUSERS
sending calming signals around the room

HOW TO USE:

TIP #1
Place a diffuser in each exam room. Note: you can use Adaptil® and Feliway® diffusers in the same area. The pheromones are species specific and do not counteract each other.

TIP #2
Place a diffuser in the waiting room.

TIP #3
Place a diffuser in the recovery area / kennel area to help reduce stress.

WHY:
Feliway® and Adaptil® are clinically proven to help reduce signs of stress in the veterinary hospital.

Adaptil® has been proven to decrease anxiety in the waiting room and the first two minutes during veterinary exam.

WHY:
Sprays are a great, portable way to ensure pheromones are where you need them when you need them. The spray lasts 4-5 hours. (Apply in the morning and at lunch).

HOW TO USE:

TIP #1
Spray your scrubs with both Feliway® and Adaptil® so pets associate the calming pheromone message with you.

TIP #2
Spray the inside of kennels prior to placing pets inside.

TIP #3
Spray cat carriers prior to placing cats inside.

Other helpful tips!
Use the spray liberally (8-10 pumps). Each application lasts 4-5 hours. Wait a few minutes for the alcohol to evaporate before exposing the pet to something that has been sprayed. You can spray Feliway® and Adaptil® at the same time. The pheromones are species specific and do not counteract each other.
NON-SLIP MATS
help pets feel secure

HOW TO USE:

Spray with Feliway®/Adaptil® - place on exam table. Re-apply Feliway®/Adaptil® after each cleaning.

TIP #1

Use these non-slip mats on the weight scale as well. Be sure to spray with Adaptil®!

TIP #2

Note: Spray items with 8-10 pumps. Effects last for 4-5 hours.

WHY:

If pets don’t have good footing or if they feel insecure on a surface this increases their stress and fear. The goal is to help them feel safe and secure on the surfaces they will be placed on.

75%

75% of pet owners have experienced behavior issues with their pets.
Burke Quantitative Study 2014 n=400 dog/cat owners
NUZZLE BUDDY
comfort that’s portable

WHY:
A great way to provide portable support where needed.

HOW TO USE:

TIP #1
Spray the Nuzzle Buddy with Feliway® or Adaptil®.

Put them in kennels for pets that need extra support.

TIP #2

Note: Spray items with 8-10 pumps. Effects last for 4-5 hours.
THANK YOU

You’re not only working to reduce fear in your clinic, you’re helping to make vet visits much more positive overall. And that means a little less stress - for everyone.

For more information or to order:
Call 800.999.0297, contact your Ceva Sales or Distributor Sales Representative.

/FeliwayUS  makinghappierpets.com  /AdaptilUS
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