



Navigating Feline & Canine Visits: Calm Pet Care Roadmap

Champions use this guide to align your team on visit best practices for both cats and dogs. Check off tasks as you go and note key observations or follow-ups.

Clinic Champion: _____



Before the visit: Set the stage for calm



Explain low-stress protocols: Reassure pet owners that your clinic is committed to reducing stress for pets.



Suggest early diffuser prep: Recommend using **FELIWAY® Optimum Diffuser** for cats or **ThunderEase® Calming Diffuser** for dogs at least 7 days before the visit.



Educate on carrier/crate pre-conditioning:



Cats: Place carrier out early with familiar items, and spray a towel with **FELIWAY® Classic Spray** at least 15 minutes before use.*



Dogs: Encourage use of a familiar crate or resting space sprayed with **ThunderEase® Calming Spray** at least 15 minutes before travel.



Share the travel guide: Provide printed or digital instructions for creating calmer journeys.



Document product use: Note **FELIWAY®** or **ThunderEase®** use in the patient file and alert staff for seamless handoffs.



During the journey: Help clients maintain a calm, safe arrival



Confirm safe carrier placement: Ensure cats remain in secure carriers and dogs in properly fitted harnesses or crates.



Discourage free-roaming in vehicles: Safety and predictability reduces stress for both species.



Support a calming auditory environment: Suggest soft classical music or quiet environments en route.



Normalize stress behaviors and accidents: Educate pet owners not to punish, only to reassure.



At the clinic:

Low-Stress Team Protocols



Inform clients: Highlight that your clinic is a certified Calm Clinic, reinforcing your commitment to low-stress visits.



Inform the clinic staff: Note whether **FELIWAY®** or **ThunderEase®** products are in use.



Prep exam spaces: Spray **FELIWAY® Classic Spray** (cats) or **ThunderEase® Spray** (dogs) on exam surfaces or towels at least 15 minutes before arrival.*



Use species-friendly handling techniques:



Cats: Soft voices, minimal restraint, dim lighting, allow hiding.



Dogs: Calm handling, treats for positive reinforcement, avoid crowded spaces.



Use diffusers in waiting/exam areas: **FELIWAY®** for cats, **ThunderEase®** for dogs.



After the visit:

Support a smooth homecoming



Recommend continued diffuser use: Encourage ongoing **FELIWAY® Optimum Diffuser** or **ThunderEase® Diffuser** use for several days after the visit.



Promote a quiet reentry: Allow pets to settle in a calm space at home.



Educate on behavior monitoring: Appetite, elimination habits, hiding/resting, and social interactions.



Offer support: Provide refills of **FELIWAY®** or **ThunderEase®** products and follow-up resources as needed.

Notes:

Use this space for appointment-specific comments or team follow-up
