



BOARDING • GROOMING • TRAINING • DAYCARE • FITNESS

## *Welcome to the Uptown Pup Spa!*

We are so excited you've chosen us to care for your pup! We practice Fear Free grooming, which means our groomers closely monitor body language and stress levels, use positive reinforcement to help guide each dog through the process, and will never push dogs through anything that increases stress. Sometimes this means we aren't able to complete an entire grooming service in one session, but we're always transparent about any issues and will help devise a plan for long-term success. Your pup's well-being is always our first priority.

Grooming prices are related to the amount of time spent working with your pup. For dogs with lower stress levels, our pricing covers the time we take for bathing, drying, brushing, nail trimming, ear cleaning, and any hair cutting. For pups who struggle with part or all of these processes, it can take more time as we work on decreasing stress and building trust and positive associations, so your pup will be more comfortable during future visits. If needed, we have a member of our training team assist, which can also increase the service price. If part of the service cannot be completed, we charge according to the amount of time spent. We will always communicate any behavioral concerns and reasons for increased fees.

Please read through the attached pages to learn more about the spectrum of Fear/Anxiety/Stress (FAS) and our groomers' Fear Free Pledge. We look forward to working with you and your pup.

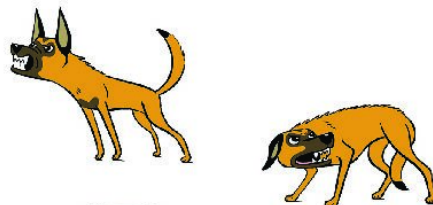
Sincerely,

*The Uptown Pup Grooming Team*

# THE SPECTRUM OF FEAR, ANXIETY & STRESS

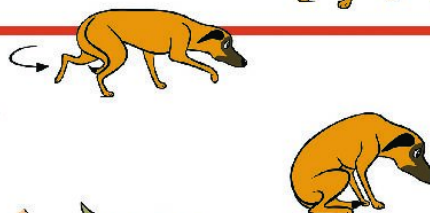
## RED: SEVERE SIGNS - FIGHT/AGGRESSION (FAS 5)

- Offensive aggression: lunging forward, ears forward, tail up, hair may be up on the shoulders, rump, and tail, showing only the front teeth, lip pucker - lips pulled forward, tongue tight and thin, pupils possibly dilated or constricted.
- Defensive aggression: hair may be up on the back and rump, dilated pupils, direct eye contact, showing all teeth including molars, body crouched and retreating, tail tucked, ears back.



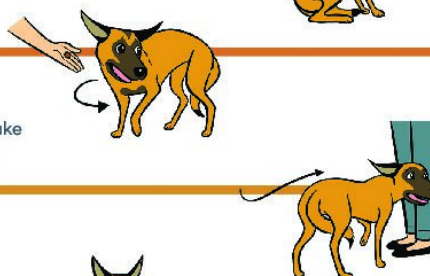
## RED: SEVERE SIGNS - FLIGHT/FREEZE/FRET (FAS 4)

- Flight: ears back, tail tucked, actively trying to escape - slinking away or running, mouth closed or excessive panting - tongue tight instead of loose out of mouth, showing whites of eyes, brow furrowed, pupils dilated.
- Freeze/Fret: tonic immobility, pupils dilated, increased respiratory rate, trembling, tense closed mouth, ears back, tail tucked, body hunched.



## YELLOW: MODERATE SIGNS (FAS 3)

- Similar to FAS 2 but turning head away, may refuse treats for brief moments or take treats roughly, may be hesitant to interact but not completely avoiding interaction.



## YELLOW: MODERATE SIGNS (FAS 2)

- Ears slightly back or to the side, tail down but not necessarily completely tucked, furrowed brow, slow movements or unable to settle, fidgeting, attention seeking to owner, panting with a tighter mouth, moderate pupil dilation.



## GREEN: MILD/SUBTLE SIGNS (FAS 1)

- Lip licking, avoids eye contact, turns head away without moving away, lifts paw, partially dilated pupils, slight panting but commissures of lips are relaxed.



## GREEN: ALERT/EXCITED/ANXIOUS? (FAS 0-1)

- Tail up higher, looking directly, mouth closed, eyes more intense, more pupil dilation, brow tense, hair may be just slightly up on the back and tail, may be expectant and excited or highly aroused.



## GREEN: PERKED/INTERESTED/ANXIOUS? (FAS 0-1)

- Looking directly but not intensely, tail up slightly, mouth open slightly but loose lips, ears perked forward, slight pupil dilation.

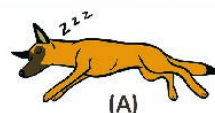


## GREEN: RELAXED (FAS 0)

A: Sleeping.

B: Neutral - ears in neutral position, not perked forward, brow soft, eyes soft, mouth closed but lips relaxed, body loose, tail carriage neutral, pupils normal dilation.

C: Friendly greeting - slow back and forth tail and butt wag, ears just slightly back, relaxed brow and eyes, may have mouth slightly open with relaxed lips and loose tongue.



(A)

(B)



(C)

**FEAR FREE  
HAPPY  
HOMES**  
Helping pets live happy, healthy, full lives



[www.fearfreehappyhomes.com](http://www.fearfreehappyhomes.com)

## The Fear Free Groomer

# pledge



With my signature, I, \_\_\_\_\_ pledge:

- ✖ To do my part in employing and advocating for practices that protect and promote the physical and emotional wellbeing of animals in my care, realizing that I am in a position to guide pet owners to sound, complete, quality support for their animals.
- ✖ To refer to and partner with veterinary professionals when necessary, including Fear Free Certified Professionals and the pet's primary care veterinarian, realizing that physical and emotional health go hand in hand and that collaborative efforts are integral to providing high-quality, complete care.
- ✖ To recognize and respond appropriately to even subtle signs of fear, anxiety, and stress (FAS) in animals with whom I come into contact. I recognize that continuing with a grooming procedure when an animal is experiencing severe FAS would be detrimental to that animal's wellbeing and could exacerbate or create future FAS. This will most likely mean stopping that grooming procedure for the day and rescheduling for a later date.
- ✖ To communicate with and educate pet owners when I observe signs of FAS in their pet and, when appropriate, fully explaining why I chose to put the animal's wellbeing ahead of completing a certain grooming procedure that day. I recognize that educating clients on Fear Free principles is an important part of being a Fear Free Certified Groomer.
- ✖ To employ the knowledge and communication skills gained in the Fear Free Groomer Certification Course to teach clients what they can do at home and in the car to help prepare their pets for their next grooming experience.
- ✖ To be committed to remaining within groomer boundaries. This includes not diagnosing conditions or advising clients on medical conditions, medications, or dosages. The groomer may provide general information that is currently available to the public, while guiding the client to seek veterinary assistance for health and medical information, including medications, when appropriate.
- ✖ To use the skills I learned in the Fear Free Groomer Certification Course as well as those learned during extended Fear Free education. This includes the partnership with the veterinary team when appropriate, and the use of concepts such as considerate approach, gentle control, touch gradient, desensitization/counter-conditioning, and immediate and appropriate response to signs of FAS in a pet with the actions recommended in Fear Free courses.
- ✖ To continue to educate myself in Fear Free techniques, and to seek always to elevate my professional commitment to preventing and relieving FAS. This includes promoting preventive efforts and continued enhancement of the emotional wellbeing of animals under my care.
- ✖ To encourage my grooming colleagues and veterinary and pet professional partners to adopt the Fear Free approach to relieve and prevent animal suffering.
- ✖ To recognize that Fear Free is a whole-lifestyle approach to pet care and belongs in the home, the car, and other places where pets receive professional services such as veterinary care, boarding or training.
- ✖ To do my best to use scientifically sound, reward-based methods that positively affect not only the animal's behavior, but also the underlying emotional state. This includes avoiding methods that use fear or force to motivate the animal. The Fear Free Groomer should never use force-based, punitive methods.
- ✖ To maintain individual groomer or groomer business insurance. Exceptions are permitted only for groomers in countries that do not have this type of insurance. Coverage options for hospital insurance may also be explored.
- ✖ To at all times be in full compliance with all applicable federal, state, and local laws, regulations, and directives of any nature relating to the housing, handling, transporting, nutrition, sanitation, and humane treatment of any and all animals owned or otherwise held and/or cared for.

Signed, \_\_\_\_\_

Fear Free Certified Professional