



## **Public Vet Services - Guidelines for Organizations**

Our primary focus, first and foremost, is the health and welfare of each individual cat. Because we follow a One Health approach, we also want to educate and help the owners be better caretakers of their cats, as well as educate and help protect them from human health issues that can be spread through zoonotic diseases. For this reason, we have the following procedures for organizations bringing cats to our clinics.

1. We absolutely must have the **owner's name, address and phone number** (and we consider "cat caretakers" the **owner of the cat**). This is imperative in case the Doctor needs to speak with the owner regarding the cat's health or concerns regarding the cat. If your organization is trapping cats in the community, we must have the owner's information on our surgical form, NOT the organization's information. If possible, we would prefer the owner physically come to the clinic for check-in and check-out, however, if the organization is transporting the animal to assist an owner who doesn't have transportation, the representative of the organization **MUST** fill out the paperwork with the owner's **complete** information.
2. The only time an organization can use their organizational information on the surgical forms is if the cat is owned by the organization and is being adopted through the organization and we are fixing it before adoption.
3. Organizations using the Pet Friendly Services of Indiana CCP vouchers **are still required to have the owner information for the surgical paperwork.**
4. The cost for spay/neuter surgery is \$80, whether the cat is male or female. This price also includes pain medication, but does NOT include a rabies vaccination. We offer rabies vaccinations for \$10, but it **MUST** be indicated on the form, as we do not require owners to get a rabies vaccination in order to get surgery.
5. Feral cat packages are \$40 and the cat must be **unsocialized/ untame** in order to secure surgery for this price. If we can reach in and scratch them (including community

cats) then they are not considered feral and will not qualify for the Feral Cat Package. Feral cats **MUST** be in a live trap to receive the \$40/feral rate. The rabies vaccination is **NOT** included in this price and can be done for \$10, but it needs to be marked on our form or the vaccination will not be given.

6. The **ONLY** exception where a rabies vaccination is included is if you have a Pet Friendly Services CCP voucher. If you have this voucher, the rabies vaccination **WILL** be included, as well as an ear notch is required, but you should still mark rabies vaccination on the surgery form.
7. If you want to use a Pet Friendly Services CCP, SNAP or PFPP voucher, **you MUST have the voucher with you in hand on the day of the clinic.** If you do not have the actual paper voucher with you on the day of the clinic, we will not be able to honor that pricing because we have too many cats to take care of and cannot stop and try to figure out how many people are trying to use the vouchers and which voucher they are trying to use. Please make sure you are in communication with Pet Friendly Services and plan to request and receive your vouchers prior to the clinic.
8. We may accept other vouchers (such as from organizations or government subsidies) but you must discuss with us first so that we are clear on how the voucher works and how many are expected to be used. We have many people who come to our clinics saying "I thought it was free with the voucher" and we have no idea what they are talking about and then they get angry with us when we explain it's not free. We offer our services at the lowest cost we can and are willing to work with assistance programs that make it more affordable for marginalized pets.
9. We also ask that you make sure people using the voucher know how it works. For example, if the voucher is worth \$20 towards surgery, please make sure they understand they will be expected to pay the other \$60 on the day of surgery. Again, if you want to use a different type of voucher other than from Pet Friendly Services of Indiana, we are more than happy to work with you but we need to discuss what the voucher is and how the program works so we are clear on the day of the clinic.
10. Payment is required on the day of surgery and can be paid with cash or money order. We do not offer pre-payment and we cannot accept credit cards or checks.