G-12 VCA PARTNERSHIP

**Purpose**

To provide information, policies and processes for the partnership with VCA.

**Staff /Areas Affected**

• Customer Service staff

• Adoption Counselors

**Definitions**

**CS** – Customer Service staff

**VCA** –Vaccine Clinics of America - vcahospitals.com

**AC –** Adoption Counselor

**Responsibilities**

It is the primary responsibility of the CS staff to inform adopters about the benefits associated with the partnership between HSWM and VCA.

**Procedures**

1. All folders should contain a VCA Certificate upon adoption. When completing the adoption process, CS staff should review the benefits of the program with the adopter.
   * Advise to take the animal in within 14 days of Adoption/pick up of animal from HSWM
   * The Certificate is dated and the appointment must be made within 14 days of that date
   * The services covered by the certificate
   * The value of the certificate
   * Locations of VCA clinics:
     + VCA Northeast Cat & Dog Hospital
     + VCA Woodland Animal Hospital
     + VCA Allendale Animal Hospital
     + VCA Portage Animal Hospital
     + Other locations can be used while traveling for emergencies
   * Advise the adopter that VCA will be contacting them to help schedule the appointment.
2. At the end of each adoption day, CS will run an ‘Adoption’ report in ShelterLuv for that day, containing information with columns for:
   * Adopter last name, first name, phone number and address
   * Animal name, species, breed and age
3. The report is then downloaded and saved as an Excel document.
4. The report is saved as Humane “Society of West Michigan \_\_-\_\_-\_\_ “(date).xls
5. An emailed is then sent with a subject: “Humane Society of West Michigan \_\_-\_\_-\_\_ “(date), with the report attachment to VCA to:

* [Michelle.beach@vca.com](mailto:Michelle.beach@vca.com) and
* [Malia.rivera@vca.com](mailto:Malia.rivera@vca.com)

**Reference Documents**

• VCA Certificate

**Revision History**

* Created 11/2/18