VE-09 OUTREACH PROGRAMS

**Purpose**

This process outlines the Kibble Konnection and Vaccine Clinics programs which assist low income clients.

**Policy**

HSWM attempts to help low income pet owners keep their pets by providing basic food and vaccine care at reduced rates.

**Staff /Areas Affected**

• Outreach Coordinator

* Volunteers
* Vet Staff

**Definitions**

**Proof of Low Income -** Letters of qualification for assistance programs must be provided. (Cards for participation are not dated, therefore are not valid means of proof of qualification.)

**ShelterLuv –** Database used by HSWM for all tracking of customers, animals and associated services

**KK -** Kibble Connection

**Vaccine Clinic Services –** Services include vaccines, tests, medications, microchips and/or spay neuter voucher sales.

**PCA –** Pet Care Assistance

**Responsibilities**

* The Outreach Coordinator is responsible for developing and enhancing these programs and assisting clients as appropriate with referrals for other services outside of HSWM

**Procedures**

**Kibble Konnection**

Clients interested in participating in the Kibble Konnection program must:

* Complete and sign a Kibble Konnection Application, agreeing to the rules, and provide information on all pets in the home.
* Provide documentation that all animals in the home have been spayed/neutered (or a letter from a Vet providing a medical explanation as to why the animal cannot be altered)
* Provide documentation of their current low income status and a copy of photo id showing current residence.

Once adequate documentation is received, the client is then created in ShelterLuv, if they do not already exist.

Pop up memos and ‘Do Not Adopt’ memos are created in ShelterLuv to reflect they are current KK clients. This is to prevent them from adding more animals to the home while we are providing food.

The Access of Kent website (*http://grandrapidsresources.com/pantry-location-finder* ) is used to locate the pantry nearest the clients’ home.

The KK spreadsheet (on the Drive/Google Docs) is accessed. The client, contact information, and pet information is entered into the spreadsheet, along with the pantry that will distribute the food. The pantry is emailed and given the client and pet information. HSWM will provide food for UP TO TWO pets per household. The pantries are aware of this rule, as well as the lbs of food distributed per animal per month, (10 lbs for cats, 10 lbs for small dog, 20 lbs for medium dogs and 30 lbs for large dogs, per month) and the effective date they client can start picking up food.

The client is also notified that they have been approved, and the location of their local pantry. Monthly pick up rules are determined by the pantry. (Who can pick up, and what documentation is required each month.)

Pantries will advise the HSWM Outreach Coordinator pick up data details quarterly for tracking purposes. The KK spreadsheet (referenced previously) has an additional tab for tracking pick up data by pantry, client and month.

Periodic reviews of low income verification and pet ownership are conducted for clients participating in the program.

**Vaccine Clinic**

Vaccine Clinics are held, at a minimum monthly, when a Veterinarian is available to assist. Typically, one clinic per month is held on-site at HSWM. When practical and an appropriate location is identified, off site locations are used to help get care to animals whose owners cannot transport them to our facility.

Clients complete and sign a Vaccine Clinic - Consent Form upon entering. The form includes owner name and contact info, animal details. The form is then reviewed by staff/volunteer for completion and the vaccines, tests and/or medicines requested.

Owners of all animals receiving services that have not been spayed/neutered are required to purchase a Spay/Neuter Voucher each time services are provided. This is in an effort to encourage follow up spaying or neutering as part of the HSWM mission. The Voucher can be redeemed for the cost of the voucher at the time of surgery.

Once services are identified, the client must provide proof of low income and a photo id, confirming the name and address provided on the consent form and on the proof of low income.

Clients then pay for the requested services by cash or card.

Pets are then provided with the requested services. Once services have been provided, clients receive any medication purchases and are given a Vaccine Certificate, signed by the attending Veterinarian. The certificate is used as proof of vaccines for future reference as needed by the client. A copy is retained with the consent form in HSWM files.

ShelterLuv is then updated with the person name and information. Pop up memos are created to reflect they are current PCA/Vaccine Clinic clients. This is to prevent them from adding more animals to the home while we are providing low cost services. Each Animal is entered as a ‘Previously Owned Pet’ for the person.

A receipt is created for each animal as to the services provided at the Vaccine Clinic. Sales are all noted as ‘PCA’ sales for tracking purposes.

Reports are run in ShelterLuv to determine total finances created on receipts, and this is used to balance to the cash and card report from Square.

The Board Report (on the Drive/Google Docs) is accessed and updated by month. Clinic and services provided are updated.

The Outreach Coordinator is responsible for:

* Determining dates for clinics
* Identifying off site locations for clinics
* Set up and having adequate supplies for each clinic
* Informing all staff/volunteers of dates in advance
* Providing sufficient meds that are sold to clients to take with them

Vet Staff is responsible for:

* Having adequate vaccines for clinics
* Transporting all vaccines and needed supplies to clinics
* Administering vaccines and microchip implants

Vaccine Clinic Staff/Volunteer training

* Volunteers are key to on and off site Vaccine Clinic success
* Volunteers typically can cover 1-2 processes at each clinic, in the event of absences.
* Each new volunteer shadows with the primary person in a role for 1-2 clinics prior to being on their own in that role. The entire process is reviewed with each new volunteer to have a complete understanding of the process.

Anyone working events should be punctual and plan arrive 10-15 minutes prior to the clinic start time.

Details for each process at the clinic can be found in the Vaccine Clinic Process document.

**Reference Documents**

• Kibble Konnection Application

* Vaccine Clinic – Consent Form
* Spay/Neuter Voucher
* Vaccine Certificate
* Vaccine Clinic Process document – maintained by Program Coordinator

**Revision History**

Created 10-31-18