**POLICY**

We have veterinary associates that are used to assist animals owned by existing clients in our Assistance Program. We have a limited budget set aside to assist with a variety of issues that may arise as part of a client’s animal’s needs. We do not provide supportive/chronic care for clients from the Medical budget. There are special circumstances that occasionally arise, but prior to any expenditures, they must be cleared with the CEO prior to moving forward. This is an outline of basic medical information to utilize for client’s pets.

**PROCEDURE**

**Client Eligibility for Pet Medical Assistance**

* Must be a CT resident
* Must have proof of financial need: SSDI, SSI, unemployment, job loss statement, State Medical Insurance / SNAP card
* Must be the rightful owner of pet
* Must complete assistance application and agree to provide documentation as requested
* Clients for medical assistance are taken on a case by case basis and are not guaranteed medical assistance

**Medical Assistance Coverage**

**Coverage for Qualified Medical Assistance**

* Case by case basis dependent on:
  + Client eligibility
  + Veterinarian and volunteer availability
  + Budgetary considerations and funding availability
  + Opinions from veterinary associates
    - This may include Tail To Paw paying for an initial veterinary appointment to obtain a quote and better understanding of need and cost.

**Payment and Invoices**

* Payment is limited to amounts up to $300
* We only pay current invoices from Veterinary Associates unless approved by the CEO and further established as rescue partners.
* We do not pay individuals or pet owners directly. If payment has already been submitted by client, we are unable to reimburse.
* Tail To Paw MUST authorize prior to any procedure, visit or medication being issued. If anything is not pre-authorized by Tail To Paw, it may be subject to not being paid by the organization.

**Veterinary Service Partners**

The veterinarians listed below are the current veterinarians and clinics that we have established relationships with and work with on a regular basis:

**Northford Veterinary Clinic VCA Baybrook**

1411 Middletown Avenue 56 Quirk Road

Northford, CT 06472 Milford, CT 06460

203-484-0736 203-951-6628

**VCA Foxon Mill Pond Veterinary Hospital**

981 Foxon Road 229 East Main Street

East Haven, CT 06513 Branford, CT 06405

203-680-0889 203-717-4988

**Central Hospital for Veterinary Medicine**

4 Devine Street

North Haven, CT 06473

203-865-0878

**Nutmeg – Spay/Neuter Clinic**

626 Surf Avenue

Stratford, CT 06615

203-690-1550

**Transport for Veterinary Appointments**

* Pets with scheduled appointments are unable to be transported at this time due to COVID restrictions.
* Please ensure that transportation is available and that all appointments are kept.
* If an appointment is missed and it is considered a no-call / no-show, the cancellation charge will be expected to be paid by the client due to the inconvenience for both the Veterinarian and Tail To Paw.

**This policy and procedure should be followed in its entirety. Any questions can be directed to the CEO/Founder or the Co-Founder and Animal Welfare Manager.**