

SPCA UPDATES

PET INSURANCE

There has been some confusion regarding the pet insurance new adopters receive from the SPCA. Hopefully this will clarify some of the most frequently asked questions.

- ☒ The pet insurance is in effect roughly 48 hours after adoption *as long as the adopter has activated the pet insurance.*
- ☒ During the first 48 hours, if the adopted animal becomes sick and the illness seems to be associated with the stay in the shelter and/or spay or neuter surgery, the animal *might* be treated at the SPCA at no cost and the adopted animal will be booked in as a foster animal.
- ☒ After the 48 hours adopters are responsible for illnesses their pet may contract. They can use the pet insurance. An exception *may* be made for specific cases. For example, complications associated with the surgical incision done at the SPCA. In such a case, the SPCA may treat the animal as a foster patient.
- ☒ Diseases that are covered by the pet insurance require a \$75 copay with a possible refund up to \$750.
- ☒ Most of the non preexistent diseases are covered by the pet insurance. As with human insurance companies, the description of the nature of the claim is key.
- ☒ Please visit the website www.ShelterCare.com for information on the shelter care pet insurance program to view the application form (gift policy claim form) and the diseases that are covered by the pet insurance (sheltercare gift coverage details).

REFUNDS

- ☒ The SPCA **will not** refund any veterinary medical expenses spent outside the SPCA by the adopter.
- ☒ If you have any questions regarding medical conditions you think the SPCA should cover please contact Dr. Helene Chevalier at **716-923-**

5671 prior to indicating to the owner that the SPCA will cover the treatment.

VETERINARY HOT LINE

- ☒ Should there be an emergency situation where the pet needs “emergency” surgery and the veterinarian in charge thinks that the owner should ask the SPCA if it will cover the cost directly, call 799-8650. You will be in contact directly with Dr. Chevalier, the veterinarian on staff at the SPCA at that moment or Debby Williams The veterinary department manager. *This is an **Emergency line only** that **is not to be disclosed to pet owners**.* It is only to be used by veterinarians in case of ER when they wish to talk to an SPCA veterinarian directly!

NOT QUITE PERFECT PETS

The SPCA occasionally puts up adoption animals that suffer from chronic disease. Please read the all medical information the SPCA provides very carefully. The SPCA endeavors to write medical records as clearly as possible for veterinarians and pet adopters.

Adopters have the choice to adopt chronically ill animal, one that may need dental or other surgery in the future in order to live its life to the fullest extent possible. The mission of the SPCA *does not* include the requirement that pets are healthy. It does not include any “health warranty”.

HEARTWORM

The SPCA does not routinely test dogs for heartworm unless they come from an area of high known incidence. Any animal testing positive for heartworm in your office post adoption is the responsibility of the owner.

You can remind clients that the SPCA provided pet insurance at the time of adoption covers the treatment.