**HSSA Wellness Program Terms of Service 2022-2023**

The Humane Society of Southern Arizona provides affordable, quality veterinary care for your dogs and cats. Our clean, modern facility has everything you need for a pet’s lifetime from basic vaccinations and wellness care to a range of diagnostic and therapeutic veterinary services. Our pharmacy offers many affordable medications, supplements and preventatives.

At HSSA, we understand how much your pet means to you and we know that financial resources can be limited. HSSA veterinarians practice “spectrum of care” medicine, which means we work with you to navigate the wide range of care options to determine the best course of action, specifically tailored to you and your pet’s situation.

As a nonprofit striving to serve our Community, we strive to keep our prices as low as possible and our payment options as flexible as possible. We are committed to working with you to meet the needs of your pet in situations of financial hardship. Our doctors and our staff can help connect you with financial resources, including subsidized pricing and utilization of grant funding when available.

At this time, HSSA is able to offer examinations and basic diagnostics/treatments for clients who are income-qualified *(make less than or equal to the following amounts)* based on the following table:

|  |  |
| --- | --- |
| Family Size  | Annual Income to Utilize Wellness Program |
| Single person (individual)  | $20,385.00  |
| Family of 2 | $27,465.00  |
| Family of 3 | $34,545.00  |
| Family of 4 | $41,625.00  |
| Family of 5  | $48,705.00  |
| Family of 6 | $55,785.00  |
| Family of 7  | $62,865.00  |
| Family of 8  | $69,945.00  |
| Family of 9+  | Add $7,080 for each additional person above 8  |

\*150% of FPL (2022)

HSSA no longer requires clients to provide verification of income. Please CHECK one of the following boxes:

* **WELLNESS PROGRAM:** I CONFIRM THAT I/MY FAMILY MEET THE INCOME REQUIREMENTS TO BE SEEN BY THE HUMANE SOCIETY OF SOUTHERN ARIZONA’S WELLNESS PROGRAM.
* I/my family do NOT currently meet the income requirements to be seen by the HSSA Wellness Program at this time and I understand that HSSA Wellness Program has limited appointment slots/availability, which is currently reserved for families living at/below 150% of the Federal Poverty Line (FPL)

**Please READ and INITIAL the following:**

1. \_\_\_\_\_ The HSSA Wellness program is subsidized by individuals/community members via grant funding. Due to the nature of this type of funding, there may or may not be additional grants available to offset the cost of additional financial assistance. Additional grant funding is not guaranteed.
2. \_\_\_\_\_\_ The HSSA staff work hard to provide a positive experience for our clients and patients; it is our goal that we treat all pets and their people with compassion and respect. The HSSA clinic expects the same from our clients. We have a *zero tolerance policy* for rude or disrespectful behavior. The HSSA clinic reserves the right to refuse service and to terminate the Veterinary-Patient-Client-Relationship (VCPR) at any time if such behavior is directed towards any member of our staff, or towards another client.
3. \_\_\_\_\_\_ The HSSA clinic is **not** an urgent care or emergency center. The HSSA clinic is not designed to be able to accommodate emergency patients or those requiring hospitalization; HSSA does not have overnight staff or care available.
4. \_\_\_\_\_\_ You (the client) are not obligated to obtain/maintain veterinary services from the HSSA clinic. By coming to the HSSA Clinic, you are choosing to have your pet(s) seen and treated here. You may request to transfer care and have records forwarded to a new veterinarian at any point.
5. \_\_\_\_\_\_\_ The HSSA clinic has limited scheduling availability. If you cannot keep an appointment, please call to reschedule as soon as possible so we can accommodate another pet in need of veterinary care. If you no-call-no-show on multiple occasions, the HSSA clinic reserves the right to refuse service in the future.
6. \_\_\_\_\_\_ Every pet under HSSA Clinic care is **required** to be current on their Rabies vaccine. This is for the safety and health of your pet(s), as well as for our staff. It is also required by law for dogs over 3 months of age in Pima Co. If your pet’s Rabies vaccination is not current at time of appointment, we will vaccinate your pet at that time (per veterinarian discretion).
7. **­­­­\_\_\_\_\_\_\_** The mission of the Humane Society of Southern Arizona is to provide preventive care to our community’s pets. Preventive care allows us to prevent potentially deadly diseases, reduce rate of infectious disease and help combat overpopulation in the community. This includes spay/neuter, vaccination, parasite control, and more. By entering the Wellness program, you agree to the following:
	1. All pets in the wellness program need to be altered (spayed or neutered) to receive continued care from our Wellness program (unless deemed unfit for anesthesia by DVM). If not currently altered, we can discuss affordable options to provide this important service for your pet.
	2. We recommend all pets be kept current on other vaccines (DAPP, FVRCP, etc), unless determined to be contraindicated by your veterinarian.
	3. We recommend year-round heartworm prevention and flea/tick prevention. The HSSA clinic offers heartworm testing and full parasite prevention at an affordable rate.

\_\_\_\_\_\_\_ I understand that if I decline recommended preventive care and my pet contracts a preventable illness/disease (*for example, but not limited to - parvovirus, distemper, heartworm disease, tick-borne disease, intestinal parasites, anemia, pyometra, unexpected pregnancy*) as a result, I accept full financial responsibility for treatment.

1. Each family must re-certify annually to continue to benefit from the HSSA Wellness Program.

I acknowledge having read, understand and agree to the above policies, and I certify that all above information is true and accurate:

Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Best Phone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RETURN COMPLETED FORM**:

* Main/in person: HSSAz Clinic at 635 W. Roger Road, Tucson, AZ 85705 (blue building)
* Email: spayneuter@hssaz.org

*Thank you for allowing us to care for your pet!*