



Helping Paws Pawzitive Change POLICIES AND CONSENT

Please request your Pawzitive Change reservation then complete this Policies and Consent form. You need only complete this form ONE TIME.

Please note that completion of these forms does not guarantee a Pawzitive Change reservation. Reservations must be requested and confirmed separately. Submission of your signature signifies your agreement with Helping Paws Pawzitive Change Pawzitive Change policies.

PETS ARE PROTECTED WITH VACCINATIONS

So that every pet Pawzitive Change at Helping Paws Pawzitive Change is protected, we require that pets be vaccinated by a licensed veterinarian and current on baseline vaccinations. Proof of vaccination must be presented prior to admittance.

When it comes to your cat's health, vaccination is key. Our clinic follows the guidelines set by veterinary experts to ensure that all pets are protected from preventable diseases. We require the following core vaccines for all felines:

1. Panleukopenia virus
2. Viral rhinotracheitis (FHV-1)
3. Caliciviruses
4. Rabies virus
5. Leukemia virus (FeLV)
6. Chlamydomphila felis (causes feline chlamydiosis)
7. Bordetella bronchiseptica (causes feline bordetellosis)

FLEA/TICK FREE FACILITY

Helping Paws Pawzitive Change is a flea and tick-free facility. Upon arrival, your pet will be checked for external parasites. If any are found, you will not be able to board until the problem is resolved.

We mandate that all pets have a flea and tick prescription from a licensed veterinarian administered no less than one week before any services at Helping Paws Pawzitive Change. This policy helps us maintain a flea and tick-free facility, ensuring the well-being of all pets in our care.

Feline-Only Requirements

Feline health extends beyond vaccinations. To ensure that all pets in our care are healthy and happy, we have the following requirements specific to cats:

Negative Feline Leukemia Test

Ensuring that your cat tests negative for Feline Leukemia (FeLV) is crucial in preventing the spread of this harmful virus. Regular testing and vaccinations are part of the feline health policies that help protect your cat from FeLV and other contagious diseases.

VIDEO AND AUDIO RECORDINGS

These recordings serve as valuable tools for ensuring quality service, complying with regulatory requirements, and maintaining control over processes. By capturing these interactions, we can monitor the performance of our team members and identify areas for improvement. This allows us to provide consistent and high-quality service to our clients, ultimately leading to greater customer satisfaction and loyalty.

Adhering to Regulatory Requirements

Video and audio recordings provide Helping Paws Pawzitive Change with a comprehensive and reliable way to comply with these regulatory requirements. By maintaining detailed records of all client interactions, Helping Paws Pawzitive Change can demonstrate our adherence to industry standards.

Maintaining Control Over Processes

By having a record of each interaction, Helping Paws Pawzitive Change can track the evolution of their relationships with clients over time and ensure that all parties are held accountable for their actions. This level of transparency not only helps Helping Paws Pawzitive Change to uphold the highest standards of professionalism but also fosters trust and transparency with our clients.

Protecting Clients

Video and audio recordings also serve as a form of protection for both clients and organizations. In the event of a dispute or legal issue, these recordings can provide concrete evidence of what was said or done during a client interaction. This can help to

resolve conflicts more efficiently and effectively, ultimately saving time and resources for all parties involved.

Ensuring Support for Those in Need

In today's world, many individuals face challenging and difficult circumstances that require assistance and support. At Pawzitive Change, we understand the importance of providing help to those who are in crisis or facing a disaster situation. In order to ensure that resources and support are directed to those who truly need it, we have implemented a policy of requiring proof of the situation and consent from our clients.

Providing Proof of Disaster or Crisis

When a client reaches out to us for assistance, we ask for proof of the disaster or crisis situation that they are facing. This can include official documentation such as a police report, insurance claim, or a statement from a relevant authority confirming the occurrence of the disaster. By verifying the authenticity of the situation, we can ensure that our resources are allocated to those who are truly in need.

Medical Assistance Requirements

In cases where medical assistance is needed, such as hospitalization or medical treatment, clients must provide hospital or doctor's notes as part of the requirement for receiving support. This helps us ensure that the assistance we provide is going to those who require urgent medical attention. Rest assured that all information provided to us is handled with the utmost confidentiality and sensitivity.

Confidentiality and Sensitivity

At Pawzitive Change, we understand the sensitive nature of the situations our clients are facing. We guarantee that all information provided to us is kept confidential and treated with the utmost sensitivity. Our priority is to ensure that our clients feel safe and supported during their time of need. Your understanding and cooperation in providing the necessary documentation is greatly appreciated as we work together to make a positive impact in the lives of individuals facing challenges.

How Can I Ensure My Information is Safe?

We understand that providing personal information during times of crisis can be daunting. Rest assured that at Pawzitive Change, we take the security and confidentiality of your information very seriously. Our secure systems and protocols are in place to ensure that

your data is protected at all times. Additionally, our team members are trained to handle sensitive information with care and respect.

In conclusion, at Pawzitive Change, we are committed to providing support and assistance to those who are facing challenging circumstances. By implementing a policy of requiring proof of the disaster or crisis situation, we can ensure that our resources are directed to those who truly need it. Your cooperation and understanding in providing the necessary documentation is crucial in helping us make a positive impact in the lives of individuals in need. Thank you for trusting us to support you during your time of crisis.

How Helping Paws Pawzitive Change Empowers Pet Owners

We understand that pet care costs can add up quickly, from routine vet visits to emergency surgeries, and we want to ensure that no pet is left behind due to financial constraints. That's why every human client under Helping Paws Pawzitive Change will have their own fundraising campaign, specifically tailored to their pet's needs.

Individualized Fundraising Campaigns

When you become a part of the Helping Paws Pawzitive Change family, your pet will have their own dedicated fundraising campaign. This campaign will help cover a variety of expenses, including veterinary bills, grooming, supply runs, food, and emergency services. By creating individualized campaigns, we can ensure that each pet receives the care and support they need to thrive.

By sharing your pet's campaign on social media, sending out email blasts, distributing flyers in your community, and volunteering when able, you can help advocate for your animal under Helping Paws Pawzitive Change Crisis and Disaster relief community program. Your active participation is key to the success of your pet's care and fundraising efforts, and it also helps spread awareness about the important work we do.

Advocacy and Support

At Helping Paws Pawzitive Change, we believe in empowering pet owners to take an active role in their pet's care and well-being. By providing resources, support, and guidance, we help pet owners navigate challenging situations and make informed decisions about their pet's health. Our team of dedicated volunteers and professionals are here to offer guidance and support every step of the way.

How can pet owners get involved in their pet's fundraising campaign

1. Share your pet's campaign on social media platforms
2. Send out email blasts to friends, family, and colleagues
3. Distribute flyers in your community
4. Volunteer at Helping Paws Pawzitive Change events and fundraisers

How does Helping Paws Pawzitive Change ensure transparency and accountability

1. Regular updates on pet's fundraising progress
2. Detailed breakdown of expenses and funds raised
3. Open communication with pet owners and donors

By providing individualized fundraising campaigns and empowering pet owners to advocate for their animals, Helping Paws Pawzitive Change is changing the way we approach pet care in times of disaster and crisis. Our commitment to transparency, accountability, and support sets us apart as a trusted resource for pet owners in need. Don't hesitate to reach out to our team for guidance and assistance – we are here to help you every step of the way.

FRESH FOOD AND WATER

Every Pawzitive Change pet is provided with fresh water throughout the day and fresh food twice daily unless you request otherwise. Upon admittance we will ask you to tell us the quantity of food your pet eats and any other special instructions. The cost of the purchased diet provided by Helping Paws Pawzitive Change will be at your expense unless we have Pawzitive Change non-profit funding. This policy ensures that individuals receiving assistance from Helping Paws Pawzitive Change are responsible for covering the costs of the diet they choose to purchase, unless financial support is available through Pawzitive Change non-profit funding. By placing the financial burden on the recipients, this policy aims to promote accountability and sustainability within the program. Those in need of assistance are encouraged to explore all possible funding options to alleviate their expenses and ensure the continuity of their dietary support from Helping Paws Pawzitive Change.

Emergency Services

Helping Paws Pawzitive Change does not offer veterinary care. If there is an emergency, pets will be taken to their designated veterinarian during regular business hours by a Helping Paws Pawzitive Change employee. After hours, pets will be taken to the local emergency services veterinarian on call. The pet owner is responsible for all costs incurred, unless non-profit funding from Pawzitive Change is available.

PERSONAL BELONGINGS

Every Pawzitive Change pet is provided with clean, soft bedding daily, or more often as needed. When you provide personal items for your pet, every effort will be made to return them to you in the same condition, but we can make no guarantee against loss or damage.

We encourage clients to bring toys, treats and blankets to help their cat feel more at home. We do our best to label all belongings, but in some cases this is not possible. Also consider whether or not your cat is a good kennel keeper. Toys are often knocked out of the kennel, and blankets often end up in litter boxes. If you are concerned about belongings being lost or soiled, we will be happy to provide our own blankets, beds, and toys for your cat during their stay. Although we make every effort to keep track of your cat's personal belongings, occasionally items do get lost in the shuffle. Helping Paws Pawzitive Change is not responsible for replacing lost personal items.

AFTER-HOURS PICK UP AND DROP OFF

If you prefer to drop off or pick up your pet outside normal hours, you may do so by making those arrangements when you schedule Pawzitive Change.

WHAT TO EXPECT DURING AND AFTER Pawzitive Change

Every pet Pawzitive Change at Helping Paws Pawzitive Change is provided with attentive care, clean bedding, fresh food and water every day. As time allows, our staff gives special individualized attention, hugs, and cuddles. Strange noises, smells, and the presence of other pets may produce anxiety in your pet which may result in an interruption to their normal eating, drinking, sleeping and bathroom habits. Sometimes diarrhea occurs; sometimes their appetite is off when they're with us. When your pet returns home he/she may have a temporary increase in eating or drinking, may immediately want to use the bathroom, and may sleep more their first day home. These behaviors are all normal and should not cause alarm. If any symptoms persist that worry you, please give us a call.

Pawzitive Change Your Cat Pawzitive Change can be a stressful event for cats and owners alike, but it does not have to be. At Helping Paws Pawzitive Change, we want you to be able to focus on your plans and leave the worrying to us. The following is a list of things you can expect during your cat's stay with us. What to expect of your cat: Cats react to being away from home in many different ways. For some, being in a new environment around other cats does not seem to faze them one bit. In fact, they may even enjoy their new adventure. Commonly, however, cats react to the situation by exhibiting temporary changes in their behavior. These changes are perfectly normal and easily managed by our staff.

Appetite Decreased appetite is common in many cats who board. Each boarder's food intake is monitored daily. If there is any concern about a boarder's appetite, we immediately offer more appealing foods. If that is not successful, one of the doctor's is consulted.

Attitude Changes in attitude toward staff and other cats are also common. When cats are away from home they become agitated easily until they adjust to new surroundings. Cats that seem to be friends at home may not appreciate each other's company during their stay. Our staff's goal is to make each cat's Pawzitive Change experience as stress-free as possible. In extreme cases, this may mean separating cats or limiting their contact with strangers and each other.

Appearance Just as some people are better housekeepers than others, some cats are better kennel keepers than others. Each cat begins their day in a fresh, clean cage which is checked during the day to see if additional cleanings are necessary. In the meantime, however, some cats prefer to have their blankets in the litter box and their food scattered across the floor. Cats also tend to take their own little vacation from grooming themselves. It is not uncommon for a cat to have a slightly oily appearance or musky odor after an extended stay. Baths are an option, but, in most cases, once the cat is settled back in at home, they will begin grooming and have themselves back to normal within a day or two. What to expect of us: As mentioned before, our goal is to provide the most stress-free environment possible for your cat. This means something different for each cat. Our boarders' health and well-being is our utmost concern, and, while our procedures are molded to suit individual cats' needs, here are some standard rules we follow.

Daily Monitoring For the duration of each cat's stay, a record is kept detailing weight, appetite, urine and stool. When abnormalities arise or persist, appropriate measures are taken to correct the problem.

Exercise Time Each cat is allowed time outside their kennel to play, stretch their legs and exercise each morning. As discussed, some cats become very stressed when handled or feel very vulnerable when exposed to the other boarders and tend to fare better when allowed to relax in their cage. Whether or not a cat is allowed to roam the Pawzitive Change area is determined on an individual basis that is reassessed daily.

Evacuation Protocol

In case of emergency, Helping Paws Pawzitive Change is equipped with state of the art security and fire alarm systems. Should an evacuation be necessary, all owners will be notified to pick up their pets as soon as reasonably possible. For pets that are not able to be picked up, Helping Paws Pawzitive Change will provide reasonable services depending on the situation. Helping Paws Pawzitive Change is not responsible for injury or death that occurs as a result of natural weather occurrences for pets that remain in our care.

CLEANING PROCEDURES

OUTSIDE CLEANING AND MAINTENANCE

Outside play yards and walking areas are constantly monitored during use for feces. All feces should be immediately picked up and disposed of.

INSIDE CLEANING AND MAINTENANCE

Kennels are cleaned on an as needed basis during the day, with a deep cleaning occurring once a day to ensure health and well-being of the pets

GENERAL CLEANING

General cleaning occurs as needed. Every employee is responsible for ensuring a clean, safe and healthy environment for the pets in our care.

INTAKE PROCEDURES

Check-in/Check-Out:

Proper ID is required to check-in and check-out your cat. Cats will only be released to the owner or to persons identified prior to pick up by the owner via written and signed documentation.

Travel Carrier: For the safety of our staff, customers, clients, and visitors, all cats are required to enter and exit the facility in a travel carrier.

ILLNESSES, INJURIES, ABANDONMENT

At each Pawzitive Change visit, you will be given the opportunity to leave directions for the care of your pet should he/she become ill while Pawzitive Change with us. Please note that all treatments/diagnostics conducted on Pawzitive Change pets will incur expenses that are your responsibility. However, it is essential to highlight that in cases where we receive funding from Pawzitive Change, financial assistance may be available. Thank you for your understanding and cooperation in ensuring the well-being of your furry companion.

Every effort is made to safeguard Pawzitive Change pets, but Helping Paws Pawzitive Change will not be held liable for injuries, escape, or death that result from situations in which we took every reasonable precaution, including fire or weather-related emergencies. In the event a pet is unclaimed 10 days after the scheduled time of departure, despite reasonable attempts to contact the owner and/or agent of record, the pet will be considered abandoned and Helping Paws Pawzitive Change will have full discretion over the subsequent disposition of the surrendered pet. Abandonment does not relieve the pet's owner of all charges incurred while at Helping Paws Pawzitive Change.

Veterinary Care and Release

I understand and agree that if the need arises, emergency medical care for my pet will be sought from the Helping Paws Pawzitive Change, and I agree to pay all reasonable costs for such treatment. I understand that one of our team members will attempt to call me as soon as the situation is stable, at which time authorization for further care will be transferred to me.

I allow Helping Paws Pawzitive Change's staff to contact my veterinarian should any injuries or illness require medical attention. By agreeing to this policy, you acknowledge and accept full responsibility for any medical expenses incurred for your cat(s) unless Pawzitive Change receives non-profit funding to cover such costs. It is essential to understand that any veterinary care, treatments, or medications required for your cat(s) will be your sole financial responsibility unless specified otherwise due to non-profit funding availability. Your commitment to assuming these medical expenses is crucial in ensuring the well-being and health of your feline companion(s). Rest assured that Pawzitive Change will strive to assist within its means, but ultimate accountability lies with you as the guardian of your cat(s). Thank you for your understanding and cooperation in upholding this policy for the benefit of all involved.

Contagious Disease Option Though every effort is made to ensure Pawzitive Change cats are free from contagious diseases, some contagious diseases have no vaccine, and cats are not fully protected against the viral respiratory pathogens due to the inherent limitations of these vaccines, even if their vaccinations are current.

MEDICAL RELEASE FORM This is a required form for all Helping Paws Pawzitive Change Pawzitive Change participants receiving services. First and foremost, the safety and well-being of your pet(s) is of the highest importance. Ensuring that your pet remains safe and well cared for is our first responsibility and as such we take it very seriously. We do our best to have our pet parents screen for pre-existing health conditions but some factors may be beyond our control. In the event that a medical emergency arises while a pet is at our facility or participating in a service that we provide it is imperative that we are immediately able to get them medical treatment at the closest available facility. We will call ahead to the veterinary offices in closest proximity geographically to us to ensure they can handle the emergency present. Your pet will be rushed to the closest available facility for treatment and you will be notified. We notify the owner after we have secured a medical treatment center for the animal to avoid delays that may be caused by emotion on the part of the owner. Our goal is to get your pet medical attention as quickly as humanly possible, and any distractions may interfere with that process. For that reason, it is a requirement to have our pet parents sign this form. I understand that in the event of a medical emergency that Helping Paws Pawzitive Change Pawzitive Change, at its sole discretion, deems to need the immediate attention of a licensed veterinarian, I authorize Helping Paws Pawzitive Change Pawzitive Change to seek medical attention at the closest available veterinary

facility. I further agree that I am financially responsible for any medical treatment my pet(s) receives as a result of a medical emergency while attending services provided by Helping Paws Pawzitive Change Pawzitive Change.

Changes

Helping Paws Pawzitive Change reserves the right to change policies, procedures, and services, and adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

Guarantee

We strive to be the best we can be, for both you and your cat. If you are ever dissatisfied with any service, please tell us. We will gladly work with you to ensure you are getting the service you deserve.

Photos and Videos

I give my permission for Helping Paws Pawzitive Change, to take photographs, and/or videos, and to use the images or videos of my cat in printed matter, internet sites, or other promotional or advertising capacities. Photographs and videos are the property of Helping Paws Pawzitive Change.

CONSENT TO BOARD

I do hereby consent to board my pet at Helping Paws Pawzitive Change. Submission of this form confirms that I understand and agree to the policies set forth in this brochure. I understand that with each Pawzitive Change visit I will be asked to complete a Pawzitive Change check-in document which gives direction for my pet(s) care while Pawzitive Change. I will not hold Helping Paws Pawzitive Change liable for consequences resulting from my directives. I further understand that Helping Paws Pawzitive Change will take the utmost care to follow my directives but that the safety of Helping Paws Pawzitive Change personnel, other Pawzitive Change guests, and my own pet's safety will supersede my directives. I understand that I am financially responsible for all fees for Pawzitive Change, products, and services for which I have given consent either in writing or verbally. I understand that in the event that I or my agent is unable to be reached, that Helping Paws Pawzitive Change has permission to do whatever is reasonable to safeguard the life of my pet and that I am financially responsible for those decisions.

**SUBMISSION OF THIS FORM SIGNIFIES YOUR UNDERSTANDING OF, AND
AGREEMENT WITH Helping Paws Pawzitive Change POLICIES.**

Print Name: _____

Signature: _____ Date: _____

Representative of Helping Paws Pawzitive
Change: _____

Kaylin Ginnetti - Founder

Helping Paws | Pawzitive Change

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