

### Requirements:

- **A dedicated phone line provided by the humane society for scheduling appointments and make reminder calls.** A free online system such as on Google docs enables multiple volunteers to schedule the clinic days without overbooking. An online site is the ONLY way that multiple people can schedule without overbooking.
- One **person from the humane society must communicate with clinic staff** in order to prevent and/ or quickly resolve problems that may damage the program.
- For programs that rely on clinic staff on a weekday, an **inexpensive but fun incentive for the staff**, such as lunch on the last Friday of each month, helps offset the fact that this creates some extra work.
- **Everything must be included in the price.** That means surgery, a rabies vaccine if required, the pre-op exam and pain medication. “Upselling” in order to make a few extra dollars defeats the program, generates ill will and some clients will feel it was a ‘bait and switch.’ Most clients have to “save up” even for the reduced cost.
- **Use appropriate income screening.** This can be a simple household income level (such as \$40,000 per year) or based on the home receiving Food Stamps, WIC, Medicare or HUD housing. Using an overall household income level enables your program to include low-income working people who receive no public benefits. **A full time job at minimum wage grosses roughly \$14,700 yearly**, so using a basic income level enables you to serve low-income working homes that do not receive aid. If the program is open income, it will compete with the veterinarian for their regular clients; this is usually a deal breaker.
- Income screening over the phone is simple and straightforward. If check-in is done by the hospital staff, confirm that the client understands if proof of income will be needed.
- **Prepayment through a cash app or local way to pay by cash enables the humane organization to know which clients need further subsidy, and prevents no-shows from affecting the finances of the day. Many low-income clients will not have a card, so the payments should be able to be made in person before the appointment.**