

CLIENT INTAKE POLICY

Emergency Animal Care & Help

Introduction

It is our goal to work in partnership with the people of Maui and the animal advocate community to be a human and animal centered organization dedicated to fundraising and providing emergency resources to Maui county residents, so that every pet can survive and thrive, regardless of current financial hardships.

Purpose of the Policy

The objectives of this policy are to:

- Ensure Maui residents are receiving the help they need as best we can serve them.
- Prevent needless loss and suffering for those who qualify.
- Determine that those who most need our help can receive it from professional entities as recommended.
- Maintain our scope and stay in our lane with the type of care and help we provide our community.

Company Commitment

As part of our commitment to health and safety, Emergency Animal Care & Help will:

- Comply with all relevant health and safety laws and regulations.
- Provide a compassionate response to anyone who contacts us regardless of if they qualify for our services or not.
- Ensure the availability of a response or solution in a reasonable timeframe.
- Help as many animals as we can.

What EACH Does

Emergency Animal Care and Helps mission statement is:

Our mission is to provide low-income households of Maui with resources and emergency funding for the care of their beloved pets.

This statement reflects our dedication to keeping Maui families together with their pets regardless of any monetary issues when the pet becomes injured or ill due to unforeseen causes. Our aim is to keep Maui veterinarians and other animal resources focused on doing their jobs, while we fulfill this need within our community.

Emergency Animal Care & Help -

- Supplements payment for unmet veterinary costs, as able, for Maui residents who have pets that are facing euthanasia or surrender due to an unforeseen illness or injury.
- Provides compassionate service to all who contact us, even if they do not fall within the scope of our services and provide them with as much assistance in finding resources as possible.
- Aid animals who need to be put down humanely by providing the ability for their owners to comfort them as they pass.

What EACH Does NOT Do

As there are many needs that need to be filled for the animals on the island of Maui, our single entity cannot address them all. We have decided to focus on Maui Pets. Our hope is to one day expand our reach to include more of the animals that are suffering, but trust that many of the other resources are doing the best they can at this time, and we are fulfilling a niche that has been underrepresented.

Emergency Animal Care & Help does NOT-

- Provide veterinary care or medical advice ourselves.
- Fund procedures or treatments for animals that are not approved by licensed veterinarians/clinics
- Supplement payments for animals with a short lifespan prognosis.

(Continued)

- Provide veterinary care for stray or wild animals.
- Fund procedures or treatments for animals that have known/ongoing issues
- Supplement payments for treatments or medications when a licensed veterinarian has deemed afterwards that quality of life would be low or nil.

Further policies and client agreements - please initial

_____ Services are issued per client, and not per animal, therefore EACH can only provide services for one animal per client within a twelve-month period, unless appealed and with EACH Board of Directors approval.

_____ Client agrees that funding is not used for ongoing issues pertaining to and outside of this emergency.

_____ Clients will draw on their own resources; current pet insurance, pet emergency savings, crowd funding, etc. to help supplement the cost of treatment when possible. This is so that the funding EACH has for our purposes can be used to help as many as we possibly can.

_____ Client is responsible to work with the veterinarian/clinic and assess if there will be ongoing treatment or medications resulting from this emergency issue to which EACH is not liable to have any financial obligation. This must be worked out prior to funding when able.

_____ Clients must agree to spay/neuter any animals within possession for the approval of funding.

_____ Clients must agree to take and read the Emergency Animal Care & Help pamphlet on pet care and ownership.

_____ Client will perform discretion when discussing granted amount as funding and availability varies.

_____ Client must agree to assess and amend any causes or reasons of the emergency issue to prevent further occurrences.

_____ If obvious abuse or negligence is apparent, EACH may contact the rightful authorities if no acknowledgement is made of the circumstances.

_____ EACH defers to the specialization of the veterinarians/clinics and will not fund treatments and medications against the advice of the veterinary staff. Clients are able to seek second and third opinions which will be observed in an appeal.

_____ EACH has permission to use animal names and likenesses for marketing. EACH will not use client names or likeness without express consent. An approval to abstain from featuring the animal in pictures or in name will be granted on request.

_____ EACH may contact client after-the-fact via email, phone, text, or mail, to check in and see how the animal is doing as well as update on current EACH information.

_____ If a client becomes abusive and/or a safety risk to EACH and/or veterinary staff, EACH has the right to revoke services. An appeal can be made to the Emergency Animal Care & Help Board of Directors by mailing: EACH BOD - Appeal P.O. Box 1308, Wailuku, HI, 96793

_____ All requests of funding over a certain amount must be discussed and approved by the EACH Board of Directors.

EACH pays for some, if not all of the following expenses, as funding allows:

- Initial exams
- Testing
- Surgery
- Initial and surgical medications (for specific circumstances related to emergency, but not ongoing longterm medications
- Euthanasia

EACH does NOT pay for (unless appealed with BOD approval):

- Clients who have used our services within the last 12 months
- Other animal rescues/entities that have used our resources in the last 12 months
- Treatment for animals with ongoing issues
- Clients with repeat issues that could have been resolved after previous services rendered, even if more than 12 months apart
- Treatment for animals with a low life expectancy prognosis.
- Treatment for animals where quality-of-life after treatment would not greatly improve.
- Treatment for wild or stray animals. An appeal can be made for animals that will be adopted after treatment. Appropriate verifications will need to be made. (Look for notches, chip I.D.s, etc.)
- Routine pet care
- Grooming
- Boarding
- Transportation
- Exams for travel certifications, unless appealed for BOD approval
- Clients who can afford treatment or have reasonable means to raise funds or use insurance for treatment for their pets

Signature _____ Date _____



**Emergency Animal Care & Help
Board of Directors - January 2025**