



## Guide to PAWS Client Services

This guide will assist PAWS clients in how to access and utilize services.

### Pet Food Bank

The Pet Food Bank is located at PAWS at 3170 23rd Street, (between Shotwell and South Van Ness) and is open on Saturdays from 10:30am to 12:30pm. You may visit the Food Bank once every 4 weeks. You do not need an appointment.

If you are homebound, you may request food delivery by contacting PAWS at 415-979-9550.

If your pet requires a special diet, you must obtain a recent prescription from your veterinarian and fax it to the PAWS office at 415-979-9269. It may take 3 to 4 weeks before your prescription food is ready.

The Food Bank is closed for major holidays. Please check the PAWS Client Calendar on our website for information about Food Bank closures.

### Special Food Vouchers

If one or more of your PAWS registered companions is an animal other than a dog or a cat, you are eligible for special food vouchers. Contact PAWS to receive vouchers for the Animal Company, which is located at 1307 Castro Street (between 24th and Jersey).

***If you plan on visiting the Food Bank, you can request your special food vouchers by calling at least a week ahead and we can have them ready for you at the food bank.***

## Veterinary Services

PAWS provides you with financial assistance for veterinary care.

Your PAWS registered pets are eligible for one free annual wellness exam each year. This free exam is only available through Pets Unlimited, and covers a general exam, vaccinations, a fecal test, at the time of the appointment, to check for parasites and de-worming if necessary.

**Vet Fund.** You are also eligible for \$200.00 in financial assistance each calendar year toward veterinary expenses at one of our community partner hospitals. This fund covers ER visits, bloodwork, and Rx medications. It **does not** cover nail trims, or over-the-counter items such as food, supplements, toothpaste, shampoo, and flea or heartworm preventatives. You may use the fund to cover annual wellness exams at veterinary clinics other than Pets Unlimited.

This fund does not carry over from year to year, but is renewed each January.

## 3 Steps to Obtain Financial Assistance for Vet Services

**Step 1.** Call PAWS to request funding and get the go-ahead to make a vet appointment. Please give PAWS at least one week's notice to prepare your request, which will be in the form of a voucher.

**Step 2.** Call the vet and schedule your appointment.

**Step 3.** Call PAWS back with the date, time, location, and reason for the appointment. PAWS will then send a voucher to your veterinarian.

## Critical Care

PAWS has a limited amount of emergency funding for life threatening situation and or urgent surgeries, x-rays, ultrasounds, or dental procedures.

If you need to request emergency funding, the veterinary hospital must first fax a cost estimate to PAWS. A PAWS representative will then apply for funding and will notify you and the veterinary hospital if additional funds are available.


## Ask the Vet Clinics


Ask the Vet offers you an opportunity to consult with PAWS Volunteer Veterinarians and Vet Techs about pet health issues (health and behavioral changes, skin/allergy-related issues, ear mites, bugs, or flea infestations, anal gland expressions, and lumps and bumps).


Ask the Vet Clinics are held the **first Thursday of every month (excluding January, July, and December)** from 2:30pm to 5:30pm **and on the second Saturday of every month** from 10:30am-12:30pm. Call PAWS or check the PAWS Client Calendar online for details. Clients and their pets are seen on a first-come first-served basis.

## In An Emergency!

### What To Do If Your Pet Has a Medical Emergency and PAWS is Closed.

 We recommend you take your animal companion to Pets Unlimited, a 24-hour facility. You may, of course, go to any vet you choose in an emergency.

 Inform the vet staff that you are a PAWS client and arrange payment for any costs that go beyond your PAWS allotment. If a payment plan can be arranged, you will have to make a down payment before leaving the vet. You may have to apply for a veterinary credit card also known as "Care Credit."

 Call PAWS and explain the situation. If you have funds available from your \$200 yearly allotment, a voucher for those funds will be

sent to the veterinary hospital. You can also ask PAWS about applying for emergency funding.

## 24-hour Veterinary Hospitals

### All Animals Emergency Hospital

415-566-0531

1333 9th Ave. @ Irving

### Pets Unlimited

(25% discount)

415-563-6700

2343 Fillmore St. @ Washington

### SF Veterinary Specialists (VCA-SFVS)

(15% discount)

415-401-9200

600 Alabama St. @ 18<sup>th</sup>

## Supportive Pet Care Services

PAWS provides pet care services to clients who are physically unable to perform pet care tasks without assistance. Most of our pet care support services are provided by PAWS volunteers and are based on availability. If you have a need for these services, contact PAWS.

**Dog Walking** - Includes regular walks, exercise and socialization as needed. Requires advance notice.

**In-home Cat Care** - Includes litter box maintenance, feeding, and administration of medication and/or fluids. Requires advance notice.

**Transportation** - Includes transportation to and from vet or grooming appointments. Requires two weeks' notice.

**Emergency Foster Care** - For **emergency situations only**, such as severe illness, hospital and rehab stays and housing crises. Clients must have signed the PAWS Foster Care Agreement.

**Grooming** - For animals that need more than a bath. Grooming services are limited. Please call PAWS to discuss your grooming needs. **Mats are severely painful, so if your companion animal has mats, do not bathe him/her as this makes matters worse. Please call PAWS!**

**Nail Trimming** - Nail Trim Clinics are held at PAWS during the Pet Food Bank hours (10:30am-12:30pm) on the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> Saturday of every month. You do not need an appointment for the Nail Trim Clinic.

PAWS occasionally holds additional Nail Trim Clinics on other Saturdays. Call PAWS or check the PAWS Client Calendar online to confirm. When volunteer vets are providing nail trimming they can also assist with anal gland expressions and answer questions about skin allergies and other health concerns.

**Dog Wash** - If you have a friendly dog that needs a bath, **Pet Food Express** donates their dog washing stations to PAWS clients for monthly (sometimes bi-monthly) volunteer-based dog wash events. Call PAWS for details. Pet Food Express Dog Wash locations and hours are also posted online on the PAWS Client Calendar.

There is also a self-service dog wash station at PAWS. There is no volunteer or staff to assist with bathing, but supplies such as shampoo, towels and brushes are provided. The bath is available on Thursdays **by appointment only**. Please call PAWS to request an appointment.

**The following veterinarian hospitals provide discounts to PAWS clients.**

All Pets Hospital (10% discount)  
415-861-5725  
269 South Van Ness Ave. @ 14<sup>th</sup> St.

Arguello Pet Hospital (25% discount)  
415-751-3242  
530 Arguello Blvd. @ Geary

Blue Cross Pet Hospital (25% discount)  
415-931-9302  
1386 Golden Gate Ave. @ Steiner

Mission Pet Hospital (25% discount)  
415-552-1969  
720 Valencia St. @ 18<sup>th</sup> St.

Pet's Rest (15% discount)  
650-755-2201  
1905 Hillside Blvd., Colma, CA

Pets Unlimited (25% discount)  
415-563-6700  
2343 Fillmore St. @ Washington

SF SPCA Hospital  
(25% discount or 50% discount for eligible seniors 65+)  
415-554-3030  
201 Alabama St. @ 16<sup>th</sup> St.

SF Veterinary Specialists (VCA-SFVS)  
(15% discount)  
415-401-9200  
600 Alabama St. @ 18<sup>th</sup> St.

Veterinary Vision, Inc.  
(20% discount, excluding medications)  
1-800-427-5367  
1235A Taraval St. @ 23<sup>rd</sup> Ave.

***PAWS works with numerous veterinary hospitals in addition to those listed. Please call PAWS if you would like to verify our relationship with a veterinary hospital that is not listed above.***

## Other Services and Resources

### CASS Newsletter

PAWS clients receive a bi-yearly newsletter with information on various animal-related topics. The newsletter will also contain information about fun upcoming events, Food Bank closures, Nail Trim Clinics, and Ask the Vet Days. Please let us know if you prefer to save a tree and receive the CASS Newsletter via e-news!

### Annual Holiday Stocking Delivery

Your animal companion(s) will receive an Annual Holiday Stocking full of treats and toys

in December of every year. PAWS volunteers will hand-deliver the stocking, so please make sure that we have your updated contact information!

### Information & Referrals

The PAWS website has an “Education” menu which provides information and referrals pertaining to: the rights and responsibilities of people with service and support animals, basic housing information, how to obtain a doctor’s letter to register a service animal, etc. Go to the PAWS website for details at: [www.pawssf.org](http://www.pawssf.org).

## Contact Information

### PAWS

3170 23<sup>rd</sup> Street  
San Francisco, CA 94110  
Tel : 415-979-9550  
Fax: 415-979-9269  
[www.pawssf.org](http://www.pawssf.org)

### Hours

Monday-Friday (CLOSED Wednesdays):  
10am-6pm; (closed 1pm-2 pm)  
Saturday: 10:30am-12:30pm (Pet Food Bank only)

### Client Calendar

[www.pawssf.org/client-calendar](http://www.pawssf.org/client-calendar)

### Client Services Team

Tara Whitefield  
Director of Client Services  
415-979-9550 x 302

Prado Gomez  
Food Bank Manager  
415-979-9550 x 307

Lukas Prassinos  
Interim Client Support Services Coordinator  
415-979-9550 x312