



COMMUNITY CAT VOUCHER PROGRAM

Animal Services Office

PURPOSE: In an effort to improve the lives of outdoor community cats in their home territory by providing financial assistance for sick and injured community cats residing in Austin and Travis County jurisdiction only. This program complies with the City of Austin No Kill Policies adopted by Austin City Council March 11, 2010. Funding is limited and contingent upon approval of available operating funds each fiscal year.

GENERAL GUIDELINES:

- Eligible cats for voucher services are: sick or injured stray, feral, and free-roaming outside only cats, otherwise referred to as Community Cats that live in the City of Austin or Travis County only. Cats that are in rescue or owned pets do not qualify.
- Residents of the City of Austin or Travis County may contact Animal Services Office Community Cats Program to request a medical voucher to treat a sick or injured community cats.
- Veterinary clinics may opt to participate in the Medical Voucher Program only.
- Veterinary clinics who opt to participate in the Spay/Neuter Voucher Program must also participate in the Medical Voucher Program.
- All cats must be scanned for a microchip. The paperwork submitted for reimbursement should reflect that the cat has been scanned for a microchip. If the cat has a microchip the microchip number should be clearly documented in that paperwork.
- No veterinary services other than those specified in this agreement will be provided without the prior consent. Fees for services in addition to those specified in this agreement will be paid by the resident who brought the cat in and not by Animal Services Office.
- Invoices for services rendered, along with the medical record and voucher must be faxed or emailed to Animal Services Office's Community Cats Program for reimbursement. Invoices must include: service date, resident's name, address, and invoice number.
- Medical Vouchers and Spay/Neuter Vouchers are non-transferable. The resident's name on the invoice must be the same as the name on the voucher.
- Invoices not submitted for payment 30 days after the Medical Voucher and/or Spay/Neuter Voucher has been issued **will not be paid.**
- Reimbursements will be made by Animal Services Office within 30 days of receipt of invoice(s).
- Vouchers are not guaranteed to be issued to residents who request them.
- A participating veterinary clinic that wishes to be removed from the program, should email communitycats@austintexas.gov or fax 512-978-0617 their request. A representative of Animal Services will call to confirm and they will be removed from the participating veterinary clinic list.
- These guidelines are subject to change.

MEDICAL VOUCHER GUIDELINES:

- Before a cat is treated, a resident must request a Medical Voucher from the Animal Services Office's Community Cats Program. If approved, the voucher is faxed to the participating veterinary clinic. The resident is responsible for scheduling an appointment or drop-off time with the participating veterinary clinic of their choice.
- Each Medical Voucher is valid for up to \$250 per cat, unless otherwise noted.

- Each medical voucher covers: diagnostic services, x-rays, treatment, medications, and anything the veterinarian deems necessary to treat the illness or injury, and vaccination listed in the Fee Reimbursement Schedule will be covered.
- Euthanasia is covered only if the cat appears terminally ill or severely injured to the attending veterinarian.
- Resident is authorized to decline euthanasia.
- The Medical Voucher does NOT cover: spay/neuter services, microchips, cremation or body disposal, supplies and/or food not related to specific injury or illness, tests not related to the specific injury or illness. Resident can be referred to Animal Services Office for body disposal, if needed.
- Testing for feline leukemia and feline AIDS is covered if the cat is showing symptoms of either disease. Resident may opt to have the cat tested at their expense if cat is not symptomatic.
- For cats that cannot be medicated with oral antibiotics, Convenia is authorized as an alternative treatment as determined by the veterinarian.
- Any unused balance may not be used as a "credit".

SPAY/NEUTER VOUCHER GUIDELINES:

- If the cat needs to be sedated for examination and/or treatment and can be spayed or neutered while under sedation, the veterinarian should request a Spay/Neuter Voucher from Animal Services Office Community Cats Program.
- Only dissolvable suture material will be used for cats sterilized under this program.
- All females presented must be spayed, and pregnancies terminated.
- It is mandatory that the left ear of each sterilized cat is "tipped" during spay/neuter surgery. Removing the top ¼" tip of the cat's left ear with a straight cut is the universal sign that the cat is altered and vaccinated.
- Ear tipping is required, even if cat is found to be already sterilized. Resident may not decline ear-tipping.
- In addition to sterilization surgery, the following veterinary services are mandatory:
 - ✓ Rabies vaccination
 - ✓ FVRCP vaccination
 - ✓ FeLV vaccination
 - ✓ Treatment for parasites (fleas, roundworms/hookworms, earmites)
- If the cat is not healthy enough to perform the spay neuter at the time of exam and/or treatment the resident shall be referred to Animal Services Office Community Cats Program to have the cat spayed or neutered at a later date.
- If the cat is healthy enough to perform spay/neuter surgery at the time of exam and/or treatment and resident declines, the resident will be responsible for all medical expenses and the Medical Voucher will be voided.

HOW TO SIGN UP AS A PARTICIPATING VETERINARY CLINIC FOR THIS PROGRAM:

- Complete the attached forms with your clinic's information:
 - Veterinary Services Agreement
 - Participating Clinic Information
- Send them by fax (512) 978-0617 or email communitycats@austintexas.gov

Residents of the City of Austin/Travis County may request a medical voucher via email, phone or in person at Austin Animal Center

When you get a request for a voucher, send them the template in blue below via email, or get all the required info via phone or in person (Intake). Attach the "[Participating Vet list](#)" to your email so the person can pick which vet they want to use.

Hello,

Thanks for helping this cat. In an effort to improve the lives of outdoor community cats in their home territory Austin Animal Services has a voucher program to help provide financial assistance for sick and injured community cats residing in Austin and Travis County. This program complies with the City of Austin No Kill Policies adopted by Austin City Council March 11, 2010. Funding is limited and contingent upon approval of available operating funds each fiscal year. Eligible cats for voucher services are: sick or injured stray, feral, and free-roaming outside only cats, otherwise referred to as Community Cats that live in the City of Austin or Travis County only. Cats that are in rescue or owned pets do not qualify.

To apply for a voucher please fill out the information below. Please allow at least 72 hours for processing. If approved you can take the cat directly to a participating vet clinic in our voucher program with the city of Austin. Attached is a list of clinics-make an appointment and bring the cat to them, they will send me the bill and I'll get it paid.

If you catch the cat after hours and it cannot wait for treatment you can take it to one of Austin Animal Services' contracted Emergency Vet clinics and let them know it is an injured stray.

They will admit the cat and treat it for the shelter and the cat will be transferred to AAC in the morning.

*This is separate from the voucher program, and we would prefer to avoid shelter intake (which is why we created the voucher program), but we do not want the animal to suffer waiting for treatment.

South Emergency Vet:

4434 Frontier Trail
78745
(512) 899-0955

North Emergency Vet:

12034 Research Blvd #8, Austin, TX 78759
[\(512\) 331-6121](tel:5123316121)

Central Emergency Vet:

4106 N Lamar Blvd, Austin, TX 78756
[\(512\) 961-3246](tel:5129613246)

Very important:

The voucher will cover up to \$250 towards treatment. Anything above \$250 you will be responsible to pay.

Can you provide me the following information please?

Your info:

Name:

Address:

Phone number:

Email:

Cat info (as much info as possible):

Name (if applicable):

Age:

Color:

Breed: (Domestic Short/ Medium/ Longhair):

Sex: (male/ female/ neutered/ spayed)

Eartipped: (yes/no)

Address where the cat will be trapped:

Medical problems/ reason for voucher:

Vet Clinic you are taking the cat to (from the attached participating clinic list):

Date and time of your appointment:

What do you plan on doing with the cat after treatment?

***If the cat is not spayed or neutered, you will be issued a separate S/N voucher. Please pick a vet from the list that indicates they perform S/N surgeries as well.**