



Guide Dogs for the Blind

Veterinary Care Orientation Packet

Please give these veterinary care materials and expense forms to your veterinarian at the puppy's first visit



Guide Dogs for the Blind

Hello from Guide Dogs for the Blind!

Thank you for seeing one of our future canine heroes!

Guide Dogs for the Blind (GDB) is an industry-leading guide dog school. Our canine programs prepare highly qualified guide dogs and K9 Buddy dogs to empower individuals who are blind or visually impaired. GDB has dedicated puppy raising volunteers throughout the Western United States. The puppy raiser who gave you this information packet and supply of Veterinary Expense Reimbursement Request Forms will be bringing their GDB puppy to you for medical care while they are in the puppy raising program (around 12 to 18 months). The quality health care you will be providing plays an important role in the development of healthy guide dogs and the success of the GDB mission.

All GDB programs are provided free of charge, including personalized training and ongoing support, plus financial assistance for veterinary care, if needed. Our work is made possible by the generous support of our donors and volunteers; we receive no government funding. We are an accredited member of the International Guide Dog Federation and Assistance Dogs International. Any donation or reduction in cost for your services will contribute directly to this mission.

Please see the included "Health Care and Reimbursement Guidelines" for common questions when caring for our dogs.

Many thanks for your support of our program!

The Puppy Raising Team

800.295.4050 | guidedogs.com

National Headquarters: P.O. Box 151200, San Rafael, CA 94915-1200

California Campus: 350 Los Ranchitos Road, San Rafael, CA 94903 | 415.499.4000

Oregon Campus: 32901 SE Kelso Road, Boring, OR 97009 | 503.668.2100



Guide Dogs for the Blind

Health Care & Reimbursement Guidelines For a GDB Puppy's Local Veterinarian

Contact Guide Dogs for the Blind's Veterinary Financial Assistance (VFA) Team to obtain authorization, discuss treatment plans, or address any reimbursement questions. Pre-authorization is not required if the total bill is less than \$200 or the appointment is for scheduled vaccines, heartworm test, and heartworm medication.

- Call (800) 295-4050, then option 2, and option 2 again to reach the VFA team.
- VFA is available Monday through Friday from 8am to 5pm Pacific time.

Vaccinations

A copy of the Puppy and Raiser Information Sheet and Vaccine Schedule Chart is included in this Veterinary Care Orientation Packet. GDB puppies leave our Puppy Center having been given certain vaccinations and anti-parasitic treatments. When puppy raisers receive the puppy, they are instructed to continue with the outlined vaccination schedule. Please notify the GDB VFA team if a puppy has an allergic reaction to a vaccination. Raisers may ask to save the vials that their puppy's vaccination originated from or will ask to write down the following information: brand of vaccine (i.e. Ft. Dodge), components (i.e. distemper, adenovirus, parainfluenza, parvo virus) and the lot number.

Corona virus or Lyme disease vaccines are not recommended and will not be covered. If you have any questions about the administration of one of these vaccinations, please contact the GDB VFA team.

It is critical that we receive documentation of all vaccines the puppy receives prior to the dog returning to a GDB campus for formal training (ipuppy@guidedogs.com). Thank you for your help in ensuring our records are up to date!

Flea, Tick, and Heartworm Preventative

Puppy raisers receive a year's supply of Heartgard® Plus and Nexgard® when they pick up their GDB puppy. Raisers are instructed to administer both to the puppy on the first of every month. If you notice external parasites on the GDB puppy you are examining, please confirm the raiser's use of the product.

Spay/Neuter

Never spay or neuter a GDB puppy without authorization from GDB. The Puppy Raising team sends an official spay/neuter letter to raisers to give to their veterinarian. When having a puppy spayed or neutered, no reimbursement authorization is necessary if the cost for the procedure falls within the existing guidelines (neuters: \$300; spay: \$350). **If the cost of the spay or neuter exceeds these guidelines, contact the VFA team for authorization prior to surgery.** Immediately upon completion of the altering procedure, please complete and return the spay/neuter certificate provided by GDB.

Emergency Care

In the event of an emergency, GDB consents to stabilizing treatment. As soon as a puppy's condition is stabilized, the GDB VFA team must be notified before further care is provided. In cases of more involved or prolonged care, GDB puppies may be transported to a GDB facility.

Outside of normal business hours, call (800) 295-4050 and follow the prompts to reach someone to discuss ongoing emergency care.

Reimbursement Procedures

Note: If you prefer to invoice GDB directly, please follow the instructions below. The reimbursement form is not required if the invoice includes the puppy's name and GDB ID#. If you have never requested reimbursement from GDB in the past, including the W9 Form in this packet will help ensure prompt payment.

GDB does not reimburse grooming (including nail trims), food and supplements not approved by GDB, additional vaccinations, pill pockets, or city/county/rabies tag fees. For all routine care and pre-authorized treatments, use the following guidelines and instructions for submitting veterinary invoices for reimbursement:

Email reimbursement requests to vetbill@guidedogs.com with:

- One **reimbursement form** and **all itemized invoices**, preferably merged into one PDF per puppy.
 - Paperwork should be sent as a PDF attachment, not as a photo or link in the body of the email.
 - All invoices must include an itemized list of everything completed during the visit(s), including vaccines given in clinics or at locations other than a veterinary office.
 - If you received an authorization number from GDB's Veterinary Financial Assistance (VFA) team, include it on the reimbursement form.
- If any explanation or notes are needed regarding the invoice, include them in the email submitted for reimbursement.

OR mail physical copies of your completed reimbursement form and itemized invoices to:

Guide Dogs for the Blind, Attn: Accounting Department, P.O. Box 151200, San Rafael, California 94915-1200

If not requesting reimbursement, mark the Veterinary Reimbursement Request Form as "donated" and submit to the address above, or send to ipuppy@guidedogs.com.

When you help GDB and guide dog puppies, you are helping your community. We greatly appreciate veterinarians who help strengthen our mission by offering discounted or donated services. Thank you!