

COMMUNITY VACCINE CLINIC TOOLKIT



Lessons Learned from Community-Based Preventive Veterinary Care

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HOW TO USE THIS TOOLKIT



How to Use This Toolkit

This toolkit was developed to share real-world lessons learned from implementing community-based vaccine clinics over multiple years. It is intended for animal shelters, humane organizations, and community partners seeking to expand access to preventive veterinary care in underserved areas.

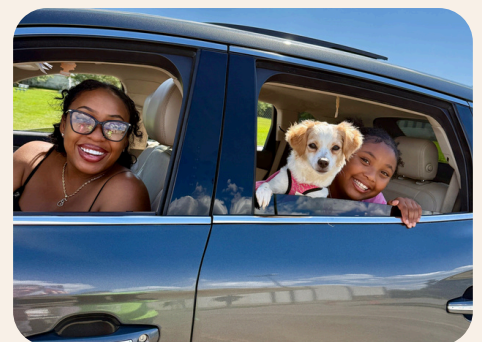
This document is not prescriptive. Instead, it reflects an adaptive process—testing ideas, learning from challenges, and responding to community needs.

Who This Toolkit Is For

- Animal shelters and humane organizations
- Community outreach and safety net teams
- Veterinary partners
- Funders and policymakers interested in access-to-care models

How to Navigate This Toolkit

- Read chronologically to understand program evolution
- Jump to specific phases or appendices based on need
- Adapt tools and strategies to fit your community





Executive Summary

Community-based vaccine clinics can be a powerful tool for increasing access to preventive care, reducing shelter intake, and strengthening trust between animal welfare organizations and the communities they serve.

Since fall 2022, SPCA Serving Erie County has developed, refined, and scaled a community vaccine clinic model that balances accessibility, sustainability, safety, and trust. What began as free, first-come clinics evolved into a structured, data-informed program that includes low-cost pricing, seasonal scheduling, mini clinics, drive-thru events, and targeted outreach.

Along the way, we encountered challenges related to demand, cost, flow, no-shows, accessibility, and communication. Each challenge informed program changes that strengthened outcomes for both people and animals.

This toolkit outlines that evolution chronologically—highlighting what worked, what didn't, and what we would recommend to other organizations seeking to do similar work.



At its core, this work is about meeting people where they are—geographically, financially, and emotionally. Access to preventive veterinary care is deeply connected to broader issues of housing stability, transportation, health equity, and trust in systems. By approaching clinics as community support events rather than transactional services, we were able to adapt in real time, respond to barriers as they emerged, and build lasting relationships with the families we serve.





Phase 1: Program Launch & Early Demand (Fall 2022)

Our community vaccine clinics began as a free service in the fall of 2022, created to address gaps in access to preventive veterinary care. Clinics were intentionally placed in resource deserts, neighborhoods facing economic barriers, and areas experiencing high rates of parvovirus, guided by intake data, disease trends, and community feedback.

When the program launched, we hosted two full, publicly advertised clinics at each location. Both clinics were open to all attendees and offered the same services. During the second clinic, we attempted to accommodate returning pets by creating a separate line for booster-only pets, while still operating the event as a full clinic. This approach quickly proved confusing. Owners were unsure which line to join, clinic flow slowed, and managing multiple service tracks created unnecessary complexity.

Demand far exceeded expectations. With no registration required, many people arrived hours before clinics began. Long waits became common, and staff were often forced to cut lines early or turn people away to ensure those already waiting could be served safely.

LESSON LEARNED

Running multiple service tracks within the same clinic—even when both are full-service—creates confusion. Simpler, single-flow models are easier for communities to navigate.



SAFETY & FLOW NOTE

High demand without volume control leads to long waits, staff strain, and difficult decisions at the door—even when services are free.





Phase 2: Sustainability & Cost Realization (Winter 2022)

As clinics continued, it became clear that the free-service model was not financially sustainable. The cost of medications, supplies, staffing, transportation, and logistics added up quickly.

Rather than scaling back abruptly, we used the winter of 2022 as a planning period. During this time, we evaluated the true cost of holding a clinic, including per-animal and per-event expenses.

This process allowed us to develop a low-cost pricing structure designed to cover expenses while remaining accessible to our target population.

KEY TAKEAWAY

Build sustainability planning into your program early. Waiting until resources are strained makes change harder for both staff and the community.

Sustainability is not the opposite of access. It is what allows access to exist tomorrow, next season, and next year.



EQUITY & ACCESS

Sustainability is an equity issue. Programs that cannot be maintained long-term cannot reliably serve the communities that need them most.

Transparent decision-making builds trust. Sharing the “why” behind program changes helps communities understand that adjustments are made to protect access—not restrict it.





Phase 3: Low-Cost Pricing, Seasonality & Mini Clinics (2023)

In spring 2023, we introduced low-cost pricing. Both bundled packages and individual services were offered, while DHPP and HCP vaccines remained free of charge. Community response was overwhelmingly positive, with minimal pushback and strong expressions of gratitude. Clinic scheduling also evolved. Dog clinics were held outdoors in spring and summer. Cat clinics were held indoors in late fall and winter. This led to increased requests for off-season services.

Mini Clinics

To address these gaps, we introduced monthly Mini Clinics at the shelter:

- Appointment-only
- Not publicly advertised
- Accessed via link or QR code
- \$10 non-refundable registration fee
- Same pricing as large clinics
- Ability to serve both dogs and cats



COMMUNITY RESPONSE

Introducing low-cost pricing did not reduce participation. Instead, it increased trust by setting clear expectations and reinforcing that the program was built to last.



PRO TIP

Mini Clinics provide year-round access while keeping volume manageable for staff and medical teams.

EQUITY & ACCESS

Seasonal clinic models must account for real life. Offering flexible options outside traditional schedules helps ensure access for families whose needs do not align neatly with calendars.



Phase 4: Booster Strategy & Scope Refinement (Late 2023)

By late 2023, patterns in clinic attendance and follow-up had become clear. While the initial two-clinic model helped many pets receive timely vaccines, it also introduced confusion, inefficiency, and unnecessary stress for attendees and staff. The presence of multiple service tracks—initial vaccines alongside booster-only lines—made it difficult to maintain a smooth, predictable flow.

In response, we transitioned to one publicly advertised clinic per location, with booster appointments scheduled separately. Booster dates were not publicly advertised and were shared only with owners whose pets required follow-up vaccines. This allowed us to maintain vaccine compliance while dramatically reducing confusion at the main clinic.

At the same time, we made a deliberate shift from a wellness-style clinic model to a vaccine-focused clinic model. Narrowing the scope of services allowed medical teams to move efficiently, reduced wait times, and increased the total number of animals served per event—without compromising safety or quality of care.

We also recognized that booster compliance requires intentional planning. Pets needing more than one follow-up dose were proactively directed to Mini Clinics scheduled during common booster windows. For families facing transportation or scheduling barriers, alternative accommodations were offered whenever possible.

LESSON LEARNED

Booster planning works best when it is built into the program structure, not treated as a separate or optional step.



EQUITY & ACCESS

Completing a vaccine series often requires more than medical access. Transportation, scheduling flexibility, and clear communication all play a role in successful follow-up care.



SAFETY & FLOW NOTE

Reducing clinic scope is not about limiting care—it is about ensuring clinics operate safely, predictably, and at a scale staff can sustain.



Phase 5 – Site Design, Accessibility & Safety

As clinics expanded in size and scope, site design emerged as a critical success factor. For dog clinics, locations must be large enough to accommodate 10 or more tents, allow for adequate spacing between animals, and ideally provide separate entry and exit points to reduce dog-to-dog conflict.

Accessibility considerations are equally important. Grassy or hilly locations are avoided whenever possible, as uneven terrain can create safety risks for attendees with mobility challenges, strollers, carts, or large dogs. Flat, paved surfaces such as blacktop improve accessibility but introduce heat-related risks, particularly during warmer months.

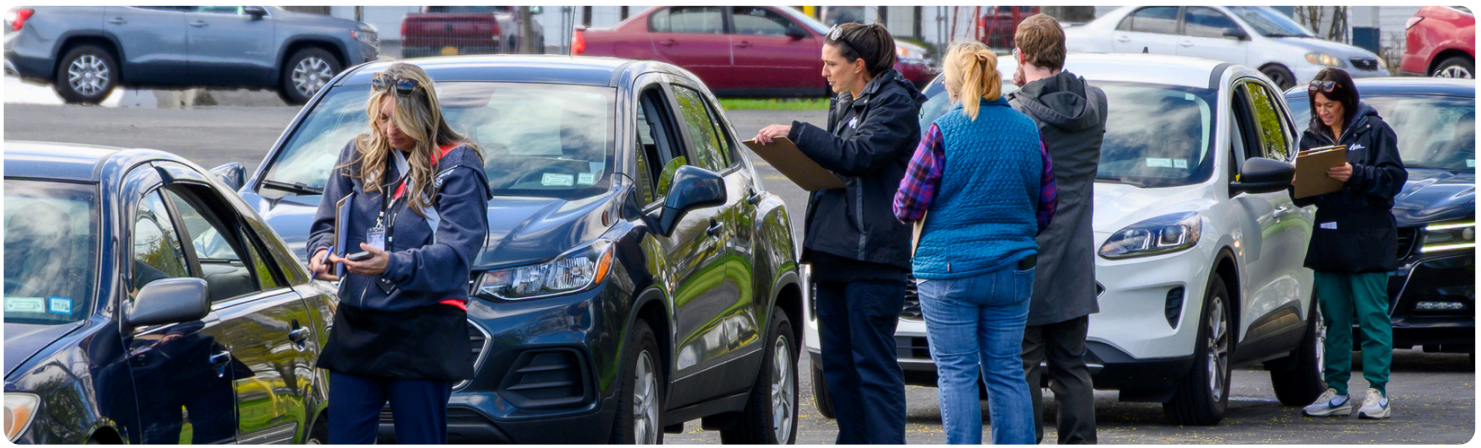
To address this, clinics incorporate intentional heat mitigation strategies, including baby pools, multiple water stations, shaded rest areas, and event runners dedicated to hydration and cooling support. In hot weather, brachycephalic dogs and other dogs with elevated heat risk are prioritized.

All outdoor clinics include publicly accessible bathrooms, typically through rented portable toilets. Contingency plans for inclement weather (tent weights, rain gear, secured paperwork) are standard.

DESIGN FOR THE MOST VULNERABLE

Design clinics for the most vulnerable attendees—both human and animal.





Phase 6: Communication, Discharge & On-Site Adaptations

As clinics expanded, we learned that clear, proactive communication was essential to safety, efficiency, and trust. This applied both to how staff communicated internally and how information was shared with pet owners. Small, real-time communication gaps often created unnecessary stress or safety concerns.

To address this, we implemented simple systems to support safer interactions and clearer information sharing. At dog clinics, frontline staff use fluorescent pink Post-it notes to discreetly flag dogs who may need extra caution, allowing medical teams to adjust without escalating stress. When handling is unsafe, medications are sent home using prepared prescription labels. Discharge shifted from printed packets to a QR-based system paired with verbal review, with critical vaccine reaction information printed directly on the medical form. This approach improved understanding, reduced costs, and ensured families left the clinic with clear next steps.

KEY TAKEAWAY

Discharge is part of communication, not an afterthought. Reviewing key information verbally while services are provided improves understanding and follow-through.



SAFETY NOTE

Behavioral flags are about preparation, not labeling. Quietly signaling that a pet may need extra space or patience helps staff adjust their approach and prevents avoidable incidents.

Not all pets can safely receive services in the same way or on the same timeline. Offering alternatives—such as sending medications home or providing follow-up support—ensures access without forcing unsafe interactions.





Phase 7: Drive-Thru Clinics & Regional Demand (Spring 2024)

As the program matured, we began to look more closely at where clinic participants were coming from, not just how many animals were served. Survey data revealed that a significant number of attendees were traveling from outside our intended target neighborhoods, confirming the program’s value but also highlighting strain on capacity at community-based clinics.

To address this, we chose not to restrict access, but instead to expand clinic formats intentionally. Two large drive-thru clinics were added—one serving the northtowns and one serving the southtowns—to better accommodate regional demand while preserving access at neighborhood-focused walk-up clinics.

The first drive-thru clinic, held in spring 2024, served nearly 500 dogs. This model allowed pets to remain in vehicles, reduced wait times and dog-to-dog interactions, and helped ensure that community clinics could continue prioritizing the neighborhoods they were designed to serve.

LESSON LEARNED

High participation does not always equal high impact. Without intentional planning, broad demand can unintentionally dilute neighborhood-focused services.



SAFETY & FLOW

Drive-thru clinics reduce animal handling stress, limit dog-to-dog contact, and allow teams to safely manage large volumes when designed intentionally.



PRO TIP

Use data early and often. Residency and survey data are powerful tools for identifying who your clinics are actually serving—and where adjustments may be needed.





Phase 8: Registration, Data & Flow Control (2024-2025)

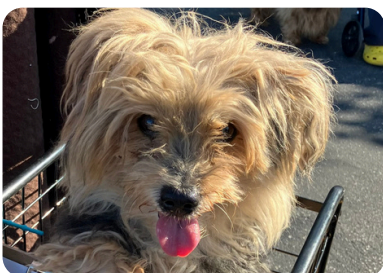
In spring 2024, registration was introduced to better plan staffing and manage flow. While registration improved wait times, no-show rates reached 50-60%. Walk-ups were still accepted, but clinics often operated below capacity.

In fall 2025, a \$10 registration fee (applied to services) was implemented, reducing no-shows to less than 10%.

Owners seeking only DHPP or HCP vaccines are encouraged to call rather than register online, allowing access to free vaccines supported by Petco Love without a registration fee.

EQUITY & ACCESS

Access systems must balance structure with flexibility. Preserving walk-up options ensured that families facing barriers such as limited internet access, unstable schedules, or transportation challenges were not excluded by registration requirements.



LESSON LEARNED

Registration alone does not guarantee attendance. Without accountability, even well-designed systems can unintentionally limit access by holding space that goes unused.

DATA-DRIVEN ADJUSTMENT

A small financial commitment dramatically improves attendance without reducing access.





Phase 9: Outreach, Trust & Community Partnerships (Ongoing)

Clinics are marketed differently depending on intent. Large-scale events are widely advertised, while targeted clinics rely on trusted community partners.

We often adopt a one-health approach, inviting human service organizations to table at clinics. These partners are placed away from the main clinic flow to prevent crowding. Staff and volunteers are encouraged to approach this work with a non-judgmental, culturally aware mindset, and when shelters have law enforcement divisions, staff avoid wearing law-enforcement-style clothing.

LESSON LEARNED

Partner-led outreach is often more effective than broad advertising in communities with historical barriers to access.



EQUITY & ACCESS

Community partnerships help shift clinics from being shelter-led events to community-supported resources, increasing comfort and participation among families who might otherwise opt out.



TRUST IS NOT AUTOMATIC

Trust is built through consistency, respect, and community collaboration—not branding alone.



Phase 10: Client Experience, Resources & Word of Mouth

For many families, a community clinic represented their first interaction with animal welfare services, making it essential that the environment felt welcoming, respectful, and supportive. How people were treated often shaped whether they returned for future care or shared the experience with others.

To support families beyond vaccinations, most clinics included a Resource Tent offering pet food, toys, treats, collars, leashes, and other available supplies. These resources addressed immediate needs and reinforced that clinics were designed to support pet retention and stability, not to judge or monitor families. Even small items often made a meaningful difference for households facing financial strain.

KEY TAKEAWAY

Client experience is not a secondary outcome. How people are treated determines whether clinics are remembered as supportive resources or avoided in the future.

Investing in kindness, patience, and clear communication pays dividends far beyond a single clinic day.



EQUITY & ACCESS

Designate staff or volunteers whose sole role is client support. When people feel seen and supported, clinic flow often improves naturally.

Material support matters. Providing food, supplies, and practical resources helps families keep pets safely housed and reduces the likelihood of crisis-driven surrender.





What This Work Taught Us

This program did not follow a straight line. It evolved through experimentation, adjustment, and listening—often requiring us to challenge our own assumptions about access, demand, and what communities need from animal welfare organizations. Many of the most important changes did not come from initial planning, but from paying attention to what was happening on the ground and being willing to respond.

We learned that access to veterinary care is rarely just a medical issue. It is shaped by transportation, finances, work schedules, physical ability, trust, and prior experiences with systems. Designing clinics that truly meet people where they are required us to think beyond efficiency and volume, and to prioritize clarity, dignity, and flexibility at every step.

Perhaps most importantly, this work reinforced that community-based programs are built on relationships. Trust is earned slowly and can be lost quickly. When families felt respected, supported, and heard, they returned—and they told others. When we made changes transparently and with intention, those changes were understood as efforts to protect access rather than restrict it.

This toolkit reflects what we know now, not what we knew at the beginning. It is offered not as a finished model, but as a record of learning. We hope it supports other organizations as they build, adapt, and sustain programs that keep pets with the people who love them.



APPENDICES

Reference Materials & Examples



The following appendices include sample documents, maps, and tools used in the development and operation of our community vaccine clinics. These materials are provided as reference examples, not required templates. They are intended to help readers visualize clinic flow, staffing needs, client communication, and documentation practices.

Organizations are encouraged to adapt these materials to reflect local regulations, capacity, staffing models, and community needs.

Appendix A: Medical Forms & Client Documentation16

Appendix B: Staffing Roles, Clinic Flow and Day-of Information.....20

Appendix C: Site Layouts & Clinic Maps.....26

Appendix D: Discharge & Client Information Tools.....31

Appendix E: 2026 Price List.....34

APPENDIX A

Medical Forms & Client Documentation



These documents demonstrate how we structured client intake, consent, medical documentation, and discharge education to support efficiency, safety, and clarity during high-volume clinics.

MATERIALS INCLUDED

- Sample Vaccine Clinic Medical Form
- Accident Waiver and Liability Release
- Discharge and “What to Expect After Vaccination” information
- Reverse-side medical information examples

WHY IT MATTERS

Clear, simplified forms reduce bottlenecks, support accurate medical care, and help owners understand services received and next steps. Printing critical safety information directly on medical forms—rather than relying on separate handouts—improves retention and compliance.

HOW TO USE THESE EXAMPLES

- Review structure and layout rather than copying verbatim
- Adapt language to meet local legal and veterinary requirements
- Consider which information must be printed versus delivered digitally

APPENDIX A

Medical Form (Front)



SPCA Community Vaccination Clinic

Check-in # _____
Scanned _____

Event Date _____ Event Location _____

Owner Information		Pet Information			
Full Name		Name			
Street Address		Species ☐ Dog ☐ Cat	Age		
City, State, Zip		Breed			
Phone Number		Weight	Color		
Email address		Sex ☐ Male ☐ Female	Spayed/Neutered? ☐ Yes ☐ No		
Service Selection		If this pet is not spayed/neutered, why? (Check all that apply) ☐ Cost ☐ Age/size ☐ Health concern ☐ Undecided ☐ Not interested			
Dog Bundles		Exam Notes, Recommendations, Follow-up Care			
☐ The Whole Shebark (Rabies, Lepto, Microchip & Registration, Dewormer, Flea, DHPP)	\$30	DVM initials _____			
☐ The Baby Bundle (for puppies 6-12 weeks) (Dewormer, DHPP, Flea, Microchip & Registration)	\$15				
Cat Bundles					
☐ The Whole Kittencaboodle (Rabies, HCP, Flea, Dewormer, Microchip & Registration)	\$25				
☐ The Baby Bundle (for kittens 6-12 weeks) (Dewormer, HCP, Flea, Microchip & Registration)	\$15				
Individual Services (check all that apply)		Microchip Information			
☐ Rabies Vaccine (\$10)		Microchip Needed ☐ Yes ☐ No			
☐ DHPP (dog only) (FREE)		Place microchip sticker here or write microchip number			
☐ HCP (cat only) (FREE)		☐ Please register my pet's existing chip for FREE with Fi			
☐ Microchip & Reg (\$10)		Scanned for a Microchip? ☐ Yes ☐ No			
☐ Leptospirosis (\$10)					
☐ Dewormer (\$5)					
☐ Flea Treatment (\$10)					
☐ Add'l Service _____					
Vaccination Chart (Place vaccine sticker in appropriate box)					
Check all that apply	Booster needed in 3-4 Weeks	Booster needed in 3-4 Weeks	Booster needed in 3-4 Weeks	1 year	3 year
☐ Rabies (12 weeks and older)				☐	☐
☐ DHPP (dog) or HCP (cat)	☐ Date: _____	☐ Date: _____	☐ Date: _____	☐ Date: _____	☐ Date: _____
☐ Leptospirosis (dog only) (12 weeks and older)			☐ 1st Date: _____	☐ 2nd Date: _____	
☐ Dewormer (Strongid-T) _____ mls				☐ Additional Service Provided _____	
☐ Flea/Tick Brand: _____				☐ Additional Service Provided _____	

****By signing below, I certify that I have both read and fully understand the content of the accident waiver, photo release and release of liability on the reverse side of this page. I am aware that this is a release of liability and a contract and I sign it of my own free will.**

Participant's Signature _____

Participant's Name (please print legibly) _____

Parent/Guardian Signature (if under 18 years old) _____

Date _____

Payment Information

Services \$ _____ Donation \$ _____ TOTAL \$ _____

Cash Credit PayPal Venmo

Rabies Certificate

Veterinarian _____

License # _____

Signature _____

Date Administered _____

Vaccine Serial Number _____

Manufacturer _____

Expiration of Vaccine _____

APPENDIX A

Medical Form (Reverse side/Owner Copy)



What to Expect After Your Pet's Vaccination

According to the AVMA...

It is common for pets to experience some or all of the following mild side effects after receiving a vaccine, usually starting within hours of the vaccination. If these side effects last for more than a day or two, or cause your pet significant discomfort, it is important for you to contact your veterinarian:

- Discomfort, local swelling, or lameness at the vaccination site
- Mild fever
- Decreased appetite and activity
- Sneezing, mild coughing, "snotty nose" or other respiratory signs may occur 2-5 days after your pet receives an intranasal vaccine

A small, firm swelling under the skin may develop at the site of a recent vaccination. It should start to disappear within a couple weeks. If it persists more than three weeks, or seems to be getting larger, you should contact your veterinarian.

Always inform your veterinarian if your pet has had prior reactions to any vaccine or medication. If in doubt, wait for 30-60 minutes following vaccination before taking your pet home.

More serious, but less common side effects, such as allergic reactions, may occur within minutes to hours after vaccination. These reactions can be life-threatening and are medical emergencies.

Seek veterinary care immediately if any of these signs develop:

- Persistent vomiting or diarrhea
- Itchy skin that may seem bumpy ("hives")
- Swelling of the muzzle and around the face, neck, or eyes
- Severe coughing or difficulty breathing
- Collapse and/or seizure

If you feel emergency veterinary care is required for your pet, you may contact the following emergency clinics.

Orchard Park Veterinary Medical Center
3930 N Buffalo St, Orchard Park, NY 14127
Hours: Open 24 hours
Phone: (716) 662-6660

Green Acres Veterinary Center
2060 Niagara Falls Blvd, Tonawanda, NY 14150
Hours: Open 24 hours
Phone: (716) 694-0122

Veterinary Emergency Clinic
4821 Genesee St, Cheektowaga, NY 14225
Hours: Open 24 hours
Phone: (716) 403-4370

APPENDIX A

Medical Form (Reverse side/Shelter Copy)



ACCIDENT WAIVER AND RELEASE OF LIABILITY FORM

I HEREBY ASSUME ALL OF THE RISKS OF PARTICIPATING IN ANY/ALL ACTIVITIES ASSOCIATED WITH THIS EVENT sponsored by the Erie County SPCA, including by way of example and not limitation, any risks that may arise from negligence or carelessness on part of the persons, their animals or entities being released from dangerous or defective equipment or property owned, maintained, or controlled by them, or because of their possible liability without fault.

I acknowledge that this Accident Waiver and Liability Form will be used by event holders, sponsors, and organizers of the activity in which I may participate, and that it will govern my actions and responsibilities at the Erie County SPCA Vaccine Clinic for my actions as well as my owned pet.

In consideration of my application and permitting me to participate in this activity, I hereby take action for myself, my executors, administrators, heirs, next of kin, successors, and assigns as follows:

(A) I WAIVE, RELEASE AND DISCHARGE from any liability, including but not limited to, liability arising from negligence or fault of the entities or persons released, for my death, disability, personal injury, property damage, property theft, or actions of any kind which may hereafter occur to me including my traveling to and from this activity, THE FOLLOWING ENTITIES OR PERSON: The SPCA Serving Erie County and/or their directors, officers, employees, volunteers, representatives, and agents, and the activity holders, sponsors, and volunteers;

(B) INDEMNIFY, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in this paragraph from any and all liabilities or claims made as a result of participation in this activity, whether caused by the negligence of release or otherwise.

I acknowledge that the Erie County SPCA and their directors, officers, volunteers, representatives, and agents are NOT responsible for the errors, omissions, acts, or failures to act of any party or entity conducting a specific activity on their behalf. The risks include, but are not limited to, those caused by terrain, facilities, temperature, weather, condition of participants, vaccine(s) given, reactions to the vaccine(s), vehicular traffic, owned animals with collars and leashes and actions of other people including, but not limited to, participants, volunteers, monitors, and/or producers of the activity. These risks are not only inherent to participants, but are also present for volunteers.

I hereby consent to receive medical treatment which may be deemed advisable in the event of injury, accident, and/or illness during this activity.

I grant to the SPCA Serving Erie County, its representatives, its employees, and any external social or traditional media employees or volunteers the right to take and use photographs and videos of me (and my child or pet) for promotional purposes. I authorize the SPCA Serving Erie County, its assigns, and transferees to copyright, use, and publish the same in print and/or electronically. I agree that the SPCA may use such photographs or videos of me (and my child or pet) with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and web content.

The Accident Waiver and Release of Liability Form shall be construed broadly to provide a release and waiver to the maximum extent permissible under applicable law.

I CERTIFY THAT I HAVE READ THIS DOCUMENT AND I FULLY UNDERSTAND ITS CONTENT. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND A CONTRACT AND I SIGN IT OF MY OWN FREE WILL.

APPENDIX B

Staffing Roles & Clinic Flow



These materials illustrate how clinic staff and volunteers were assigned to specific roles to support smooth flow, safety, and clear communication.

MATERIALS INCLUDED

- Walk-up clinic staffing charts (Dog)
- Drive-thru clinic staffing charts (Dog)
- Walk-up clinic staffing charts (Cat)
- Staff/Volunteer Quick Reference Guide

WHY IT MATTERS

Clearly defined roles reduce confusion, prevent burnout, and allow clinics to operate safely at scale. Visual staffing maps help teams understand flow before clinic day, and quick reference guides provide important information for day-of contingencies.

HOW TO USE THESE EXAMPLES

- Adjust roles based on clinic size and staffing availability
- Combine or split roles as needed
- Use as training tools for new staff and volunteers

APPENDIX B

Walk-up Clinic Staffing Chart



CLINIC LOCATION: _____ CLINIC DATE: _____

OF ANIMALS SEEN: _____ # OF ANIMALS MICROCHIPPED _____

GREETER

- 1.) _____ V
- ☐ Will greet guests and check to see if they're registered for the clinic
 - ☐ Will cross off registered participants from the list, or will tally total number of walk-ups.

LINE LEAD

- 1.) _____ V 2.) _____ V
- ☐ Will document clinic location and event date on the top of the form, along with the check-in # (1 number per dog, in consecutive order)
 - ☐ Provide owner with clipboard containing Medical Forms (1 for each dog) and clinic survey.
 - ☐ Advise owner to complete ALL highlighted areas of the medical form.

MEDICAL REVIEW LIASONS

- 1.) _____ Staff 2.) _____ Staff 3.) _____ Staff
- ☐ Reviews previous medical documentation to determine appropriate vaccines pet is eligible to receive.
 - ☐ Reviews pricing and clearly checks the appropriate boxes on the medical form for both the pricing the owner has chosen, as well as the vaccines/medical services the pet is to receive.

WEIGHT STATION

- 1.) _____ V
- ☐ Ask owners to place their dog on the scale
 - ☐ Record dog's weight in the appropriate space on the medical.

GUEST LIAISON

- 1.) _____ V 2.) _____ V 3.) _____ V 4.) _____ V
- ☐ Will work with the owners who need assistance completing the necessary sections of the medical form.
 - ☐ Volunteers will assist with filling out the paperwork and will not be responsible for handling animals.

MEDICAL REVIEW & PAYMENT

- 1.) _____ Staff 2.) _____ Staff
- ☐ Review owner and animal information on medical to ensure completion and legibility.
 - ☐ Ensure that the date and event location are filled out.
 - ☐ Process payment and indicate payment form in the Payment Information section of the medical.
 - ☐ STAMP the paid medical record with a red PAID stamp.

MED TEAM 1

- 1.) _____ Technician
2.) _____ Assistant/Handler
3.) _____ Recorder
4.) _____ Discharge
- ☐ Administers vaccines/services indicated on the medical form.
 - ☐ Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up
 - ☐ Affix appropriate stickers to medical.
 - ☐ Discharge will review the contents of the discharge packet with the owner while services are being provided.
 - o Review Reaction Guidelines, what services are provided
 - o Provide Lipsey card if s/n cost or health concern box is checked.
 - o Provide QR postcard link to full discharge packet.
 - o Provide Booster information if needed.

ON-SITE VETERINARIANS

- 1.) _____
2.) _____
- ☐ Will oversee all medical procedures.

VACCINE FILLERS

- 1.) _____ V
2.) _____ V
- ☐ Will draw up vaccines as needed.
 - ☐ Do NOT overdraw vaccines. Follow guidance of medical personnel on site.

COMMUNITY RESOURCES TENT

- 1.) _____ V
2.) _____ V
- ☐ Hands out supplies and ensures that only the appropriate amount is taken.
 - ☐ Informs patrons of SPCA Pet Food Pantry and distributes Pantry flier as needed.

EVENT RUNNERS

- 1.) _____ V
2.) _____ V
- ☐ Fill water for dogs
 - ☐ Assist with requests from stationed people.
 - ☐ Fill any non-specialized station to relieve for lunch or break.

MED TEAM 2

- 1.) _____ Technician
2.) _____ Assistant/Handler
3.) _____ Recorder
4.) _____ Discharge
- ☐ Administers vaccines/services indicated on the medical form.
 - ☐ Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up
 - ☐ Affix appropriate stickers to medical.
 - ☐ Discharge will review the contents of the discharge packet with the owner while services are being provided.
 - o Review Reaction Guidelines, what services are provided
 - o Provide Lipsey card if s/n cost or health concern box is checked.
 - o Provide QR postcard link to full discharge packet.
 - o Provide Booster information if needed.

REACTIVE DOG

- 1.) _____ Paperwork
2.) _____ Technician
3.) _____ Assistant
4.) _____ Volunteer
- ☐ Paperwork staff will complete all tasks outlined in the Registration & Payment, and discharge portions of this document.
 - ☐ Tech and handler to properly restrain and vaccinate reactive dogs and update medical form accordingly.
 - ☐ Paperwork staff will review the contents of the discharge packet with the owner.

TRAFFIC CONTROL

- 1.) _____ V
2.) _____ V
- ☐ Will assist patrons with questions
 - ☐ Will coordinate volunteers.
 - ☐ Will fill in as needed in any non-specialized station.

EVENT RECORDER

- 1.) _____ V
2.) _____ V
- ☐ Capture the days events with photo and video.
 - ☐ Ensure proper signage is visible (when appropriate) to capture sponsor photos.

APPENDIX B

Drive-up Clinic Staffing Chart



Drive Thru Vaccine Clinic Staffing

TRAFFIC CONTROL		LINE LEAD	
1) _____ S		1) _____ V	2) _____ V
2) _____ V			
3) _____ V			
4) _____ V			
5) _____ V			
6) _____ V			
7) _____ V			
8) _____ V			
9) _____ V			
10) _____ V			
11) _____ V			
12) _____ V			
Will wear vests to ensure visibility and will be stationed along traffic route to ensure proper traffic flow.		- Will document clinic location and event date on the top of the form, along with the check-in # (1 number per dog, in consecutive order) - Provide owner with clipboard containing Medical Forms (1 for each dog) and clinic survey (1 per vehicle). - Advise owner to estimate dog's weight, and to fill out ALL highlighted areas of the medical form.	
MEDICAL REVIEW & PAYMENT		MEDICAL REVIEW LIASONS	
1) _____ Staff	2) _____ Staff	1) _____ Staff	2) _____ Staff
- Will be mobile, so a cash apron and a Swipe Simple must be carried. - Review owner and animal information on medical to ensure completion and legibility. - Ensure that the date and event location are filled out. - Process payment and indicate payment form in the Payment Information section of the medical. - STAMP the paid medical record with a red PAID stamp.		- Reviews previous medical documentation to determine appropriate vaccines pet is eligible to receive. - Reviews pricing and clearly checks the appropriate boxes on the medical form for both the pricing the owner has chosen, as well as the vaccines/medical services the pet is to receive. - Instructs owners on proper method of scanning their dogs for a microchip. If a microchip is detected, the number will be logged on the medical form in the appropriate slot. - Checks to ensure weight portion is filled out on the medical. - Once medical is reviewed, and package choices have been indicated on the medical form, place the form under the driver's side windshield wiper. - Place a PINK ¼ sheet of fluorescent paper under wiper if a reactive dog is identified in the vehicle.	
MED TEAM 1		COLLECTION/LINE MANAGER	
1) _____ Technician		1) _____ V/Staff	
2) _____ Assistant/Handler			
3) _____ Recorder			
4) _____ Discharge			
- Administers vaccines/services indicated on the medical form. - Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up - Affix appropriate stickers to medical. - Discharge will review the contents of the discharge packet with the owner while services are being provided. - Review Reaction Guidelines, what services are provided - Provide Lipsey card if s/n cost or health concern box is checked. - Provide QR postcard link to full discharge packet.		- Will collect clipboard and completed survey from the owner. - Will direct next vehicle in line to an available med station.	
MED TEAM 2		ON-SITE VETERINARIANS	
1) _____ Technician		1) _____ V	
2) _____ Assistant/Handler		2) _____ V	
3) _____ Recorder			
4) _____ Discharge			
- Administers vaccines/services indicated on the medical form. - Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up - Affix appropriate stickers to medical. - Discharge will review the contents of the discharge packet with the owner while services are being provided. - Review Reaction Guidelines, what services are provided - Provide Lipsey card if s/n cost or health concern box is checked. - Provide QR postcard link to full discharge packet.		Will oversee all medical procedures and address any medical emergencies that occur.	
MED TEAM 3		VAX PREP	
1) _____ Technician		1) _____ V	
2) _____ Assistant/Handler		2) _____ V	
3) _____ Recorder			
4) _____ Discharge			
- Administers vaccines/services indicated on the medical form. - Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up - Affix appropriate stickers to medical. - Discharge will review the contents of the discharge packet with the owner while services are being provided. - Review Reaction Guidelines, what services are provided - Provide Lipsey card if s/n cost or health concern box is checked. - Provide QR postcard link to full discharge packet.		- Will draw up vaccines as needed. - Do NOT overdraw vaccines. Follow guidance of medical personnel on site.	
MED TEAM 4		VAX PREP	
1) _____ Technician		1) _____ V	
2) _____ Assistant/Handler		2) _____ V	
3) _____ Recorder			
4) _____ Discharge			
- Administers vaccines/services indicated on the medical form. - Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up - Affix appropriate stickers to medical. - Discharge will review the contents of the discharge packet with the owner while services are being provided. - Review Reaction Guidelines, what services are provided - Provide Lipsey card if s/n cost or health concern box is checked. - Provide QR postcard link to full discharge packet.		- Will draw up vaccines as needed. - Do NOT overdraw vaccines. Follow guidance of medical personnel on site.	
EVENT RECORDER		COMMUNITY RESOURCES TENT	
1) _____ V		1) _____ V	
2) _____ V		2) _____ V	
- Capture the days events with photo and video. - Ensure proper signage is visible (when appropriate) to capture sponsor photos.		- Hands out supplies and ensures that only the appropriate amount is taken. - Inform patrons of SPCA Pet Food Pantry and distributes Pantry flier as needed.	
EVENT RUNNERS		EVENT SETUP	
1) _____ V		1) _____ 2) _____ 3) _____	
2) _____ V			
- Fill water for dogs - Assist with requests from stationed people. - Fill any non-specialized station to relieve for lunch or break.		Assist with event setup.	

APPENDIX B

Feline Clinic Staffing Chart



CLINIC LOCATION: _____ CLINIC DATE: _____
OF CATS SEEN: _____ # OF CATS MICROCHIPPED: _____

GREETER

1.) _____ V

- Will greet guests and check to see if they're registered for the clinic.
- Will cross off registered participants from the list, or will document the first and last name, along with the number of pets for walk-ups.

LINE LEAD

1.) _____ V 2.) _____ V

- Will document clinic location and event date on the top of the form, along with the check-in # (1 number per cat, in consecutive order).
- Provide owner with clipboard containing Medical Forms (1 for each cat) and clinic survey.
- Advise owner to complete ALL highlighted areas of the medical form.

MEDICAL REVIEW LIASONS

1.) _____ Staff 2.) _____ Staff 3.) _____ Staff

- Reviews previous medical documentation to determine appropriate vaccines pet is eligible to receive.
- Reviews pricing and clearly checks the appropriate boxes on the medical form for both the pricing the owner has chosen, as well as the vaccines/medical services the pet is to receive.

MEDICAL REVIEW & PAYMENT

1.) _____ Staff 2.) _____ Staff

- Will call patrons to the desk in consecutive order.
- Review owner and animal information on medical to ensure completion and legibility.
- Ensure that the date and event location are filled out.
- Process payment and indicate payment form in the Payment Information section of the medical.

ON-SITE VETERINARIANS

1.) _____

2.) _____

- Will oversee all medical procedures.

GUEST LIAISON (Waiting to Room)

1.) _____ V 2.) _____ V

- Collect the paperwork for the next guest from the pile at Registration.
- Take cat(s) and the corresponding paperwork to an open room and hand the cat and paperwork to the medical team.

GUEST LIAISON (Room to Discharge)

1.) _____ V 2.) _____ V

- Collect the completed medical paperwork from the medical team, along with the cat(s).
- Take the cats and corresponding paperwork to discharge.
- Give the cat to the owner, and the paperwork to Discharge personnel.

MED TEAM 1

1.) _____ Technician

2.) _____ Assistant/Handler

3.) _____ Recorder

- Administers vaccines/services indicated on the medical form.
- Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up.
- Affix appropriate stickers to medical.

VACCINE FILERS

1.) _____ V

2.) _____ V

- Will draw up vaccines as needed.
- Do NOT overdraw vaccines. Follow guidance of medical personnel on site.

MED TEAM 2

1.) _____ Technician

2.) _____ Assistant/Handler

3.) _____ Recorder

- Administers vaccines/services indicated on the medical form.
- Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up.
- Affix appropriate stickers to medical.

CLEANERS

1.) _____ V

2.) _____ V

- Will clean medical rooms in between cats to minimize risk of transmissible illnesses.

MED TEAM 3

1.) _____ Technician

2.) _____ Assistant/Handler

3.) _____ Recorder

- Administers vaccines/services indicated on the medical form.
- Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up.
- Affix appropriate stickers to medical.

COMMUNITY RESOURCES

1.) _____ V

2.) _____ V

- Hands out supplies.
- Informs patrons of SPCA Pet Food Pantry and distributes Pantry flier as needed.

MED TEAM 4

1.) _____ Technician

2.) _____ Assistant/Handler

3.) _____ Recorder

- Administers vaccines/services indicated on the medical form.
- Records ml of Strongid, type of flea product, any notes from Vet including PE and follow-up.
- Affix appropriate stickers to medical.

EVENT RECORDER

1.) _____ V

2.) _____ V

- Capture the days events with photo and video.
- Ensure proper signage is visible (when appropriate) to capture sponsor photos.

DISCHARGE

1.) _____ Staff

2.) _____ Volunteer

- Will review the contents of the discharge packet and important post-vaccine information located on the back of their medical form.
- Review reaction guidelines and what services are provided.
- Provide Lipsey card if s/n cost or health concern box is checked.
- Provide QR postcard link to full discharge packet.
- Provide Booster Clinic informational postcard if needed.

APPENDIX B

Staff/Volunteer Quick Reference Guide



Vaccine Clinic Info Sheet

A reference guide for staff and volunteers



Thank you!

Thank you for taking such a proactive role in helping to keep our communities' pets healthy! We couldn't do it without you, and we appreciate your support! This sheet is intended to offer basic information about what to expect at the upcoming clinic. Should you have any additional questions, please don't hesitate to reach out to a member of our ACCESS Team!

General Housekeeping

Parking: Please refer to the site map for staff and volunteer parking.

Food: Snacks and light refreshments will be available for staff and volunteers in the ice rink lobby. Lunch will be provided around noon. Please stagger lunches with teammates to ensure proper coverage is still available.

Weather: The clinic is held rain or shine and takes place outdoors. Please dress appropriately.

Restrooms: Indoor facilities are available for staff and volunteer use in the ice rink lobby.

In case of an emergency, report any injury to a staff member!

Nearest Urgent Care

WellNow
3450 Union Road
Cheektowaga, NY 14225
716-682-1492

Nearest Hospital

St. Joseph Campus
2605 Harlem Road
Cheektowaga, NY 14225
716-891-2400



APPENDIX B

Staff/Volunteer Quick Reference Guide



Package Pricing

The Whole Shebark: \$30

Includes Rabies, DHPP, Microchip, Dewormer, Leptospirosis, Flea Treatment

The Baby Bundle: \$15

Includes DHPP, Dewormer, Flea Treatment, and Microchip

A La "Bark" Pricing:

DHPP: FREE!	Dewormer: \$5
Rabies: \$10	Leptospirosis: \$10
Microchip: \$10	Flea Treatment: \$10

LIMITED AVAILABILITY: Bordetella: \$10 (not advertised, and not included in any package)

Upcoming Vaccine Clinic Information

Wednesday, Sept. 10, 2025

True Bethel Baptist Church from 10 a.m. to 1 p.m.

Complete upcoming clinic information and registration details can be found on our website at YourSPCA.org.

Vaccination Guidelines

Rabies

- 12 weeks and older
- 3-year rabies: Dogs with a previous rabies vaccination history, regardless of the date administered.

DHPP

- Six weeks and older
- 3-4wk - dogs under 1 year with no vaccination history
 - Dogs 6-16 weeks will need at least 3 boosters (each 2-4 weeks apart)
- 1 year - Dogs over 1 year, regardless of vaccination history, or dogs under 1 year who have received an initial DHPP vaccine and are due for a booster.
- 3 year- Adult dogs with a previous history of DHPP vaccination regardless of date administered (excludes dogs under 1 year).

Leptospirosis

- 1st: Initial Lepto vaccine
- 2nd dose in series or previous vaccination history within 1 year.



APPENDIX C

Site Layouts & Clinic Maps



These materials provide visual examples of how walk-up and drive-thru clinics were physically organized to support safety, accessibility, and efficient movement. Completed maps were provided to hosting agencies for final approval.

MATERIALS INCLUDED

- Walk-up site maps (overview and detailed)
- Drive-up / drive-thru site maps

WHY IT MATTERS

Thoughtful site design minimizes dog-to-dog conflict, improves accessibility for attendees, and supports smoother clinic flow. Visual maps are especially helpful when working in unfamiliar locations or training volunteers. Staff and volunteers are sent a digital copy of site maps prior to the clinic date.

HOW TO USE THESE EXAMPLES

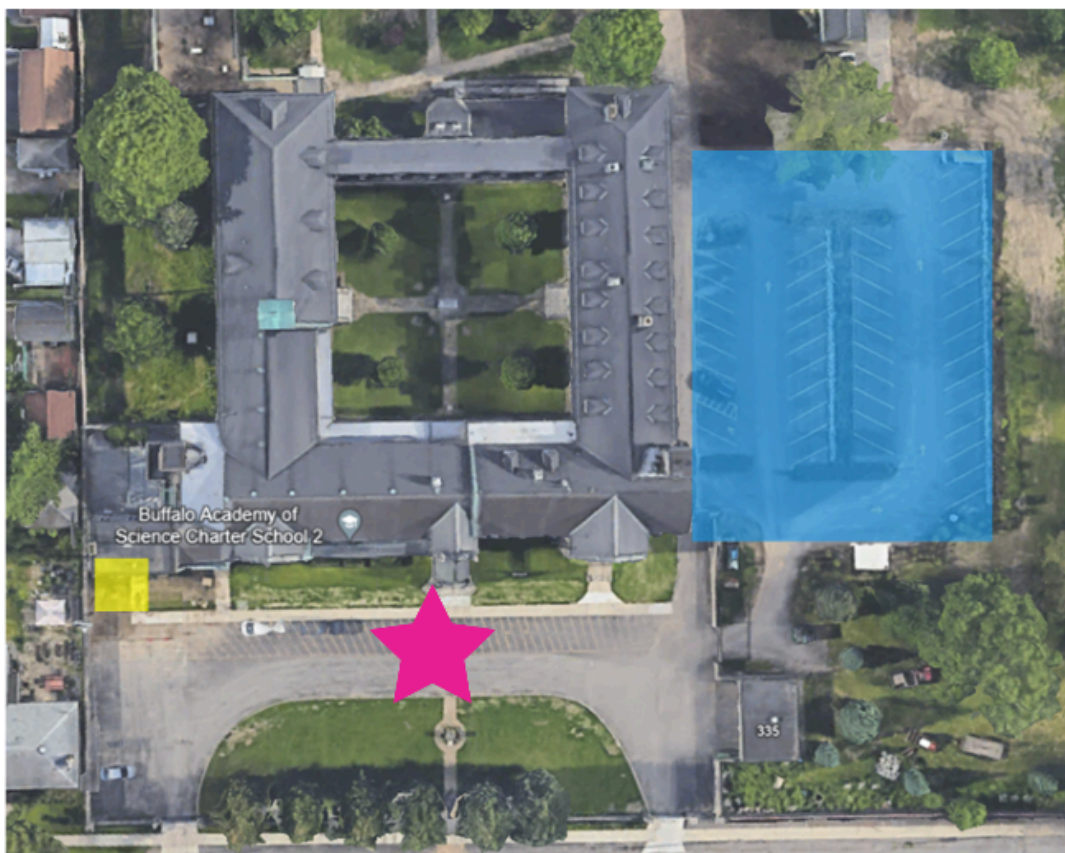
- Create a map for your location using Google Maps (or similar), and Canva (or similar).
- Providing detailed maps to staff, volunteers and hosting agencies helps to minimize confusion and conflict day of. It also serves as a guide for setup.

APPENDIX C

Walk-Up Clinic Site Map (Overview)



BuffSci Site Map



Staff and Volunteer Parking



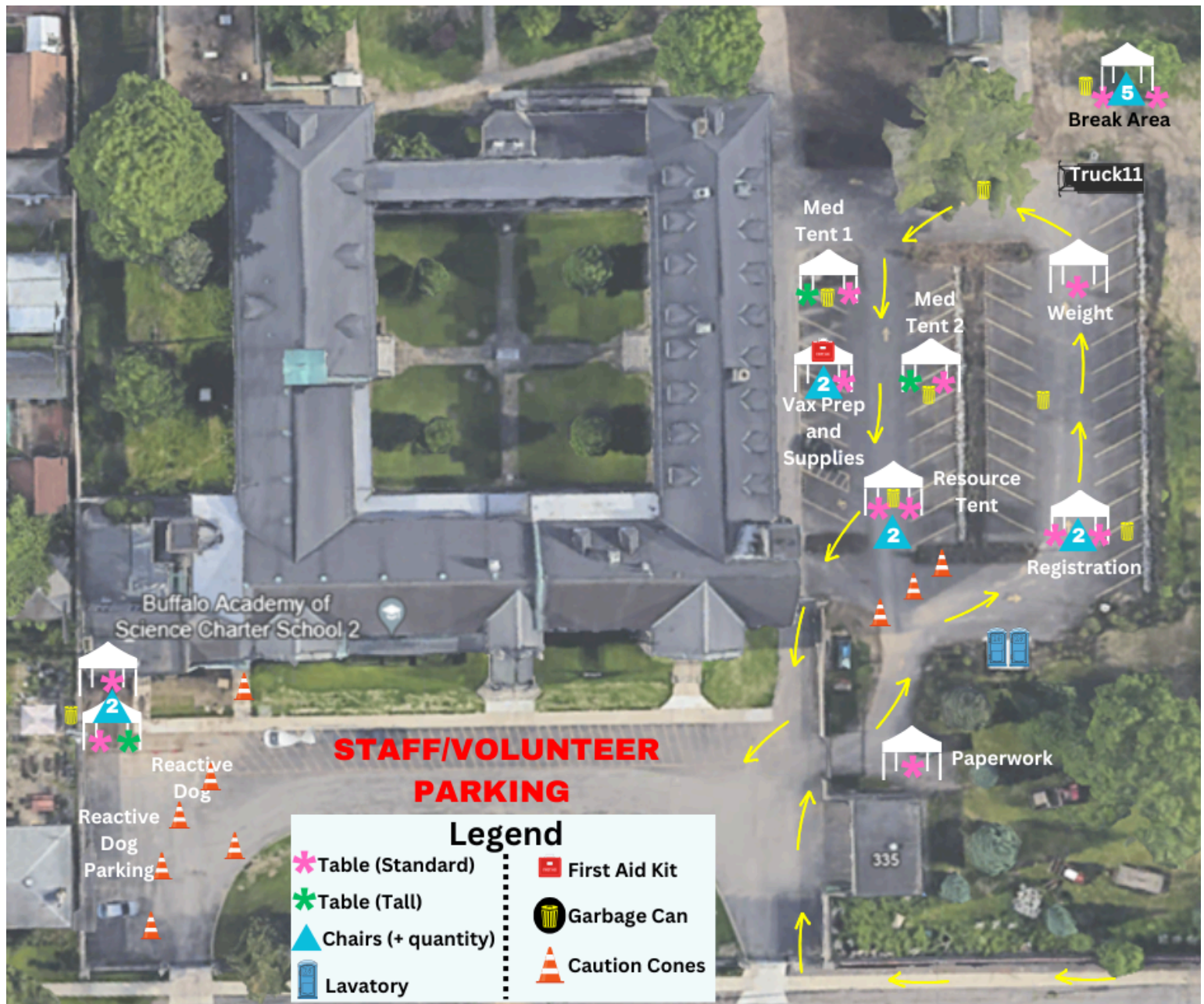
Reactive Dog



Main Event

APPENDIX C

Walk-Up Clinic Site Map (Detailed)

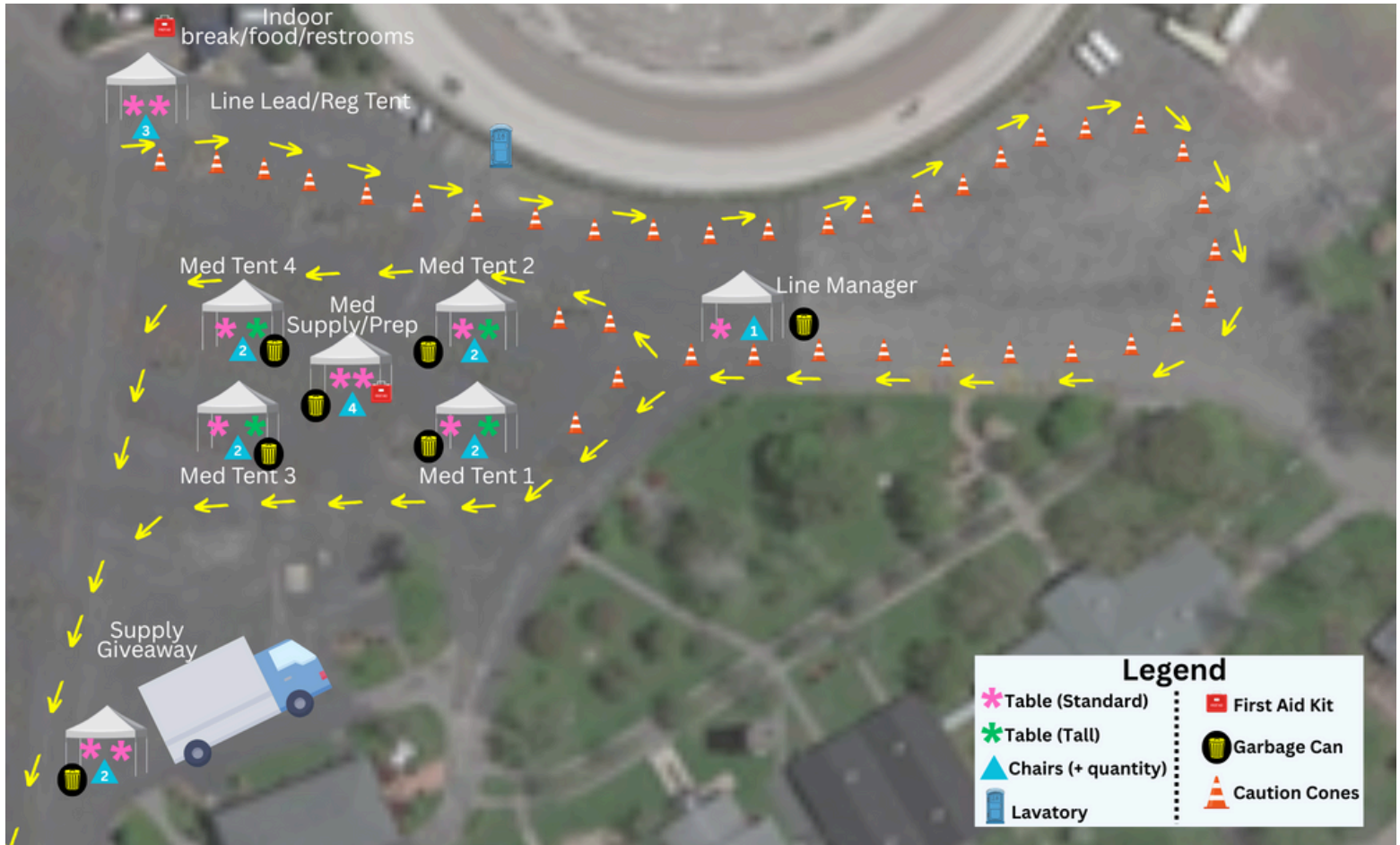


APPENDIX C

Drive-Up Clinic Site Map (Overview)



Drive-Up Clinic Site Map (Detailed)



APPENDIX D

Discharge & Booster Information



These materials demonstrate how discharge education evolved from paper-heavy packets to a streamlined, hybrid approach.

MATERIALS INCLUDED

- QR-based discharge information examples
- Booster Information Card

WHY IT MATTERS

Clients are more likely to understand and retain information when discharge education is brief, clear, and reinforced verbally. Digital resources reduce cost while increasing access to detailed information after the clinic. All information contained digitally is verbally reviewed at discharge, and a booster card is given when applicable.

HOW TO USE THESE EXAMPLES

- Decide which information must be reviewed verbally
- Identify content suitable for digital delivery

APPENDIX D

Discharge QR Postcard



Vaccine Clinic Discharge Information

Scan the QR code below to access clinic discharge information and medication guides for products your pet may have received today. Refer to your pet's medical record for specific medications that were administered.



SPCA
SERVING
ERIE COUNTY

APPENDIX D

Booster Postcard (Dog and Cat)



Booster Clinic Information

Your pet received a vaccination today that requires a booster.

- Date: December 12th, 2025
- Location: Lipsey Veterinary Clinic
300 Harlem Road
West Seneca, NY 14224
- Time: 10:00 am - 12:00 pm

Booster needed: HCP



Booster Clinic Information

Your pet received a vaccination today that requires a booster.

- Date: Wednesday, October 8th 2025
- Location: True Bethel Baptist Church
907 East Ferry St.
Buffalo, NY 14211
- Time: 10:00 am - Noon

Booster(s) needed:

☐ DHPP
Free

☐ Leptospirosis
\$15



APPENDIX E

2026 Price List



Vaccine Clinic Pricing

Dog Services

The Whole Shebark: \$45

Includes Rabies, DHPP, Leptospirosis, Flea Treatment, Dewormer, Microchip

The Baby Bundle \$25

Includes DHPP, Flea Treatment, Dewormer, Microchip

A la "Bark" Pricing

Rabies Vaccine \$15

**DHPP (Free)*

**Leptospirosis Vaccine \$15*

Flea Treatment \$15

Microchip \$15

Dewormer \$10

* Vaccine may need a booster (depending on previous medical provided).



Cat Services

The Whole Kittencaboodle \$40

Includes Rabies, HCP, Flea Treatment, Dewormer, Microchip

The Baby Bundle \$25

Includes HCP, Flea Treatment, Dewormer, Microchip

A la "Cat" Pricing

Rabies Vaccine \$15

**HCP (Free)*

Flea Treatment \$15

Microchip \$15

Dewormer \$10

* Vaccine may need a booster (depending on previous medical provided).

