

WAG's New Check-in/Check-out Safety Protocol

Spay/Neuter Appointment Arrival & Waitlist Process

1. Arrive at **7:15 am** for check-in (unless you have been instructed to arrive at a later time for paperwork issues or feral cat standby process, usually 7:45 am)
2. When you arrive, **STAY IN YOUR CAR** and go to our website, <https://wagwag.org/>
3. Follow instructions on the yellow banner across the top of our homepage or go directly to <https://wagwag.org/contact/check-in/>. You can use a smartphone, tablet or laptop.
4. Add your name, phone number, and **use the "NOTES"** section to indicate species/number of animals you are checking in, to identify where you are parked and make/color of your car (**must be included to be added to Waitlist**). If your pet is from a rescue, please indicate which one.
5. Click "Add" to join WAG's check-in queue. You will then receive a confirmation text.

Spay/Neuter Check-In Process

1. Once all clients have checked in, a staff member will phone each client **in the order they checked-in on our website**. They will review paperwork you filled out online, confirm services requested and ensure you have signed consent forms and prepaid for services. We will collect additional payment by phone if needed, and confirm there are no health concerns.
2. After check-in, a staff member in full PPE will come to your vehicle to retrieve your pet.
3. **Please wear a face covering** when transferring your animal to our staff members for both check-in and check-out for the protection of you and our staff.
 - **For cats:** Double check that your cat carrier is securely closed so your pet can't escape, and that all personal items are removed from the carrier. A staff member will come to your car and knock on a back window to let you know they are ready for transfer. Please remove the cat carrier from your car and set it next to your car and return to your vehicle. A staff member will pick up your cat and take them into the clinic. You are then free to leave.
 - **For dogs:** Please stay in the car until a staff member approaches the car and knocks on your back window. Please remove your leashed dog from your car. A staff member will place a paper ID tag on your dog, and then place a slip lead over their head at which time you can remove your leash. Staff will then take your pet into the clinic and you are free to leave.

PLEASE NOTE: For added client and staff safety, **no clients are permitted inside of any WAG buildings**. WAG will not have public restrooms available for use so please plan accordingly.

During the Day of Your Animal's Surgery:

- We ask that you be available by phone or have a message phone where you can be reached if we need to call about your pet while they are at the clinic. If phone is not an option during that time, please let us know if you can be reached by email.
- Dog pick-up is at 4:00 pm and cat pick-up is at 4:30 pm. If you are running late, please call 541-357-4632 to let us know. **WAG is unable to kennel animals overnight. Any animal not picked-up by our closing time of 5pm without notifying WAG prior will require us to contact Lane County Animal Services for overnight impound.**

Spay/Neuter Check-out

1. To pick up your pet, please follow the same steps as with our morning check-in--**go to our website to virtually join our queue via the Waitlist Me link** and **WAIT IN YOUR CAR** for a staff member to call you. Our surgical technician will phone you with your pet's surgical summary.
2. Post-operative care instructions will be sent to you by email while staff is on the phone with you. **Please respond to the email immediately**, confirming you have received the instructions and are ready to receive your pet. Once we have received your email confirmation, staff will return your pet to your vehicle. If you do not have email access, we will send you home with printed post-operative surgical summary/care instructions, and will get your signature at that time.
3. If any post-operative concerns arise, or if your pet appears to be in pain (all pets are given long-lasting pain medications the day of their surgery), please contact us to discuss the potential need for a free recheck. For the fastest response, please email appointments@wagwag.org (put "RECHECK" in the subject line), or you can call 541-345-3566 and leave a message.

SERVICES AND PRICING:

Cat Spay/Neuter :

Female - \$68 Male - \$56

Owned Cat package - \$74 (Includes: Spay/Neuter, Initial Feline Distemper Vaccine, Rabies Vaccine, and Revolution flea/ear mite prevention)

Cat Vaccinations:

Feline Distemper Vaccine - \$18 (Recommended for all cats. For kittens, three subsequent boosters recommended)

Feline Leukemia Vaccine - \$20 (Recommended for indoor/outdoor cats or indoor cats who have exposure to other cats who go in/out, booster needed)

Feline Rabies Vaccine - \$18 (Recommended for all cats whether in or outdoor, booster needed)

Dog Spay/Neuter:

Dogs under 50 lbs. - \$103 Dogs over 50 lbs. - \$120

Females over 90 lbs. = additional \$6 per pound over 90

Males over 90 lbs. = additional \$4 per pound over 90

Over 7 years of age (senior pets) require an additional charge for IV Catheter and an alternate form of anesthesia: Under 50 lbs. - \$24, 50 lbs. or over - \$29

Dog Package under 50 lbs. - \$130 (Includes: Spay/neuter, Canine Distemper Vaccine, Rabies Vaccine, Nail Trim, and E-collar)

Dog Package 50 lbs. up to 90 lbs - \$150 (Includes: Spay/neuter, Canine Distemper Vaccine, Rabies Vaccine, Nail Trim, and E-collar)

WAG strongly recommends purchasing an \$8 E-collar to keep your pet from opening up his/her sutures, potentially causing unnecessary pain and costly emergency surgical site repair.

Dog Vaccinations (Some boosters may be required at additional cost):

Canine Distemper/Parvo Vaccine \$18 - (Recommended for all dogs- Puppies need boosters every 3-4 weeks until the age of 16 weeks)

Canine Rabies Vaccine \$18 - (Legally required for all dogs by the time they are 6 months of age)

Bordetella Vaccine - \$18 (Helps to prevent kennel cough- recommended for dogs who frequent dog parks, boarding facilities, or grooming facilities)

Other Services for Dogs:

Heartworm Test - \$20

Heartworm Prevention - monthly doses between \$5-\$9, weight dependant

Microchips for both dogs and cats - Microchip during surgery \$20

Please note: WAG does not recommend spaying a dog while she is in heat, as it increases the possibility of surgical complications. WAG recommends waiting until 3 weeks after bleeding from heat stops. Email appointments@wagwag.org with any questions.

SPOT funding applicants: If you are a dog owner in need of financial assistance from SPOT for your spay/neuter, you must receive voucher approval from them prior to your scheduled appointment at WAG. Contact SPOT at 541-607-4900 for more information about funding.

If you need to reschedule or cancel an appointment at WAG, please let us know by email at appointments@wagwag.org (put "Cancellation" in the subject line) or call 541-345-3566.