

2022 Corporate Community Service Nomination: San Marin Animal Hospital Submitted by: Marin Humane

Briefly write a statement demonstrating the organization's corporate commitment to volunteerism, community service or civic engagement. How does this align with the business' culture, values and goals?

San Marin Animal Hospital is impressive in their commitment to supporting both animals *and* people in our community. They are a small business located in Novato, with 14 employees. Their hardworking staff provides compassionate care for pets – from wellness exams and counseling to new pet guardians, to top notch ongoing care for the pets of clients who have been with them for years, to the emotional end-of-life decisions all pet guardians must face.

According to Dr. Jeff Williams, co-owner, “our core values include a willingness to support the local animal community with compassion and charity. Of our 14 current employees, 12 have at least some work or volunteer experience with nonprofits and animal shelters. Staff are involved in service programs, including fundraisers, and job fairs and mentor/shadowing days for local high school students.” Dr. Williams adds, “I think we lead more by example, with our daily associations with a variety of animal shelters and rescue groups.”

Keep in mind that as a small business, San Marin Animal Hospital doesn't have the same resources or support a larger corporation may have to promote volunteerism in the organization. Most companies cannot boast that 86% of their staff are participating in nonprofit work in their off time, like San Marin Animal Hospital can. Their generosity and compassion go beyond their workday and create a more *humane* community. The hospital supports a variety of local public schools and nonprofits.

The staff of San Marin Veterinary Hospital “walk the talk,” too; most of their staff, including co-owners Drs. Williams and Bennett, have at least one adopted pet in their families. Farther back, they provided significant support for the victims of the Santa Rosa fires. They provided free pet care for guardians who were displaced from their homes. Their staff took in and dispersed donations of food, medications, and pet carriers. Several of their staff also participated in horse rescue operations from Sonoma County to Marin.

Lastly, San Marin Animal Hospital's level of community service gives their staff such important perspectives; it helps them relate to a variety of situations impacting families and their pets in our community. Their involvement – be it with other animal organizations or through their Rotary membership (Ignacio Rotary Club since 2013) – benefits the veterinary profession. Their volunteerism provides our community with real-life examples of how compassionate those working in veterinary medicine can be. Not just toward animals but towards people, too.

Give examples of programs or initiatives that have encouraged or demonstrated volunteerism, community service or civic engagement (i.e., matching grants, recruitment and placing of volunteers, board service, recognition, or paid time off for service activities).

San Marin Animal Hospital is one of the leading supporters of Marin Humane's Pet Safety Net program which provides resources for pet guardians, including those in crisis. Specifically, their veterinarians and veterinary technicians have volunteered at each of Marin Humane's free, mobile clinics organized in under-resourced communities in Marin County. Their staff examined 240 animals at the four clinics held between November 2021 and November 2022. Many, if not all these animals, had not been to a veterinarian or received basic vaccinations until the mobile clinic.

One client who came to a mobile clinic had a dog with a badly infected eye. Dr. Bennett believed it needed to be removed as soon as possible, sent the dog owner home with antibiotics, and asked her to bring the dog to San Marin Animal Hospital first thing on Monday morning to possibly undergo eye removal surgery (which would be covered by Marin Humane's Pet Safety Net). Fortunately, the eye had healed enough that surgery could be ruled out. This illustrates their personalized and professional service to people in need; treating them no differently than their paying clients. San Marin Animal Hospital staff sometimes literally take their work home with them when it comes to animals and people. One example of this was when the hospital agreed to see a cat who had been brought to Marin Humane for surrender late on a Friday afternoon. The cat had a urinary blockage and Dr. Bennett ended up taking the cat home for the weekend. After many days of intensive treatment, the cat was reunited with his owner. A \$4,500 bill was discounted to \$1,000 (covered by the Pet Safety Net program).

The hospital also partners closely with Compassion Without Borders, a Santa Rosa-based rescue that brings homeless dogs from Mexico to California to find homes for them. The hospital provides surgical and medical support for their dogs and staff often work in the Compassion Without Borders spay/neuter clinics on the weekends, another example of how they help whenever and wherever they can!

They also extend their support, whether it be volunteering or discounted care to other animal organizations. Through his service in Rotary Club, Dr. Williams also makes frequent visits to local elementary schools for reading and "Meet the Vet" days to talk about the veterinary profession.

Describe the measurable outcomes in Marin that have resulted from programs or initiatives, including number of participants.

The most dramatic way to answer this question is to share the statistics from Marin Humane's mobile clinics. Without the veterinary team volunteering at the mobile clinics, we would not have been able to help hundreds of Marin County pet parents with needed veterinary services for their beloved animals! We started small with the first clinic in 2020 reaching 12 families and our most recent one helped 107!

Below shows the direct impact of San Marin Animal Hospital's help; each of these numbers is a life touched and transformed.

All clinics combined: People supported: 565 Pets examined: 667
Vaccines given: Rabies = 510, DA2PP = 410 dogs and FVRCP = 160 cats
Microchips implanted: 300
Flea medications distributed: 529

Over the past 12 months, how has the nominee responded to the increased need of the community?

According to Dr. Williams, "In the last 12 months, the most obvious thing has been adaptation to changing business practices and workload for COVID. We have been offering discounted curbside visits for clients for two years now. We have also worked hard at being creative and flexible with scheduling to meet the increased demand for care, despite a critical staffing shortage in the profession - longer hours, drop-off, and fit-in appointments for example."

San Marin Animal Hospital has responded so generously, respectfully, and quickly whenever we have a family in crisis needing veterinary attention. The numbers seen in our mobile clinic may be the most dramatic demonstration of their willingness to respond to a need for providing basic wellness exams and veterinary care in various communities within Marin.

Marin County has less than 40 veterinary hospitals to serve the thousands of pets living in homes, apartments, or temporary locations such as RVs or automobiles. With access to affordable veterinary services being a significant challenge (one nationwide study found almost 27% of households with pets experienced barriers to veterinary care, with finances being the most common reason), having community-service minded veterinary practices is critical to our community.