



VetBros Care Program: Frequently Asked Questions

What is the difference between the VetBros PECF and the VetBros Care Program?

The VetBros Pet Education Charitable Fund (VetBros PECF) is a foundation that accepts and is run using donations. Donations to this fund are used in a variety of ways:

- Providing financial assistance to pet owners who are experiencing financial hardships and whose pets need medical assistance. The VetBros Care Program helps here.
- Educating communities and schools about pet health and animal healthcare careers
- Helping homeless pet owners get care for their pets

VetBros Care is a key mission of the VetBros PECF, and it is a program that will provide financial support to pet families whose pets require medical care for emergent and treatable conditions that extend the pet's life. While the veterinarian will inform the client about this grant, it is the responsibility of the client to complete the application, at which time they would indicate the VetBros Care member on the application.

Donations made to the VetBros PECF support all our programs, however, the first priority we have is to activate the VetBros Care Program and fund it. This program will have a group of veterinarians who will have registered as providers on our website and are then considered members.

How does the VetBros Care Program work?

The patient's treatment plan will be submitted with the application under the name of the participating provider, and, if approved, the provider will be reimbursed the funds for that service at the agreed upon rate so treatment can begin.

- There is no cost or donation required for a veterinarian to become a VetBros Care member/provider
- Financial assistance will only be granted to providers who are registered as VetBros Care members

While the VetBros PECF started in Illinois and the education and homeless pets owners outreach are currently local (provided by the VetBros PECF founder), the funds used in the VetBros Care Program will be available to registered providers nationwide. It is our aim that the education and homeless outreach programs will be nationwide programs as our organization grows.

Why are veterinarians needed?

Veterinarians are at the heart of our program as they are in the communities and are treating and diagnosing conditions for pet families. Veterinarians are in the closest position to determine when a pet's life can be extended for a family and we are counting on them to advise their clients to apply for funds when it is not possible for families to pay for procedures that have a high likelihood of being effective.

In terms of the VetBros PECF and the VetBros Care Program, are these local or national?

While the VetBros PECF started in Illinois and the education and homeless pets owners outreach are currently local (provided by the VetBros PECF founder, Dr. Mondrian Contreras), the funds used in the VetBros Care Program will be available to registered providers nationwide. It is our aim that the education and homeless outreach programs will become nationwide programs.

What are some of the other differences between the VetBros PECF and the VetBros Care Program?

VetBros PECF is the organization and VetBros Care Program is one of three missions.

Why are only veterinarians needed as the founding members?

Veterinarians who are registered VetBros Care members are going to be offering the care and service to pet owners who need financial assistance. They are also the providers who will be reimbursed for the services at an agreed upon rate.

By joining the VetBros Care Program, am I expected to be contributing a certain amount of money?

NO cash is being requested of the veterinarians to be paid to VetBros PECF. We are requesting that veterinarians set a goal to perform 1 or 2 reduced payment procedures per month for the patients they register into the program.

We also ask that you help spread the word about what our organization is trying to do and invite others to help us expand by either registering as a VetBros Care provider (veterinarians only) or donating to the fund.

As members, are we being asked to make decisions about what cases get the money?

The veterinarian that informs their client about the VetBros Care Program is advocating on their behalf to VetBros PECF. Our team of veterinarians in the VetBros PECF are responsible for determining which cases are approved and the benefit amount.

Your responsibility as a member in the VetBros Care Program is that you are registered as a provider (whose clients can then apply for funds when needed) and you share our story and mission to get the word out about this program and the VetBros PECF.

Since approval decisions may not be straightforward (black & white), we are requesting that:

1. the case be a treatable condition that can extend and improve the life of the pet
2. the case be an emergency (if not done the pet would need to be euthanized)
3. the veterinarian member knows the pet and can vouch for the owners "integrity"
4. the veterinarian member gives the owner the treatment plan (estimate) for the procedure (or medical treatment). The pet owner will need to provide this to VetBros PECF.

The types of cases that would qualify are more "emergent" cases, but I have limited availability between work and home life. Will this program take much of my time?

The VetBros Care Program is being designed for the pet owners to do the work, including providing case information, uploading pictures and invoices/treatment plans, and giving the veterinarian's information. The veterinarian (or office manager that they have authorized to speak on their behalf) only needs to verify that 1) the owner requesting this assistance is their client, and 2) they agree to perform the procedure if the funds are granted to the client. The procedure may be completed for the amount that VetBros PECF is offering as payment for the treatment, but payment from other sources/the owner/a payment plan may also be used to supplement.

How will the VetBros PECF and the VetBros Care Program raise funds and distribute Money?

The VetBros PECF accepts donations throughout the year from individuals and corporations, and we also get donations from some fundraising events that occur, including the Annual CSAH Charity Dog Show and the pet product contest that is currently in development.

The VetBros PECF is the philanthropy organization that accepts the donations, and the funds are distributed to its three missions, one of which is the VetBros Care Program.

Who are the VetBros Care Founding Members and what is expected of them?

The VetBros Care Founding Members are the first 100 veterinarians to register as providers for the VetBros Care Program. As a Founding Member you are helping us build our global team and show that the mission is worthy to others. There is no request for financial commitments, fundraising or distribution of funds from us.

Is the VetBros Care Program one where hospitals, shelters, etc. can request money so they can put it into their own donation account to use for their clients without financial means?

No, this is a very personal program. As a veterinarian with a relationship to a pet and their family, we are aiming to help you make a difference for the loyal clients you've had for some time. This program is meant for you to select the 1 or 2 patients each

month that you are wanting to make a difference for that would not be able to live otherwise. If a VetBros Care member is employed by a corporation or shelter, the money would be reimbursed to the employer, as long as they have agreed to the amount.

Do the VetBros Care members choose organizations they want to donate to?

No, VetBros Care members are veterinarians that help the clients in need of financial assistance directly if the case is approved by the VetBros PECF.

Is there any requested follow up to see how the money is utilized?

Yes, there may be a call in the future to see how the pet did. The owner gives VetBros PECF authorization for follow-up on the case. In these cases, the veterinarian would confirm the case is completed and provide a testimonial regarding the status of the pet and procedure.

Will VetBros Care members be required to donate free spays/neuters?

VetBros PECF is not asking veterinarians to provide any free veterinary care, including spaying and neutering. Members are allowed to educate their pet owners based on best practice. The VetBros Care program is meant to be available only to cover funds for conditions which are treatable but not affordable to the pet family due to hardship.

Is this program trying to get underserved communities to adopt more pets to take into their homes?

VetBros PECF is not asking underserved communities to adopt more pets. We only want to provide education to communities about pet care, however, this is secondary. Our primary mission at this time is the VetBros Care Program.

Are VetBros Care members required to provide community education, including education about food, preventative care, etc., in addition to sick care?

We encourage every veterinarian to provide great education to any and all pet owners, but that is not required as a member of the VetBros Care Program. The VetBros PECF's mission of education will also help in educating the community about best ways to care for their pets, but again, this mission is currently working at the local level and being completed by the VetBros PECF founder, Dr. Mondrian Contreras.

I have clients who've had financial issues and are already working with groups who pay for pet food, pet healthcare, etc. Is it best to just deal with the sick issues, or would it be more cost effective for us to pay for preventative care and pet insurance for many of these families?

That could be an option in the future, but our organization has collaborated with corporations that want to fund and help pet owners in the ways described above, and we feel that we could make a huge impact using our current method and providing financial assistance to emergency cases that can be treated. The education outreach that we are trying to do (going to schools and educating children

on pet health and career opportunities, educating community members by participating in community events) tries to help meet that mission - but VetBros PECF is NOT asking individual veterinarians to do that at this time.

Will there be guidelines for what pet is "sick and treatable"?

We will leave it up to the VetBros Care member to determine if the case would be considered "sick and treatable" based on their knowledge and best practice. The VetBros Care veterinarian then informs the pet owner about the fund and that they may apply for the grant. The owner will apply for the grant and submit all the necessary information which will then be reviewed by the VetBros PECF team who will, in turn, decide whether the case was "sick and treatable."

The client may or may not get approved based upon several factors, including:

1. whether it is a treatable or palliative tx option
2. the owners application summary and their need for assistance
3. whether the pet owner is a client of (and the services will be provided by) a VetBros Care member
4. whether the VetBros Care member agrees with the size of the grant being awarded (veterinarians can deny the grant or make a counter proposal if the grant is insufficient to cover enough of the procedure/treatments).

Types of cases that would not be considered "sick and treatable" include, but are not limited to, straightforward preventative care, spays and neuters, vaccines, and routine dental care.

Are there rules about what clients are allowed to benefit from the fund?

Yes, the clients must show financial need and provide the necessary information on the application form that they will fill out.

The information I read talks about career guidance. How will this be organized?

The founder of VetBros PECF, Dr. Contreras, travels to classrooms all over Illinois (and Zoom) to give lectures on the field of veterinary medicine. VetBros Care members may offer their support but ARE NOT required to participate in this mission.

I am open to mentoring, but I do not have experience in all the varieties of work our field provides. Will there be resources provided?

While VetBros Care members are not required participate in community education activities, we would welcome participation by interested members who may be able to participate in classroom outreach if they choose. Dr. Contreras is currently working on presentations (each geared toward different grade levels) that he will share with all members IF they would like to set up their own classroom lectures and use these presentations. They will be available for any veterinarian member who

wants to use them, whether as a whole or in parts, to develop their own presentation.

Are community education opportunities local or national?

At this time, all local VetBros PECF outreach missions (education, homeless pet owners) are occurring in Illinois and being done by Dr. Contreras. As time permits this program can expand after our VetBros Care Program is active.

I am not familiar with the "partners" listed at the end of the PowerPoint. How do I know if they are groups I want to support?

Dr. Contreras, the founder of VetBros PECF, has been doing consulting work for the past two years with both of these pet toy companies and has been excited about their commitment to improving the lives of pets, pet owners and the environment. We are teaming with these partners who are committed to the welfare of pets and their families. You are welcome to learn more about these partners at the following web addresses:

<https://time4pets.info/optin33842839>

<https://www.green2gold.org/>

Is Time 4 Pets (T4P) another philanthropy group/money fund that will help cover costs? Or are they a group of people that create pet-related products as a revenue stream for the charity fund?

T4P is a partner and sponsor of the VetBros Care Program. It is a growing for-profit company who partners with the VetBros PECF and donates a portion of their proceeds to our foundation, therefore, helping to fund the VetBros Care Program.

Where is the pet product contest being marketed?

The contest is still in its developmental stage.

What is expected to come of the pet product contest?

New, exciting and planet-friendly pet products!

What are the details of the pet product contest, and what does it have to do with the VetBros PECF?

The contest is being developed by T4P and Toy'N Green in conjunction with the VetBros PECF as the host. It is still in the early stages of development and we are hoping to make it an annual event. The goal is that this contest will result in new, better, smarter and healthier pet products, and a portion of the sales from these products will be donated to the VetBros PECF.

How does VetBros PECF fit in with these partners?

T4P is donating a portion of the profit from product sales to VetBros PECF to help fulfill our mission. VetBros PECF and sponsors are working together to develop and run this nationwide pet product contest.

When I register to become a VetBros Care member, does this mean I am signing on to treat animals pro bono?

No. It means you will be able to refer your patients to our program when you feel they meet the criteria for participation and you are willing and able to accept less than the normal payment for the delivery of a life-saving procedure for pets in families undergoing financial hardship.

Registering as a VetBros Care Program member is only done as a way for you to find financial help for your patients who are undergoing financial hardship to offset costs of keeping pets together with their family.

Am I agreeing to donate "X" amount of dollars per year?

No, you are not obligated to donate any money.

I am an associate and I work for a corporation. What am I going to be allowed to do?

As an associate you'll certainly want to bring this up with management and ownership of your company. We would be happy to discuss our mission with them and invite them to participate. They will need to approve any offer we make for payment for a procedure your patient is applying for.

Does this group need to be brought to the attention of my office manager to see if I am even allowed to participate/institute this program at my office?

Yes, we recommend that the details of this program be shared with and understood by all parties involved. While it is the veterinarian who would be the VetBros Care member, it is the employer who will accept or deny the funds being offered for treatment.

Are there resources available to help inform my employer?

Please share our resources with your company and encourage them to both review this FAQ and reach out to our team (at the information provided below) at any time with any questions.

How is the Annual Carol Stream Animal Hospital (CSAH) Charity Dog Show related to the VetBros PECF and the VetBros Care Program?

The Charity Dog Show is an annual event hosted by Dr. Contreras' Carol Stream Animal Hospital. This event is coming up on its 4th year, and is usually a large open-air event that takes place at a park in Carol Stream, IL, although it was done as a virtual event this past year due to COVID-19. This event takes place in the fall and is well-loved by the community. The event includes a dog show (10 categories; informal and tons of fun), music, food, agility performances, and numerous vendors, such as animal hospitals, pet insurance companies, pet products companies, pharmacies, alternate therapy options for pets, and even the local library. Net proceeds from this event go to the VetBros PECF, which is then able to fund its three missions, one of which is the VetBros Care Program.

Overall, I think this sounds like it could be a very beneficial group and could help certain clinics or communities, however I am still not sure how it pertains to me specifically. Why I should sign up, or why I am needed?

If you register as a member, it can allow you to treat pets whose families cannot otherwise afford medical care for that pet, and in doing so, you may be saving the pet's life and helping its entire family. You as a veterinarian are needed because we want to try and save as many pets as possible (goal of 10,000 in 2022) that would otherwise be turned away or euthanized without the financial assistance.

What if I register and then change my mind or am unable to participate?

It is our hope that all veterinarians will want to play a part and help the VetBros Care Program grow, as it is built only to benefit both veterinarians and pet families. If for some reason a VetBros Care member would like to stop participating, they may contact the VetBros PECF at the information below to let us know you are no longer participating. You may also simply stop informing pet family applicants of this program. Please understand that we welcome feedback about our program anytime you are willing to share it.

How can I reach you if I have more questions, issues or need clarification?

Please reach out to Dr. Mondrian Contreras at any time using the following information:

Carol Stream Animal Hospital
140 W. Elk Trail
Carol Stream, IL 60188

Work phone: 630.462.7888
Cell phone: 407.770.9222
Email: helpmypet@vetbrospeteducation.org

Our websites are also available if you'd like to peruse them for more information:
<https://vetbrospeteducation.org>
<http://www.carolstreamah.com/fun---education-extras-/vetbros-.html>