

# Closing the Gap on Client Knowledge in SouthWest Virginia

## —Client Education Initiative—



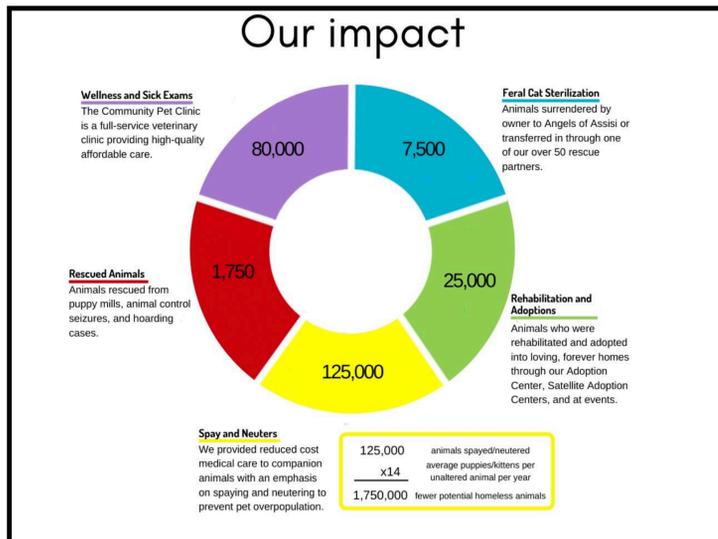
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Angels Of Assisi

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### About Angels of Assisi

Angels of Assisi is an independent nonprofit organization serving SouthWest Virginia and West Virginia. Along with their Adoption Center and Farm Sanctuary, they offer a Community Pet Hospital, Rural Veterinary Care, Cruelty Investigations, Disaster Response, and a Safety Net Program for those needing temporary help due to domestic violence or emergency situations.

### Our impact



### Challenges

The veterinary field has many challenges. Working at Angels of Assisi I encountered many of these challenges that caused both emotional, mental, and physical exhaustion.

- Long hours
- Understaffing
- Client Financial issues
- Emotionally distressing cases
- Working with difficult clients
- Working with difficult patients
- Euthanasia decisions/being there for euthanasia

Another huge problem that I noticed, was that clients were very misinformed or completely unaware of proper care for their pets, usually ending in the pet and owner suffering. I found that 80% of owners do not know proper care for their pets.

### My Project

Client education initiative! Working with the veterinarians on staff as well as the other assistants, I created information sheets to send home with clients to help them understand the proper care for their pets.



### My Work - Veterinary Assistant

I have been employed at Angels of Assisi as a Veterinary Assistant since January of 2022. My responsibilities include:

- Checking client in and out
- Communication between Vet and Client
- Assisting during appointments
- Vaccinations/blood draws
- X-Rays
- Surgery Prep
- Filling Prescription
- Housekeeping tasks
- Attending mobile vaccine clinics



### Goals:

- give pertinent information
- Get owners to read the entire thing
- Help owners understand what happens without proper care
- Help owners understand how to give proper care

### Why I chose the topics I did

Most common diseases seen, common misunderstandings, what clients ask about most, important things clients are most unaware about, most important

### Citations

"80% Of People with Pets Don't Know How to Care for Them." My Animals, 11 Dec. 2018, <https://myanimals.com/animals/80-of-people-with-pets-dont-know-how-to-care-for-them/>.

The wonderful staff at angels of Assisi

### Objective

My objective is to give the community we serve easy access to easily understandable information to avoid future problems for both owners and their pets. I hope to minimize the amount of misinformation that leads to sicknesses and early deaths in pets.

### Questions? Contact information

#### Email

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*Thank you !!*

