

## **Answers to FAQs**

### **What does the package include?**

The Catmobile package includes: the spay or neuter surgery, a brief exam by our vet, rabies vaccination for cats over 1.5 kg (3.3 lbs, approximately 3 mos. of age), and a nail trim. Nail trimming is part of the pre-operative surgical procedure.

### **How much does the package cost?**

Male Cats: \$80 – hernia repair is an additional \$40 if we are able to do it that day on the Catmobile.  
The Catmobile does not service male cats with undescended testicles (Cryptorchidism).  
Female Cats: \$120 – hernia repair is an additional \$40 if we are able to do it that day on the Catmobile.

### **Does the Catmobile package include a distemper vaccination?**

No.

### **Can I just purchase a rabies vaccination?**

No. We refer most people to the Luv-My-Pet Vaccination Clinic at your local Petco. You can also check with your local town to see if low-cost vaccination clinics are offered.

### **What if I don't want/need the rabies vaccination?**

If your cat has a current rabies vaccination, you must present the RABIES CERTIFICATE when you drop the cat off in the morning as proof. Otherwise, by law, we must administer a rabies shot for all cats over 1.5 kg/3.3 lbs (approximately 3 mos. of age).

### **Does the Catmobile package include microchipping?**

It is not included in the package but can be purchased for an additional \$20 (includes registration). The Catmobile technicians will ask you during morning registration if you would like to add microchipping.

### **Can I just purchase microchipping?**

Not on the Catmobile. If you want to make an appointment at The Merrimack River Feline Rescue Society (MRFRS) in Salisbury, we will microchip your cat there for \$20. Please call our main shelter number at 978-462-0760 to schedule an appointment.

### **Can I just show up at the Catmobile when it is in my community?**

NO! The Catmobile is by appointment only and appointments must be scheduled in advance. The schedule for the following day closes out at 4:00pm the preceding business day.

### **How do I make an appointment on the Catmobile?**

By calling 978-465-1940 or sending an email request to [catmobile@mfrs.org](mailto:catmobile@mfrs.org). You can also request an appointment date through our online booking system at [www.catmobile.org](http://www.catmobile.org). Just click "click here to make a reservation."

### **When does the Catmobile operate?**

We operate Monday - Saturday. To view a copy of the current schedule please visit [www.catmobile.org](http://www.catmobile.org).

### **What if I need to reschedule or cancel my appointment?**

Please call 978-465-1940 within 24 hours of your scheduled appointment.

If you miss or need to reschedule your first scheduled appointment we will reschedule you with no penalty. If you miss or need to reschedule your second scheduled appointment, we will reschedule you a third time but we require payment in full at *time of third reschedule*. We accept all major credit cards for prepayment. This payment is non-refundable and if you miss your third appointment, we are not able to reschedule you a fourth time.

We also have the right to require prepayment for anyone booking multiple cats. This payment is also nonrefundable.

**Does the Catmobile Program accept Spay/Neuter Assistance Program (SNAP) discount certificates?**

No, the SNAP program is a partnership of the MSPCA and the Massachusetts Veterinary Medical Association (MVMA) and is valid through participating Massachusetts veterinary practices only. The Catmobile is already at a discounted rate and not a SNAP participating veterinary practice and for those reasons we do not accept SNAP certificates.

**What is the best way to get my cat into the cat carrier?**

The easiest way to handle a cat that may not want to go into the carrier is to "scruff" the cat or hold it by the skin on the back of the neck. Then, while tilting the carrier up a bit on its end, lift the cat up and lower him/her, rear feet first, into the carrier and quickly close the door. It helps to have two people to do this but it is also the easiest way to crate a cat if you are doing it by yourself. Scruffing is the way the mother carries her babies and it does not hurt the cat to be briefly lifted off the ground in this way. You can even practice lifting by the scruff of the neck before ever putting the cat in the carrier. Scruffing is also useful when giving medication to a cat. Holding a cat by the scruff of the neck helps to keep its head from turning while you are administering medication. You can also visit [www.wikihow.com/get-a-cat-into-a-pet-carrier](http://www.wikihow.com/get-a-cat-into-a-pet-carrier) for further instruction.

**What happens if the weather prohibits the Catmobile from operating?**

If the Catmobile needs to cancel due to weather, we will post a message on our voice mail by 7am to update you on the status of the Catmobile for that day's appointments. To access our voice message please call 978-465-1940. If the Catmobile cancels for the day, we will call you to reschedule your appointment.

**What if I arrive for my scheduled appointment and find out that my cat has already been spayed or neutered?**

If during the initial exam by our vet it is easily determined that your cat has already been spayed or neutered, there will be no charge for the appointment. (If a rabies vaccination is administered during this time there will be a \$20 charge. You are also still welcome to have your cat microchipped for an additional \$20.)

If after your cat has been anesthetized, it is determined that he/she has already been spayed or neutered, you will be responsible for full payment.

**Will my cat receive pain medication?**

Yes. Pain medication is administered on the Catmobile only (not as take-home medication).

**Will my cat receive antibiotics?**

You will be advised at morning registration if your cat may need antibiotics. Our vet determines during surgery who will need antibiotics. This is an additional \$20 cost and payment must be brought with you at pick-up just in case.

**Can I get other services for my cat on the Catmobile?**

No, we are not a full-service vet clinic.

**Do I bring my cat back to the Catmobile for follow-up care?**

No. The only services we provide are those which we perform on the Catmobile that day. We do not provide follow-up care. In the unlikely event that any complications arise when the cat goes home, he/she would have to be taken to the customer's own vet.

**Will I need to come back to have stitches removed?**

No. Our vet uses dissolvable stitches and surgical glue to close the spay (female) incision so there is no need to return to have any stitches removed. (It can take up to 4 weeks for stitches to fully dissolve.) Neuters (male) do not require sutures.

**Is my cat too old to be spayed/neutered on the Catmobile?**

Our vet highly recommends pre-operative blood work for both male and female cats over the age of 2 years. The blood work recommended is a Chem 25 and a CBC and can be performed at your local vet office or by another clinic offering this service. This is not a service we offer on the Catmobile. The results should be faxed to our office for review (978-463-6826, ATTN: Catmobile). Once our vet signs off on the blood work, we will contact you to schedule an appointment. If you do not want to do the blood work, you will have the option of signing a waiver to have the procedure performed anyway. **SPECIAL NOTE ON CATS AGES 5 and OLDER:** While we will *book* cats over the age of 5 years on the Catmobile, please be aware that **our veterinarians reserve the right to turn cats over 5 away on the day of surgery** if they have concerns about the cats' health. Our vet will make that assessment once she sees the cat the day of surgery.

We do not spay/neuter cats over the age of eight but can provide you with a referral of a place that can assist you.

**How old does the cat have to be in order to be spayed or neutered?**

The cat must weigh at least 2 lbs to undergo the procedure. Most cats hit that weight at 8 – 12 weeks. Please remember, however, that the cat must weigh at least 3.3 lbs to receive the rabies vaccination.

**What if my cat is in heat?**

We are still able to spay her.

**What if my cat is pregnant?**

We will still spay her. (The fetuses do not survive the procedure.)

**Do I have to bring a stool sample?**

No.

**Do you do pre-operative blood work?**

No.

**Will my cat be wearing a protective collar after the procedure?**

No. Existing flea collars and/or decorative collars should be removed prior to your appointment.

**Do you test for FIV (Feline Immunodeficiency Virus) and/or FeLV (Feline Leukemia)?**

No.

**Is it safe?**

It's a surgical procedure, and as with any surgery, there are always risks. We have a licensed veterinarian who performs the actual procedures, and there is also a vet tech on the Catmobile, so the kitties are very well monitored.

**How often is the Catmobile cleaned?**

Every night.

**What about the surgical instruments and materials?**

The scalpels use new blades in sterilized handles. We use new needles and the very highest quality, most expensive suture material.

**Is it a vet who performs the procedures?**

Yes. Our vet on Catmobile 1 is Dr. Deborah Brady. She is licensed in Massachusetts, is a graduate of Tufts Veterinary School, and prior to joining the Catmobile, Dr. Brady worked at the MSPCA. Our vet on Catmobile 2 is Dr. Nicole Breda. She is licensed in Massachusetts, is a graduate of Atlantic Veterinary College, and prior to joining the Catmobile, Dr. Breda worked in private practice.

**How do I pay for my appointment?**

When scheduling your appointment you can prepay with a credit card (Visa , MasterCard, American Express or Discover). We prefer all appointments are paid for in advance.

If you are unable to prepay for your appointment, payment can be made with **cash** on the morning of your appointment. The technician will collect your payment at morning registration.

**I can't afford the full cost of the package– can you help me?**

Occasionally, we may have some grant funding available to help further reduce the cost if needed. Please inquire when booking your appointment.

**Why do I have to bring the cat in a carrier? What kind of carrier?**

It's a safety protocol to protect you and your cat as well as our staff. For safety reasons, the cat **MUST** arrive at the appointment in a hard, plastic carrier with a towel in it. *Please NOTE: Cats arriving in any other type of carrier (cloth, vinyl, cardboard) will not be admitted for surgery and you will be asked to reschedule.*

**What time do I pick the cat up?**

Discharge is between 2pm and 4pm each day, and you will be given a specific pick up time in the morning at check in. You must pick up your kitty at your assigned time, as the Catmobile needs to get back on the road in time to return to home base for cleaning and supply pick-up for the next day's surgeries. See below for late fees.

**What happens if I'm late for my assigned discharge time?**

If you are late for your assigned discharge time, your cat will be taken to either our office in Salisbury or North Grafton and you will need to make arrangements to pick your cat up. **Additionally, you will be charged a \$60 per cat late fee, which is non negotiable.**

**Can I stay with my cat on the Catmobile?**

No. There isn't room.

**Do I have to live in Massachusetts (or the town where the Catmobile will be that day) in order to use the Catmobile program?**

No. There is no residency requirement.

**My cat has tested positive for FIV and/or FeLV. Will you still spay/neuter him/her on the Catmobile?**

Yes.

**Do you spay/neuter feral cats on the Catmobile?**

Yes. They need to be brought to the Catmobile in a covered trap. Please inquire about feral cat fees.