

Answer keys available from Spay/Neuter Alliance managers (contact [mentorship@aspca.org](mailto:mentorship@aspca.org))

## GENERAL KNOWLEDGE

### Written Portion:

1. What are our public prices for the following services?
  - Surgery (FD, MD, FC, MC)
  - Vaccinations
  - Test
  - Nail trim
  - Microchip
  - Ear tip
2. Is it okay to perform surgery on a patient without a signature on the admission form?
3. What are the health questions you ask each client?
4. What is the protocol if a cat is getting a feline leukemia (FeLV)/FIV test?
5. Which copy of the admission form does the client receive?
6. How do discharge instructions differ for the following patients?
  - Cryptorchid
  - In heat
  - Pregnant
  - Scrotal neuter
  - Community cat
7. What is the standard recovery period for each patient?
8. Should clients feed their pets when they get them home?
9. What should clients be looking for when they observe the incision site?
10. Where should clients take their pets for a surgical site check?
11. What can clients do to help prevent licking of incisions?
12. Who should clients call if they suspect a problem?
13. When do you need to cut off food for a patient 5 months and over?
14. When do you need to cut off food for a patient 4 months and under?
15. Can patients drink water before surgery?
16. Can patients be outside the night before surgery?

17. How old do animals have to be for surgery?
18. Is there an upper age limit for surgery?
19. Can they have surgery if they are in heat?
20. Can they have surgery if they are pregnant?
21. Can they have surgery if they've just had a litter?
22. If someone needs a full-service veterinarian, to where should you refer her/him?
23. Is it ever okay for you to give medical advice?
24. Is it okay to give contact information for a "found animal" (if they have a rabies tag from us)?
25. If someone needs immediate medical information, whom should you refer him or her to?
26. What is our protocol for handling post-operative complication reimbursements?
27. What is our protocol for handling rechecks for our public animals? For transport animals?
28. What is our protocol for missing transport paperwork or missing transport animal?

**Oral Portion:**

1. Give standard discharge instructions
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**LOADING/UNLOADING**

1. Describe the patient unloading/loading flow (when arriving at the clinic).
2. Describe the cleaning process for vans and trucks.
3. Who is responsible for ensuring all patients are on the transport?
4. What is our protocol for handling patients who miss their transport?
5. What are our crate requirements for transport?
6. How do we transport community cats?
7. How do we prevent disease transmission on transport?
8. Why would we decline an animal for surgery?

**Demonstration Portion:**

1. Demonstrate how to properly load and secure crates in the little van.
2. Demonstrate how to properly load and secure crates in the box truck.

## **TRANSPORT CLIENTS**

1. What are our transport clients responsible for (in terms of logistics)?
2. What is Spay/Neuter Alliance staff responsible for (in terms of logistics)?
3. What are our fees for transport clients for the following services?
  - Surgery (FD, MD, FC, MC)
  - Vaccinations
  - Test
  - Nail trim
  - Microchip
  - Ear tip
4. How do we handle weather concerns?
5. Who updates the partner contact and directions lists?
6. How do we develop the transport calendar?
7. How do we distribute the transport calendar?
8. What happens if you are in an accident or break down?
9. If a transport partner has a question on admin (prices, logistics, etc.), who do they ask? If they have a medical question, who do they ask?
10. How is a new transport partner signed up?
11. How many transport partners do we have? How many counties do we serve?
12. How far out will we transport?