

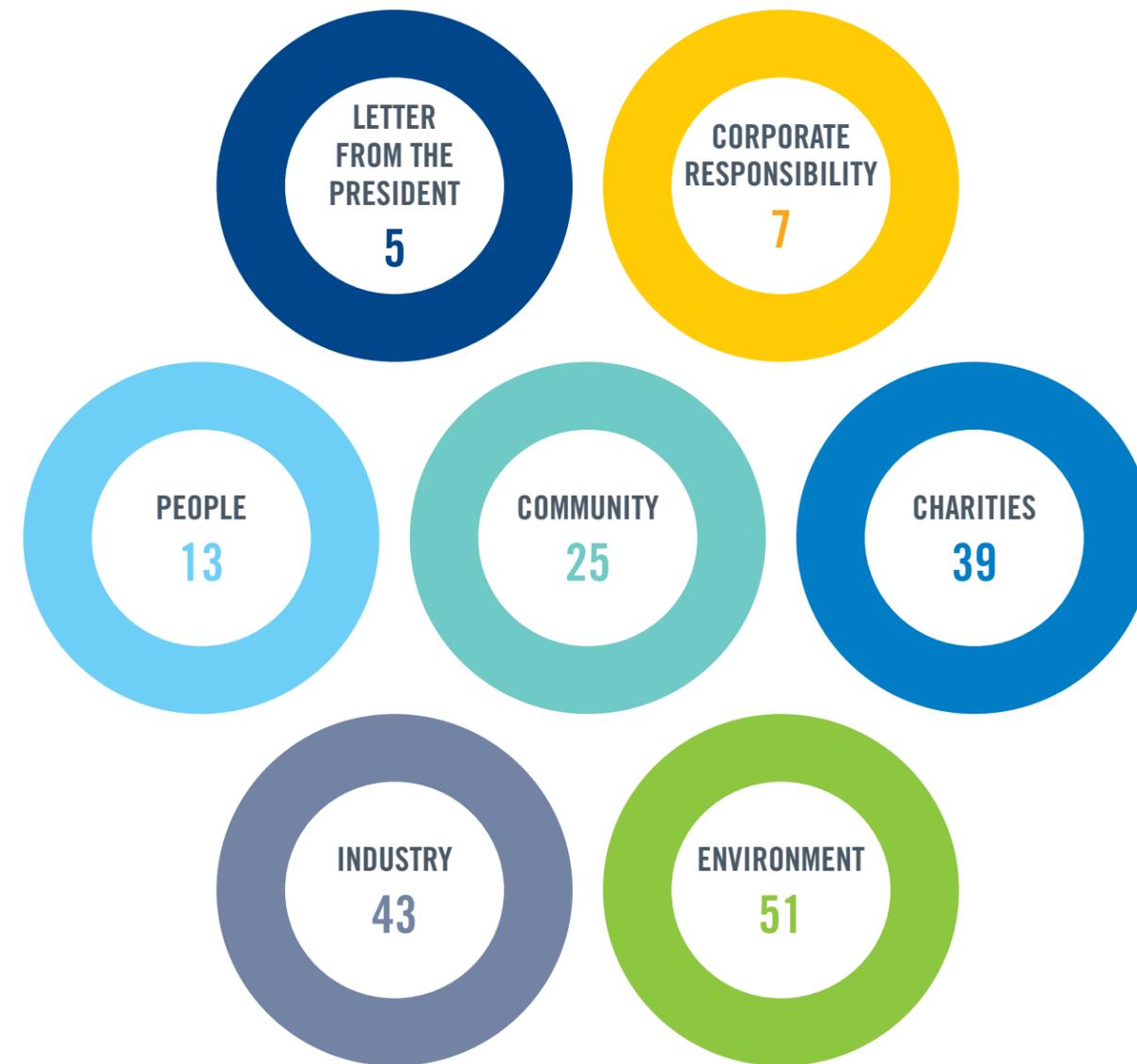


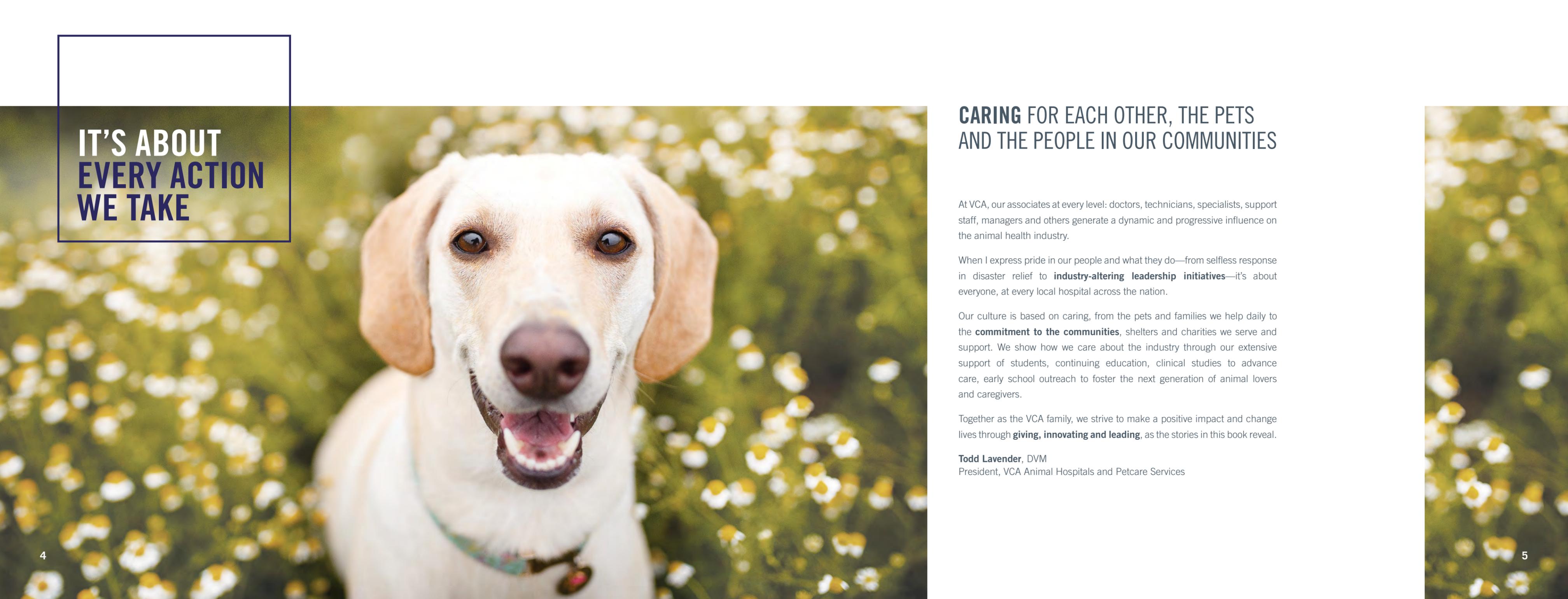
# IT'S ABOUT CARING

IMPACT REPORT 2019



**IT'S ABOUT  
LIVING TO  
THE FULLEST**





IT'S ABOUT  
EVERY ACTION  
WE TAKE

## CARING FOR EACH OTHER, THE PETS AND THE PEOPLE IN OUR COMMUNITIES

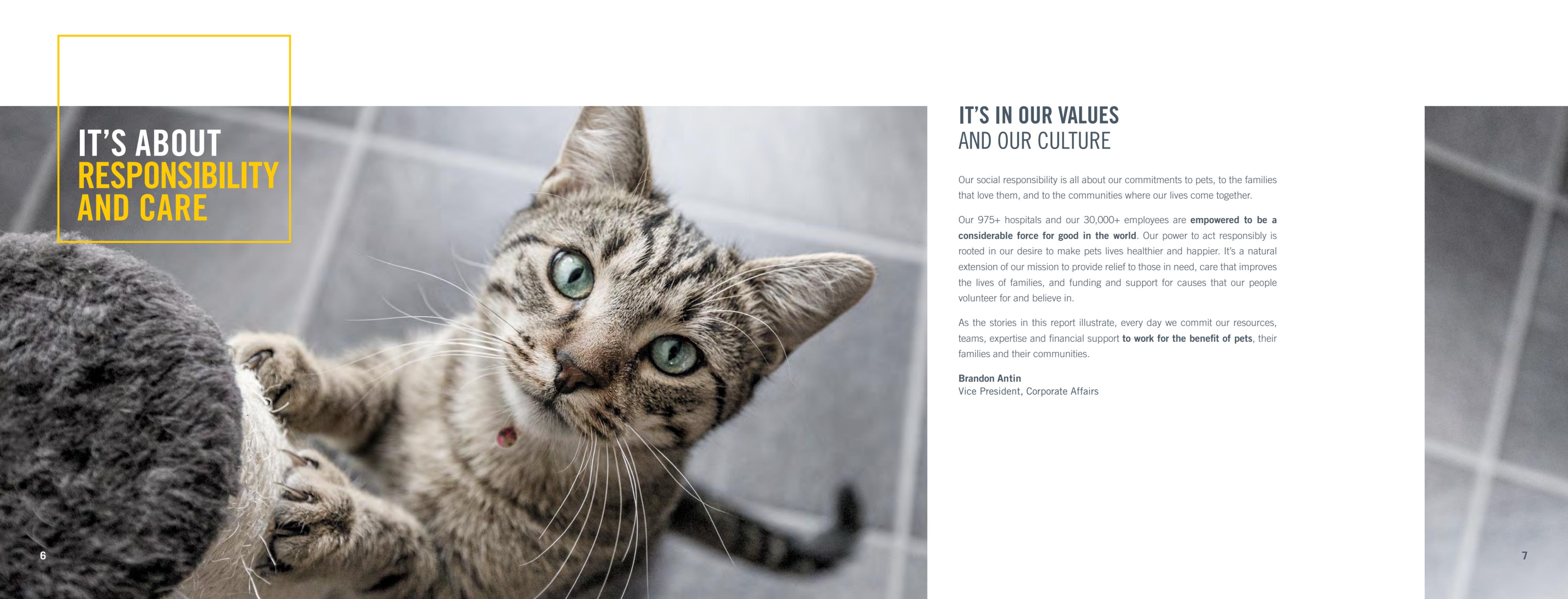
At VCA, our associates at every level: doctors, technicians, specialists, support staff, managers and others generate a dynamic and progressive influence on the animal health industry.

When I express pride in our people and what they do—from selfless response in disaster relief to **industry-altering leadership initiatives**—it's about everyone, at every local hospital across the nation.

Our culture is based on caring, from the pets and families we help daily to the **commitment to the communities**, shelters and charities we serve and support. We show how we care about the industry through our extensive support of students, continuing education, clinical studies to advance care, early school outreach to foster the next generation of animal lovers and caregivers.

Together as the VCA family, we strive to make a positive impact and change lives through **giving, innovating and leading**, as the stories in this book reveal.

**Todd Lavender, DVM**  
President, VCA Animal Hospitals and Petcare Services



**IT'S ABOUT  
RESPONSIBILITY  
AND CARE**

## IT'S IN OUR VALUES AND OUR CULTURE

Our social responsibility is all about our commitments to pets, to the families that love them, and to the communities where our lives come together.

Our 975+ hospitals and our 30,000+ employees are **empowered to be a considerable force for good in the world**. Our power to act responsibly is rooted in our desire to make pets lives healthier and happier. It's a natural extension of our mission to provide relief to those in need, care that improves the lives of families, and funding and support for causes that our people volunteer for and believe in.

As the stories in this report illustrate, every day we commit our resources, teams, expertise and financial support **to work for the benefit of pets**, their families and their communities.

**Brandon Antin**  
Vice President, Corporate Affairs

**IT'S ABOUT  
COMMITMENT,  
GROWTH AND  
COLLABORATION**



**5,000+**  
VETERINARIANS

An unrivaled peer network dedicated to pet health and welfare

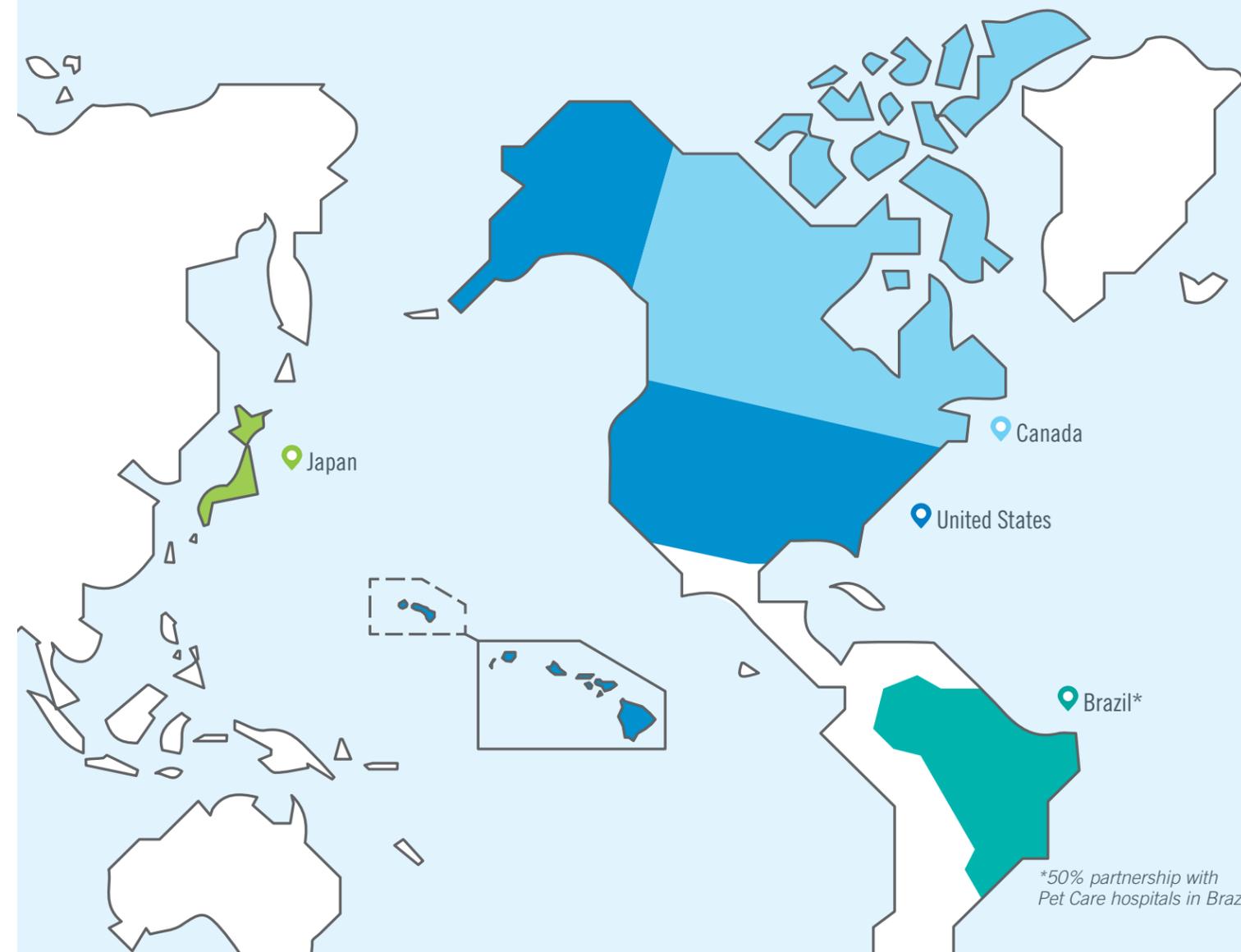
**600+**  
SPECIALISTS

Board certified specialists in oncology, surgery, internal medicine and more

**3,700+**  
TECHNICIANS

Credentialed veterinary technicians and veterinary technician specialists deliver exceptional patient care

At VCA, we are building deep roots and strong relationships.



**975+**  
HOSPITALS

**85+**  
SPECIALTY  
HOSPITALS

**35+**  
PET CANCERCARE  
CENTERS

**46**  
STATES

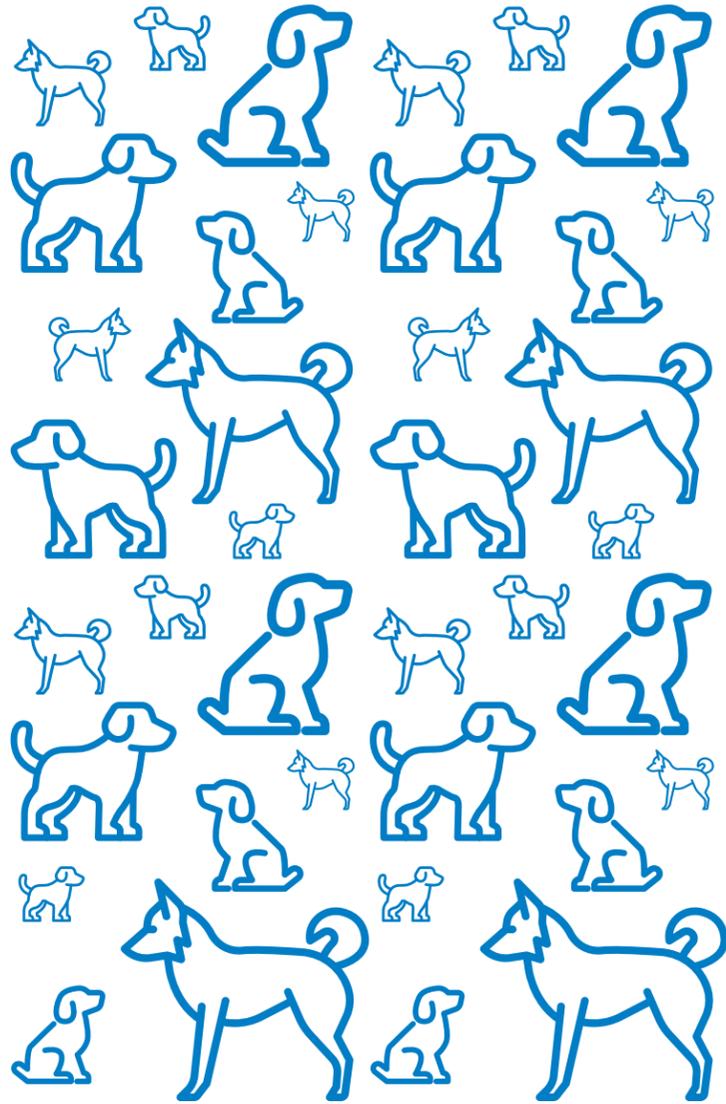
**5**  
PROVINCES

**3**  
CONTINENTS

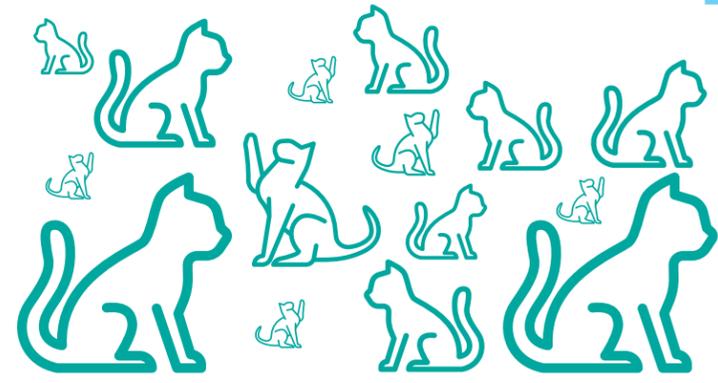
IN 2019, VCA CARED FOR

4,210,000

PETS IN NORTH AMERICA



**3,000,000**  
CANINES



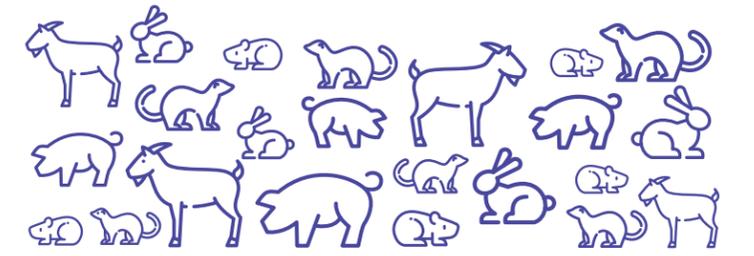
**1,115,000**  
FELINES



**26,500**  
AVIANS\*



**10,600**  
REPTILES\*



**57,500**  
OTHERS\*

\*ZOOMED



IT'S ABOUT  
**CARING**  
FOR OUR PEOPLE



## COMMITTED TO THOSE WHO CARE



*We're constantly building and evolving to support our associates in reaching their career development goals.*

*Larry Cohen, DVM  
Senior Vice President,  
Hospital Operations Eastern Division*

## EMPOWERING PEOPLE TO MAKE A DIFFERENCE

A passion for pets is at the heart of what we do at VCA. We feed that passion by creating an environment that values individuals for who they are, and what they aspire to be, in their pursuit of our collective mission to make a better world for pets.

The doctor students and new graduates we train and mentor; the technicians we educate, sponsor and help elevate to certified status; the administrators and managers who benefit from advanced training programs and certifications; the veterinarians and specialists who are supported by a network of peers, the latest technology and continuing education—they all benefit from our **collective knowledge and commitment to excellence.**

I am proud of our people, and especially proud that our strength flows through our family of unique, individual hospitals across the continent. We are committed to empowering our teams to excel in bringing the best care to pets and every family they help.

**Garrett Lewis**  
Senior Vice President, Strategic Operations



## LEADING THE WAY TO BETTER CARE

## TAKING CARE OF OUR PEOPLE: PROFESSIONAL DEVELOPMENT AT VCA

Professional development is a top priority at VCA, one that comes to life through our online, award-winning WOOF University®.

VCA Animal Hospital staff including veterinary technicians, veterinary assistants, veterinarians and all associates have the open **opportunity to develop new skills**, earn certifications and improve their management and leadership abilities.

WOOF University® is constantly adding new courses, content, lectures and access to research and best practices to ensure that **our people are at the forefront of animal health care.**

### SOME STATISTICS:



OVER  
**450,000**  
TRAINING HOURS  
COMPLETED



MORE THAN  
**1.8 MILLION**  
COURSES  
COMPLETED



OVER  
**750**  
UNIQUE COURSES  
FOR ALL AREAS OF  
THE COMPANY



*VCA leadership has set our mission for WOOF University® to invest in the capabilities of our people, helping them reach their potential.*

*Diana Nguyen*  
Vice President, Knowledge & Learning

## INVESTING IN OUR LEADERS TO INSPIRE DEVELOPMENT, GROWTH AND SUCCESS

VCA's Leadership Development Program (LDP) is a two-year journey designed specifically to **enable veterinary leaders to thrive** in the complex environment of a large group of animal hospitals.

The program focuses on emotionally intelligent behaviors and better communication skills, helping leaders to enhance their effectiveness with teammates and clients.

It's been called "the best leadership training I have ever attended." Participants experience renewed passion and commitment for helping pets and pet owners.

We believe a positive working environment and **continuous training is the best foundation** for the industry and our animal patients.



*Many LDP participants improve by leaps and bounds, and I love helping and watching them evolve into better, more intuitive leaders.*

*Rob Best*  
Director, Leadership Development

# ENSURING THE FUTURE OF PET CARE

## SUPPORTING GRADUATES THROUGH ACTIVE MENTORSHIP

Graduating Doctors of Veterinary Medicine have a vast amount of knowledge—but there is still more to learn. VCA is committed to helping new DVMs through its 90-day mentorship program. **“I loved how I could definitely customize it to how I wanted to learn and what I wanted to work on,”** says Taylor Goslin, VCA mentee.

Experienced DVM and specialist mentors provide guidance and real-world demonstration as the graduates **gain hands-on experience**. “With a formal mentorship program, we have the opportunity to get doctors up to speed quicker,” says Frank McAleer, VCA mentor.

## INTERNSHIPS THAT MAKE A DIFFERENCE

As the **largest postgraduate provider of veterinary education in North America**, VCA believes in the benefit of one-year paid internships for veterinary graduates, providing intensive training and real-world practice experience.

In 2019, VCA engaged 183 interns, with nearly 98% working directly with veterinary specialists to gain valuable expertise in oncology, radiology, surgery and other specialties. With over 50 specialty hospitals and hundreds of board certified specialists, VCA is **proud to open its doors to the future practitioners of veterinary medicine**.

183  
INTERNS

## VETERINARY TECHNICIANS AND ASSISTANTS ARE VITAL TO THE PROFESSION

Veterinary technicians and veterinary assistants are the backbone of every VCA Animal Hospital, **ensuring care from start to finish**.

Therefore, it’s essential that they remain up to date and continue to develop their knowledge and skills. VCA offers our associates professional development opportunities in multiple programs from on-the-job development to leadership to preparation for national exams (VTNE).

As part of its efforts to expand access to veterinary education for its associates VCA offers various forms of financial support, including **scholarships to attend Penn Foster’s Veterinary Technician/Assistant programs** for those of our associates who wish to become a veterinarian technician or assistant.

## INVESTING IN OUR PEOPLE FOR A BRIGHTER FUTURE

### CONGRATULATIONS TO OUR 2019 NAVC INSTITUTE SCHOLARSHIP RECIPIENTS

Every year since 2003, VCA has awarded worthy recipients **North American Veterinary Conference Institute** scholarships, including all expenses for travel and training in Orlando, Florida.



THAT’S **273** SCHOLARSHIPS SPONSORED... AND COUNTING!

This year, 29 scholarship award winners from the U.S. and Canada were honored in Orlando by regional VCA management teams in recognition of **clinical excellence, dedication to the philosophy of lifetime learning, and leadership**.

NORTH AMERICA'S LARGEST PROVIDER OF POSTGRADUATE VETERINARY EDUCATION

IN 2019, WE HANDED OUT **153 SCHOLARSHIPS**. ALL SCHOLARSHIPS COVER 100% OF TUITION

77  
RESIDENTS



## IT'S ABOUT PROTECTING PEOPLE



### ASSOCIATE WELL-BEING PROGRAM

We are aware that a positive work environment, career advancement and educational opportunities are important factors for associate satisfaction. But when it gets personal, it's important to go beyond to ensure that everyone at VCA has **access to the tools, programs and support that can make a big difference**. It is recognized that “empathy fatigue,” depression and other mental health issues are present in the veterinary sphere, and we are taking active steps to help our associates cope when these issues arise.

We provide free access to the CIGNA Life Assistance Program, which addresses challenges including mental health, senior care and financial issues among others. **In 2019 nearly 3,000 leaves of absence were allowed for associate health issues, or to care for their children, spouses and parents.** Extended leave requests for life disruption issues beyond medical and mental health issues are also treated with compassion.

Recently, we created a new Associate Experience Program to enhance awareness and explore the best ways to improve the response options available to our associates. In 2020, we are furthering this effort by launching a Department of Well-Being to develop programming and initiatives that will benefit our associates and the industry.



***Recognizing the increasing concerns about depression and mental health in the veterinary industry, VCA is committed to ensuring that associate well-being is our priority.***

**Johanna Baldwin**  
Program Manager, Associate Well-Being

### SAFETYFIRST PROGRAM AND SMARTCARE INITIATIVES

In 2019 we launched our **SafetyFirst program** to ensure that all safety and best practice initiatives concerning associates and our patients are kept top of mind and consistently deployed. The SafetyFirst protocols and reminders are graphically presented with recognizable iconography and consistent messages. SafetyFirst surgical safety checklists ensure that our best practices are followed nationwide with every patient, and our teams conduct “safety huddles” prior to anesthesia.

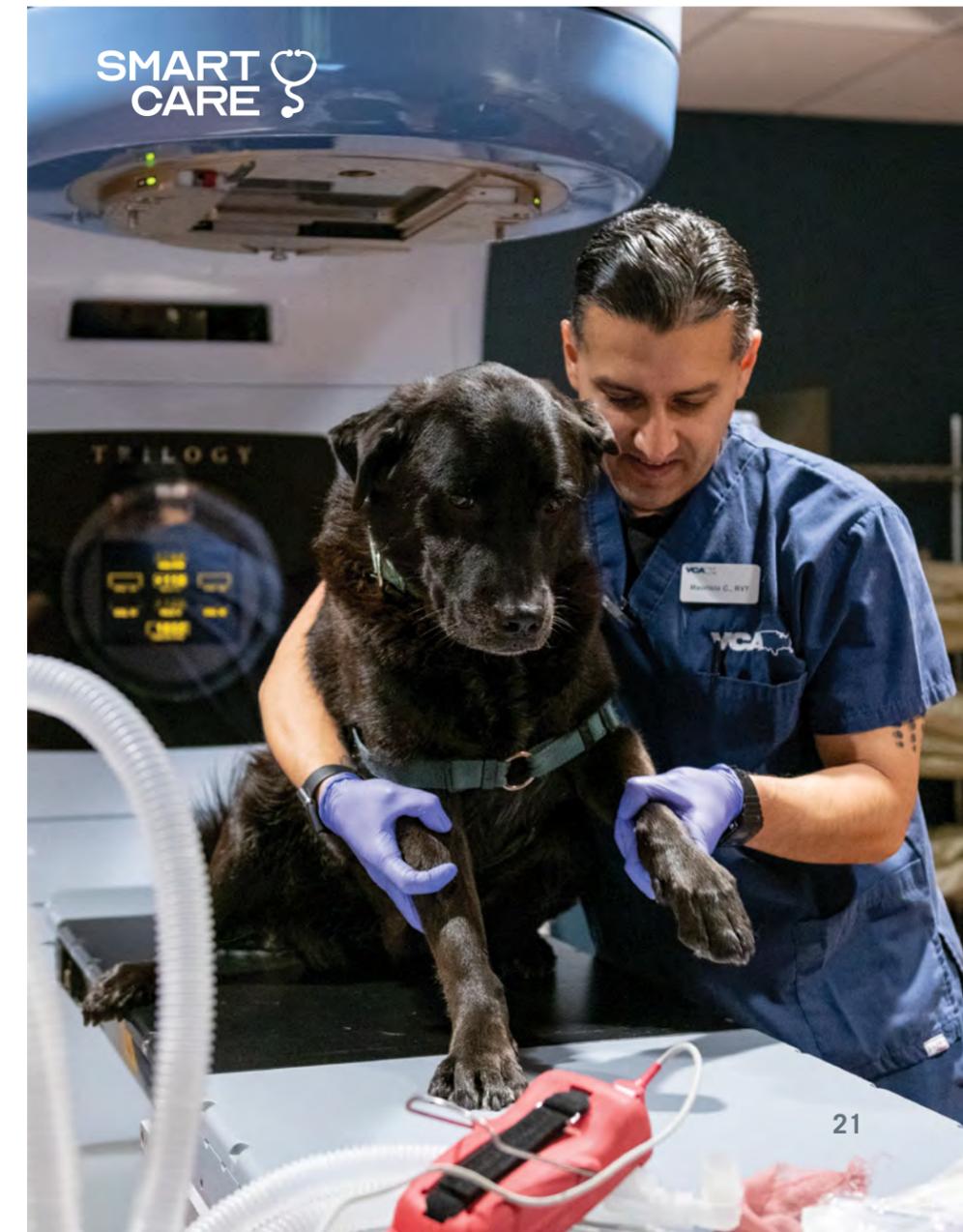
Also in 2019, VCA's key safety focus was **hands-free radiology, introducing the first in a series of planned SmartCare initiatives**. In the past, in order to avoid patient stress and over-sedation, technicians often held the patients in place while taking x-rays. The current goal is to have all hospitals enabled to practice hands-free radiology, via proper protocols of gentle sedation and hands-free restraint equipment **minimizing or eliminating the presence of people in the room during active scanning**.



***With our SafetyFirst program and SmartCare initiatives, VCA is committed to the safety of our people, our patients and their families.***

**Rochelle Low, DVM**  
Vice President, Medical Operations

As part of another SmartCare initiative, VCA is the first veterinary company to sign the **CDC Antimicrobial Resistance Challenge** pledge (see page 47 for details) and participated in the World Antibiotic Awareness Week (WAAW) in 2019.



# CREATING NEW ACCESS TO VETERINARIANS



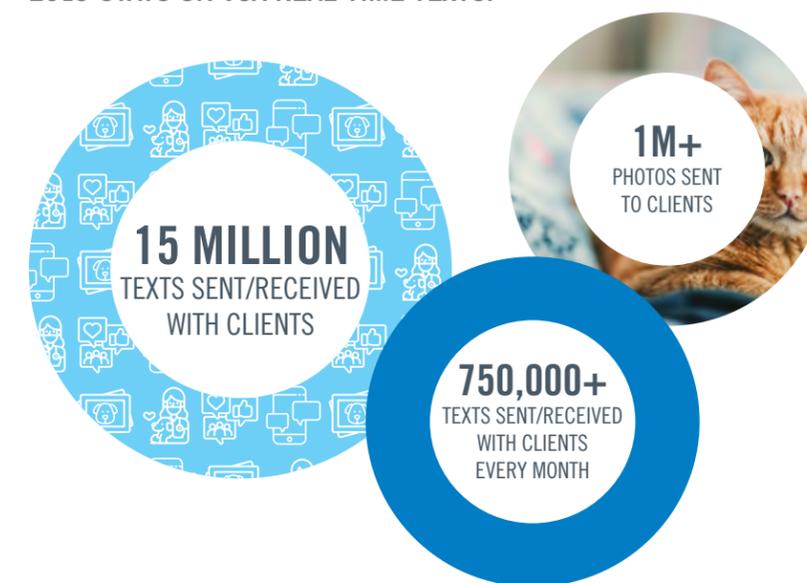
## GIVING PET OWNERS PEACE OF MIND IN REAL TIME

When a pet is at one of our hospitals for treatment, pet owners want updates as soon as possible.

That's why **VCA and clients exchanged millions of text messages and photos in 2019**. We love keeping pet owners informed and texting is a great way to do it!

We have heard from so many of our clients about the relief they feel from this simple gesture. To us, it's another part of our commitment to care.

### 2019 STATS ON VCA REAL-TIME TEXTS:



## LIVE CHAT LEADS THE WAY IN PET CARE ACCESS

Veterinary care is evolving to incorporate new technologies. Pet owners can connect via 24/7 live chat with a veterinarian to ask questions or determine if a pet needs to visit the emergency room. This and other benefits are included with VCA CareClub® programs—affordable, long-term wellness plans to protect a pet's health and help prevent illness and disease, no matter their age.

We are creating faster access to care to help ensure that all pets receive the care they need when they need it most.





IT'S ABOUT  
**HELPING &  
SUPPORTING**  
THE COMMUNITY

# WORKING TOGETHER FOR THE LOVE OF PETS

NOA AND ELON Adopted on 05.28.19, San Diego Humane Society



VCA consistently supports community animal welfare partners to improve the lives of countless disadvantaged pets. We believe every pet deserves a happy life with veterinary care for a healthy start in their new forever home.

Michelle Beach  
Director, National Shelters

VCA is committed to ending pet homelessness by encouraging and supporting pet adoption. We partner with more than **130 animal shelter and rescue organizations** nationwide. Together we bring love, support and access to veterinary care to **more than 25,000 homeless and rescued pets every month**.

Our goal is to connect local shelters, pet adopters and our animal hospitals through active local community outreach. We provide pre-adoption services to shelters as well as employee and volunteer benefits like discounts on veterinary services. For new pet adopters, every pet adopted from a VCA animal welfare partner is eligible for a free VCA initial health exam and qualifies for a limited health guarantee that covers common illnesses.

For more than two decades, VCA has been there for our shelter partners. And we plan to work together for the love of pets for many years to come. **Our network is growing** as we build bridges to make the world a better place for pets and the people who love them.



*Our partnership with VCA is a wonderful celebration of collaboration that helps our community to keep pets in their homes.*

Connie Howard  
Executive Director, Foothills Animal Shelter



**300,000+**  
PETS ADOPTED VIA SHELTER PROGRAM

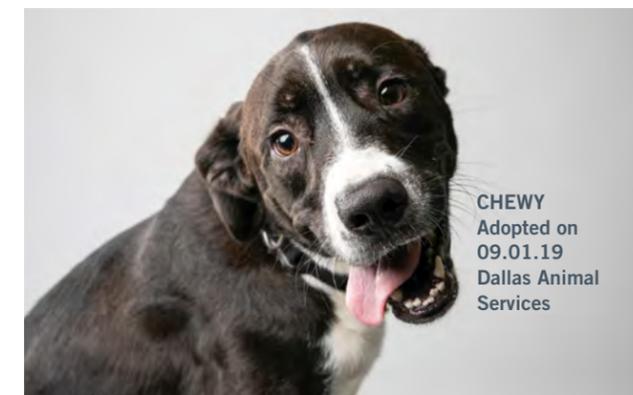


**\$4.1M**  
SHELTER VETERINARY SERVICES PROVIDED



**130+**  
SHELTERS

MAP OF VCA NETWORK  
2019 SHELTER PARTNERS



CHEWY  
Adopted on 09.01.19  
Dallas Animal Services



HAZEL  
Adopted on 06.22.19



HARPOR  
Adopted on 06.17.19



## EXTENDING CARE INTO OUR LOCAL COMMUNITIES

The ethos of what we do, and what we stand for, goes far beyond our hospital doors. We believe the power of healing comes from more than medicine. That's why the welfare of pets in need (and the people who love them) is important to us.

With more than \$20 million in free health care provided to shelter pets pre- and post-adoption in 2019, **our motto of “We Care” is more than lip service.** We DO—putting action behind our commitment to bettering the lives of pets in need.

We're honored to work together with compassionate partners, volunteers and foster pet owners to help pets find their own forever homes. It is through the tireless efforts of VCA staff and the generosity of our clients and communities that the wonderful bond between people and pets is nurtured and protected.



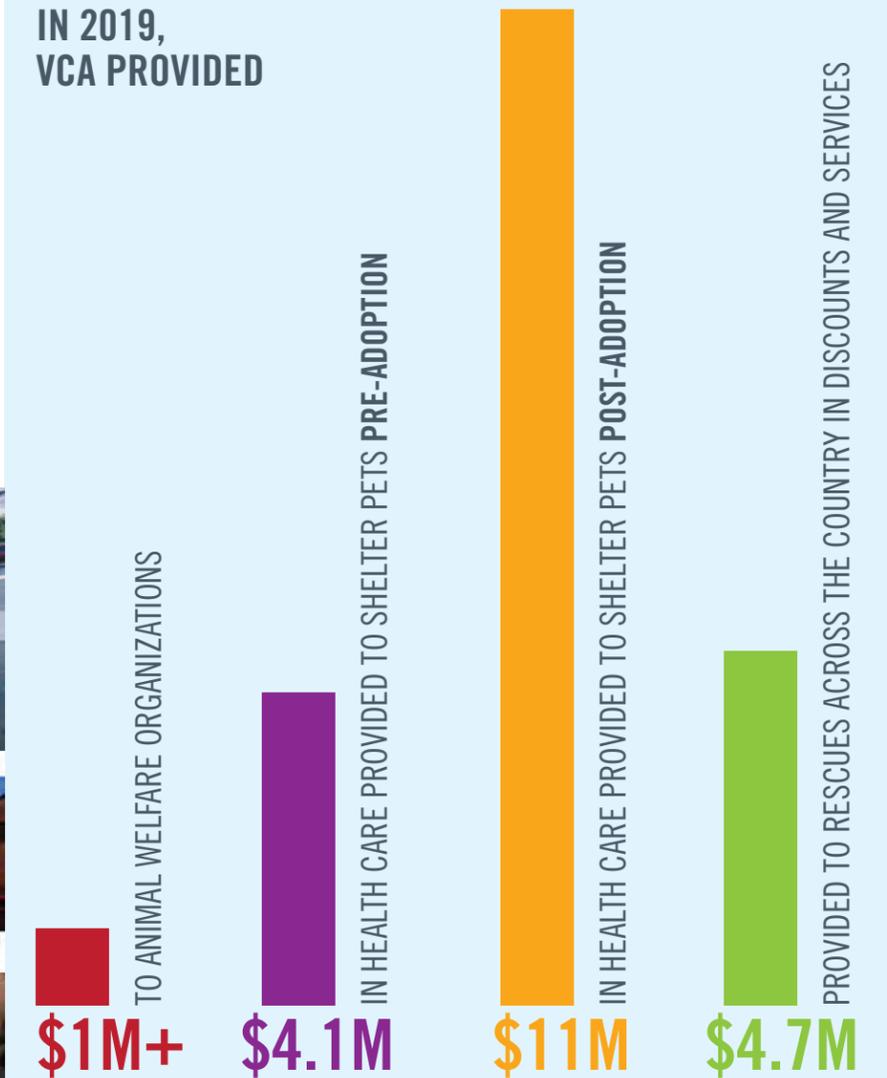
## CLEAR THE SHELTERS IN CALIFORNIA SEES 17,000 PETS ADOPTED

Pets can sometimes spend years or even their entire lives in a shelter. To give these animals a fresh start, VCA took part in a Clear the Shelters initiative in Southern California in August. **Nearly 17,000 pets were adopted in a single day!**

Teams from VCA Animal Hospitals were on-site to help the 90 shelters who participated at the event. They offered free first-time exams to each owner adopting a pet that day to encourage beginning a journey of lifelong care for the newly adopted pets.



### IN 2019, VCA PROVIDED





## AN EVENING WITH DR. JANE GOODALL: WE ARE ALL CONNECTED

VCA Canada was honored to host an evening with **Dr. Jane Goodall** at Ryerson University in Toronto—raising \$10,000 for **OVC Pet Trust**, a charity that supports pets in need.

Dr. Goodall recounted her groundbreaking work with and research on chimpanzees, **her hope for the future of animal welfare, the importance of community action and how, ultimately, we are all connected.**

At the age of 26, when Dr. Goodall discovered that the survival of chimpanzees was threatened by habitat destruction and illegal trafficking, she developed a breakthrough approach to species conservation that improves the lives of people, animals and the environment by honoring their connectedness to each other.

Now 80, she heads the **Jane Goodall Institute**, to ensure her vision and life's work continues to mobilize the collective power of individual action to save the natural world we all share.



## SHOWING PRIDE FROM COAST TO COAST

VCA is proud to promote inclusion, diversity and care for all people and their pets. That's why this summer we joined hands to celebrate and support the LGBTQ+ community in cities from coast to coast.

In the Northeast, members of our leadership team, veterinarians, hospital managers, technicians, client service representatives, as well as family and friends (and one four-legged representative, Coal) marched along 5th Avenue with **PrideVMC** in **World Pride** in New York City.

In the Midwest, VCA joined Elanco and other local sponsors in the **Indy Pet Pride Festival**. In New Mexico, volunteers from **VCA West Mesa, VCA Veterinary Care, VCA Arrighetti, VCA Town and Country** and **VCA Wyoming** decorated a float and handed out VCA goodies to spectators and their four-legged friends at the **Albuquerque Pride Parade**.

And on the West Coast, **VCA TLC** enthusiastically joined in the **West Hollywood Pride Parade**.



# SUPPORTING SERVICE DOGS AND THEIR PEOPLE

## SUPPORTING K9 HEROES AND THEIR POLICE PARTNERS

VCA Medical Director Dr. Chris Wong **goes beyond the call of duty** when caring for frontline K9 heroes and their police officer handlers. K9 dogs need to be kept at the top of their physical game, ready to perform their duties. When injured, they're treated by dedicated critical care specialists with access to **the most advanced medical technology and rehabilitation facilities.**



*Our dogs share the risk of harm with us and even save our lives. You can't imagine a bond like that. To see the VCA team kick into action and how they treat our dogs and us. I don't think there's any place like that in the world.*

**Sgt. Joshua Dobson**  
Sacramento Police K9 Unit

The VCA hospital team understands the unbreakable bond between dog and handler. "When an officer comes in with a dog, we show lots of love to the dog, but it's hugs all around for the officers, too, because they're part of our family," says Angela Carter, Client Service Representative Lead.

## VCA AND VCA CHARITIES SUPPORT PETS FOR PATRIOTS

**Pets for Patriots** helps United States military veterans adopt a new pet companion while giving the most overlooked shelter dogs and cats hope and a loving home. They also provide ongoing support—moral, educational and financial to **nurture the healing bonds between veterans and their adopted companions.**

Through VCA's **Pennies for Pets** program, \$50,000 was raised to bring together shelter pets with U.S. military veterans. The VCA Mid-Atlantic team also challenged Pets for Patriots to match their donation in an "Honoring our Heroes" campaign—and the result brought in over \$100,000 to improve the lives of veterans and shelter pets!



*Dogs and cats—companion animals—are natural healers. This is particularly true for people who are coping with the challenges of military and post-military life.*

**Beth Zimmerman, Founder, Pets for Patriots**

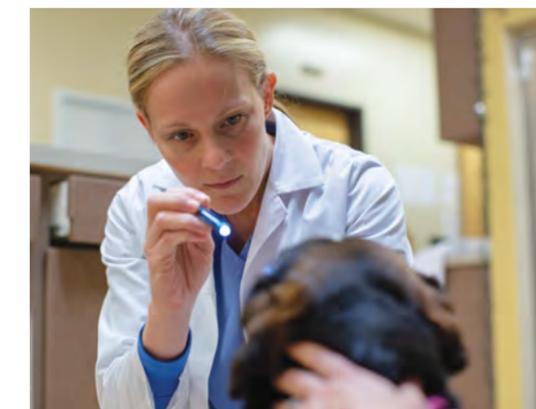


## FREE EYE EXAMS HELP SERVICE DOGS STAY ON THE JOB

**Ansel Davis counts on his black Lab guide dog Everett to be his eyes everywhere he goes.**

Last May, VCA veterinary ophthalmologists across the United States, Puerto Rico and Canada provided free eye exams for service dogs, including medical alert and emotional support animals.

In Florida, 75 service animals were examined. Participating organizations included **Pets for Vets, Lighthouse for the Blind** and the **Look Through My Eyes** blind baseball team.



# FROM ALASKA TO FLORIDA, HELP IS ALWAYS AT HAND

Disasters wreak havoc on people's lives and are equally devastating to their pets. In 2019, VCA staff responded to hurricanes in Louisiana, on the Eastern Seaboard and in Shasta County, earthquakes in Southern California and wildfires near Anchorage and in California.

VCA worked with emergency response crews to rescue and evacuate pets. We opened our hospitals and boarding facilities near disaster evacuation sites to offer free pet boarding so families and pets could stay close together, and we provided no-charge health assessments and vaccinations.

**“ In catastrophic emergencies, VCA is here to help pet owners quickly find a safe and comfortable space, and ensure that they know their pets are well cared for.**

*Todd Lavender, DVM  
President, VCA Animal Hospitals and Petcare Services*

## SUPPORT FOR ANIMAL SHELTERS IN WAKE OF HURRICANE BARRY

In July 2019 Hurricane Barry dropped almost two feet of rain on parts of Louisiana. Some **fleeing residents had to surrender their pets** to local shelters, already at capacity.

Much-needed help came from over 800 miles away as Animal Refuge Center (ARC) volunteers from North Fort Myers risked the 8-hour drive to pick up 16 dogs. Local VCA veterinarians and staff were standing by to give the dogs medical attention when they arrived at the shelter.

“

*There was no hesitation to work with our shelter partner to provide medical and boarding services, regardless of them being clients or not, because that's what we do. We care for pets, and we care for our communities because that's who we are!*

*Dr. Leinen  
Medical Director, VCA Coral in Florida*

**OUR GOAL**  
IS TO ENSURE THE HEALTH  
AND WELL-BEING OF PETS  
WHEN DISASTER STRIKES





## DEDICATION TO PETS AND FAMILIES DURING CALIFORNIA EARTHQUAKES

Houses were damaged, fires raged and power was out as earthquakes of magnitude 6.4 and 7.1 hit the Ridgecrest, CA, area in July 2019. **Families were hard-pressed to stay safe while ensuring the safety of their pets.**

The VCA Animal Hospitals at Crestwood and Mesa responded immediately with donations of food, bedding and other necessities for the Ridgecrest Animal Control and Shelter to help ensure the facility would be fully prepared to handle an influx of animals in need.

**EARTHQUAKES GREATER THAN 5.0 MAGNITUDE CAN CREATE SERIOUS DAMAGE.**



*Being in SoCal, we know it can get a bit shaky at times, but the teams at VCA Mesa and VCA Crestwood jumped quickly into action to support the local community.*

**Valerie Watts**  
Hospital Manager, VCA Crestwood Animal Hospital

## STAFF, VOLUNTEERS AND FUNDS TO SUPPORT RESCUE OPERATIONS

In 2019, **Tony La Russa's Animal Rescue Foundation** (ARF) recognized VCA's contributions with the prestigious **Evie Award**.

During the California wildfires, VCA provided ARF with critical funding to help **purchase a new on-site digital x-ray machine** to aid in triage during large-scale rescue operations. Local VCA staff were also on hand to support ARF clinic teams with specialty care for feline burn victims.



*The work we did to help pets in need during the recent fires was just another example of how the veterinary community came together to provide the best pet care.*

**Cameron Eastin**  
Regional Operations Director, VCA Animal Hospitals





# IT'S ABOUT IMPROVING LIVES

**VCA**  Charities

# GIVING AND SERVING TO HELP PETS IN NEED

*Our mission is to inspire and nurture pets and their people to triumph over challenges and thrive together.*

## VCA CHARITIES PET FOOD PANTRY PROGRAM

In 2010, the first VCA Pet Food Pantry (PFP) was launched in Venice, CA, as an outreach initiative to provide quality pet food and supplies to pets from in-need families. Since then the program has expanded to 33 locations in 21 states and into Canada. **And in 2019, VCA Canada Pet Food Pantry reached a milestone—serving 1,500,000 meals to pets in need!**

With the help of our co-sponsor **Hill's Pet Nutrition**, VCA Pet Food Pantries\* provide over 300,000 meals to needy dogs and cats every year, with over 2,500,000 meals served since inception. But this program is more than providing food. **It nourishes entire communities.** “When we offer families facing economic hard times free meals for their pets, we’re ensuring the loving bond between them stays intact,” explains Brandon Antin, Vice President, Corporate Affairs, “which reduces the risk that pets will be abandoned when owners can’t afford their care.”



\*Hill's Pet Nutrition is a partner of VCA Charities in the U.S.

## RESCUED ANIMALS FLY HIGH WITH PAART AVIATION RESCUE TEAM

VCA is proud to partner with and support the vital work of organizations such as the **Pittsburgh Aviation Animal Rescue Team (PAART)**, which frees animals from dog fighting rings, **saves pets during natural disasters** and takes to the air to deliver rescued animals to their forever homes!

At PAART's annual Dog Days of Summer fundraiser, Cindy Kazimer of VCA was delighted to present a \$25,000 donation from VCA Charities.



## PENNIES FOR PETS CHANGING LIVES, ONE CENT AT A TIME

With the encouragement of the 2019 Q2 Challenge, **Pennies for Pets** raised over \$600,000! Every year, Pennies for Pets encourages clients to simply round up their transaction amounts to the nearest dollar or donate online. The result? **Over \$1,500,000 in “pennies” has been collected since 2017.**

Below are examples of over 55 regional companion animal welfare associations supported for the vital work they do on behalf of pets in need.





**IT'S ABOUT  
MAKING A  
DIFFERENCE  
IN THE INDUSTRY**

# RAISING THE BAR ON PET CANCER TREATMENT



*VCA has a long history of doing things that help the industry.*

*Todd Paige  
Director, Specialty Marketing*

## ADVANCED, COLLABORATIVE AND COMPASSIONATE CARE

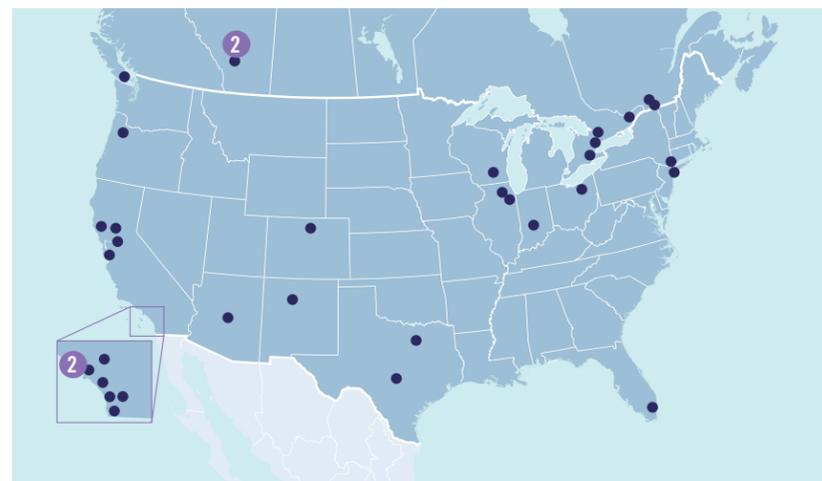
As pets live longer lives—due to better care—more are facing pet cancer in their later years, and pet cancer treatments are improving at an impressive rate. VCA has stepped up with the creation of the **VCA Pet CancerCare Alliance™**, a unique brain trust of over 65 veterinary oncologists, and a network of 35 VCA Pet CancerCare Centers to bring advanced treatments, technology and education to all veterinarians in North America. We are working together with collaborative care, providing more information, research, clinical trials and **leadership to help ensure that pets are living their best possible lives.**



**65+**  
VETERINARY  
ONCOLOGISTS



**35+**  
ADVANCED  
TREATMENT  
CENTERS



## CODY

Lauren's father gave Cody, still a puppy, to her shortly before he died. When Cody developed a brain tumor at age 11, Lauren turned to Dr. Devin Berthiaume and decided to proceed with advanced 3D radiotherapy. With a highly targeted beam, the precise, computer-guided Varian TrueBeam® technology minimizes exposure to radiation and concentrates the effect on the tumor, sparing adjacent tissue. Typically, fewer sessions with anesthesia are required and the overall treatment time is shorter, making it easier on the patient and family. **Lauren hoped the treatment would give her a few more months with Cody, and she was thrilled to have 2.5 good years (30 months) with her special dog.**



CODY IS MY  
ONCE-IN-A-LIFETIME  
DOG  
Lauren McVey



LOLA LOVES  
TO BE WITH HER PEOPLE!  
Jon Abramson

## LOLA

When Jon and Tracey noticed a few small bumps growing fast under Lola's skin, they referred to VCA's Dr. Roof, who offered options including chemotherapy. But, as they discussed and were offered more advanced options, "T-cell" transfusion therapy was chosen. Cells are drawn from the patient and the "good T-cells are manipulated" before being reintroduced to help the patient's immune system to fight the cancer. **As of March 2019, Lola has been in remission for 15 months.**



[vcahospitals.com/vca-pet-cancer-alliance](http://vcahospitals.com/vca-pet-cancer-alliance)



# IMPROVING INDUSTRY BEST PRACTICES



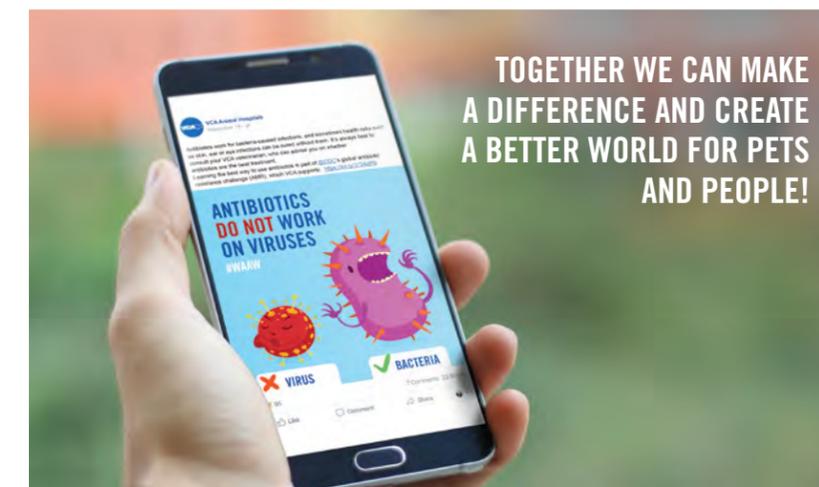
## HELPING TO LEAD THE FIGHT AGAINST ANTIBIOTIC RESISTANCE

### VCA PARTICIPATES IN CDC GLOBAL AMR CHALLENGE

VCA is proud to be the first veterinary hospital group to make a formal commitment in joining the **CDC Antimicrobial Resistance Challenge**. Increased antibiotic resistance is **one of the world's greatest health threats today**.

We are honoring our commitment by providing resources to our hospitals, leading the wider veterinary community and educating our clients. In November 2019, **VCA launched a Facebook and Twitter campaign** reaching out to pet owners with compelling infographics and clear messaging about antibiotic resistance.

VCA staff use only the appropriately dosed microbials for confirmed medical purposes, promote proven vaccine protocols and follow strict hygiene guidelines.



## CLINICAL STUDIES: THE SCIENCE BEHIND BETTER PET HEALTH CARE

We are committed to advancing veterinary medicine and science. Clinical studies allow us to better understand certain diseases, help innovate new treatments and drugs, validate new technology and enhance our understanding of treatment outcomes.

**With our expertise and scale we are able to gather some of the brightest minds in the industry** and identify which clinical studies and trials can make the most impact on pet health care and wellness. We are proud to manage, assist and facilitate these studies, **giving back to the veterinary community by supporting these advancements**.

Since the inception of our program in 2013, VCA has conducted over 100 studies in hospitals, specialty hospitals and emergency referral centers.

**IN 2019:**



**32** SPONSORED CLINICAL STUDIES



**115** PARTICIPATING VCA TEAMS



**34** STUDIES TO BE PUBLISHED  
IN VETERINARY MEDICAL JOURNALS\*

*\*Studies initiated in 2019, publication may follow at a later date.*



# ENCOURAGING THE FUTURE OF VETERINARY LEARNING

“IT BRINGS TO LIFE WHAT BEING A VETERINARIAN IS LIKE AND HOW FUN IT CAN BE.”

Dr. Roxana Bordbar, Veterinarian, VCA Miller-Robertson

## VCA SPONSORS ANIMAL HOSPITAL EXHIBIT TO SPARK CHILDREN'S IMAGINATION



The Animal Hospital Exhibit, sponsored by VCA, is a popular feature at the Cayton Children's Museum in Santa Monica, CA. Children pretend to be veterinarians caring for (stuffed) animals in need. **Their imaginations can soar with kid-sized lab coats, an examination table, x-rays and diagnostic equipment.**

Brandon Antin, Vice President, Corporate Affairs, explains that VCA's goal was “to bring veterinary care to the children in an interactive and playful way. To teach children that they can help pets and to help them know what to expect when they take a pet to the doctor.”

“IT IS REALLY ABOUT HOW CHILDREN CARE FOR EACH OTHER AND HOW THEY CARE FOR ANIMALS.”

Leonarde De Bravo, Chief Program Officer, Cayton Children's Museum



“MAYBE THIS WILL PLANT THE SEED FOR ONE OF THOSE CHILDREN TO DECIDE THIS IS WHAT I WANT TO BE WHEN I'M A GROWN-UP.”

Esther Netter, Founder and CEO, Cayton Children's Museum

## PASSING ON THE PASSION TO THE NEXT GENERATION

Staff from VCA Noah's Place Animal Medical Center, in St. Petersburg, Florida, seized the chance to impart their knowledge and passion for veterinary medicine and pet health to over 90 students of **Plato Academy** at the **Great American Teach-In**.

With a strong commitment to aiding their community by making the world better for pets and their people, hospital team members welcomed the opportunity to meet these eager young hearts and minds. Dr. Alysyn Brant, Veterinarian Technician Janae Duty, Hospital Manager Yolanda Maqsoud and CVT Kerry Johnston shared personal stories, professional experience and presented the kids with gifts for their own pets. **The goal of this immediate and meaningful connection was to hopefully inspire a few young veterinarians in the making!**

“When we were given this fabulous opportunity to inspire our younger generations, we jumped on it. Heck, all of us in this field knew early on this (working in veterinary medicine) is what we wanted to do!”

Yolanda Maqsoud  
Hospital Manager, VCA Noah's Place Animal Medical Center



## BRINGING REAL WORLD TRAINING TO STUDENTS OF MONTY TECH

To help ensure that **all pets of families with limited financial resources get needs-based access to veterinary care**, and to support and guide those who aspire to provide that care, VCA leaders in Massachusetts were instrumental in the successful launch of the Monty Tech Veterinary Clinic. The vocational high school program **delivers primary care while providing hands-on training and mentorship** in subjects including wet labs, dentistry, radiography—creating a track for the students learning and working in the clinic to become the next generation of veterinary professionals.





IT'S ABOUT  
**MAKING  
THE RIGHT  
CHOICES** FOR  
THE ENVIRONMENT

# IT'S ABOUT AN ENVIRONMENT OF CARE



## PRESERVING THE ENVIRONMENT FOR PETS AND THEIR COMMUNITIES

We believe that embracing a digital world allows us to make an impact on the environment by reducing the waste from our hospitals. For example, our powerful digital platform VCA Retriever is used to onboard clients and update their pet's files. Pet owners electronically sign documents such as new client forms and treatment plans without having to print them.

The result: A dramatic reduction in paper used at our hospitals. In 2019, Retriever has saved 7.3 million pieces of paper—and we are only getting started. Follow our math as we track our reduced paper use in 2019 by using Retriever:

### DOCUMENTS SIGNED DIGITALLY ON RETRIEVER INSTEAD OF ON PAPER

**4,290,000**  
SHEETS OF PAPER

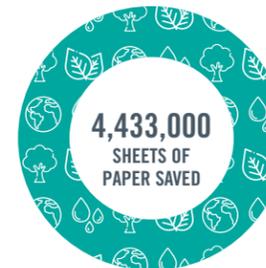
Treatment plans that averaged 3 pages each

+

**143,000**  
SHEETS OF PAPER

New client/marketing/ euthanasia forms averaging 1 page each

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### DOCUMENTS SCANNED AND UPLOADED ON RETRIEVER INSTEAD OF COPIED

**986,000**  
DOCUMENTS

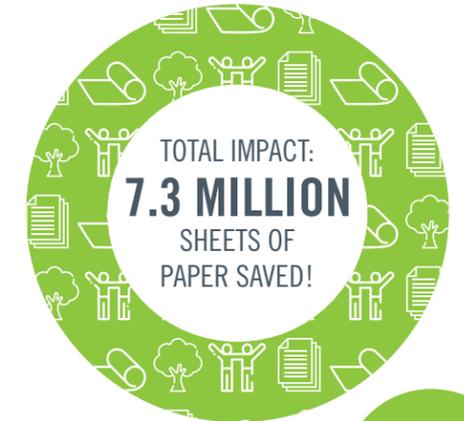
Total documents scanned or uploaded

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**3**  
SHEETS OF PAPER

Each document averaged 3 pages

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# OUR THANKS TO THOSE ENSURING HAPPY AND HEALTHY LIVES



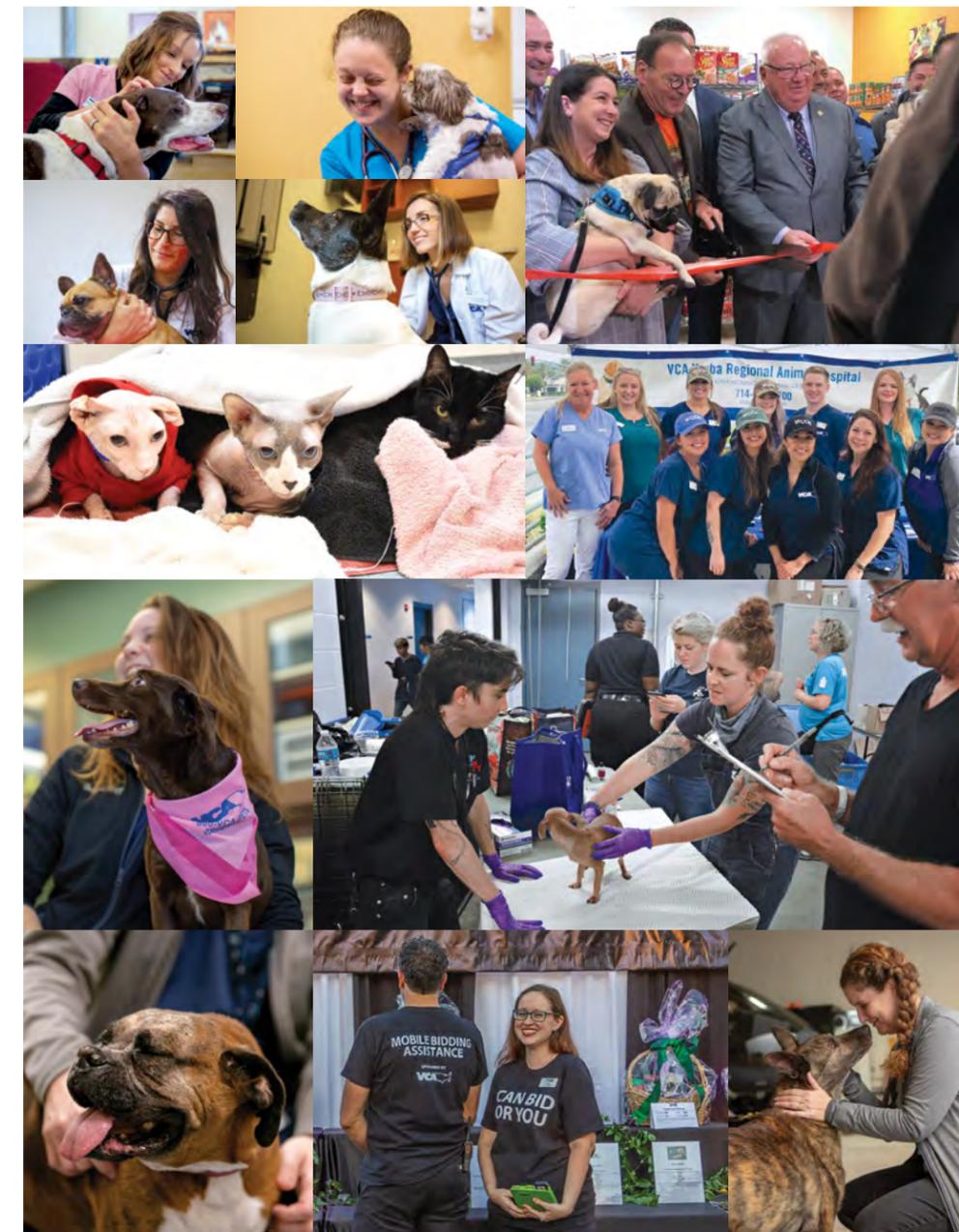
All the initiatives, programs, events and outreach described in these pages would be impossible without the **dedication and volunteer activities of our valued associates.**

**We also greatly appreciate the support of our clients,** who put a lot of effort into helping us achieve our goals of caring for pets in need and assisting the families who love them.

And finally, we gratefully acknowledge our **corporate partners,** who generously donate food and material support to so many of our programs.

We are proud to be part of an organization that makes an impact every year for pets, families, our communities and veterinary health as a whole.

**VCA**  
AT VCA ANIMAL HOSPITALS, WE CARE





[vcahospitals.com/social-responsibility](https://vcahospitals.com/social-responsibility)

**AT VCA ANIMAL HOSPITALS, WE CARE**

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