



**Emancipet: Non-Profit Vet
Clinics**

Keeping pet families together

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Who We Are

Non-Profit Veterinary Clinics

- ✓ Emancipet is a nonprofit organization on a mission to make veterinary care affordable and accessible to ALL pet owners.
- ✓ We believe all people love their pets and will do what is best for them when given the opportunity. We're here to provide that opportunity.
- ✓ We manage the nation's largest non-profit network of low-cost clinics, improving the lives of pet families in underserved communities.
- ✓ Since 1999, Emancipet has served over 1 million pets, and spayed/neutered over 350,000 pets



Mature

Central Austin, Est. 2016

- Open 6 days per week
- 5 modules: SN, HPS, SS, Dentals, HWT
- YTD Visit Count: 33,095

Houston East End, Est. 2015

- Open 5 days per week
- 3 modules: SN, HPS, HWT
- YTD Visit Count: 33,071

East Austin, Est. 2005

- Open 6 days per week
- 2 modules: SN, HPS
- YTD Visit Count: 30,290

Pflugerville, Est. 2013

- Open 4 days per week
- 2 modules: SN, HPS
- YTD Visit Count: 23,148

Killeen, Est. 2014

- Open 4 days per week
- 2 modules: SN, HPS
- YTD Visit Count: 17,269

Emerging

Philadelphia, Est. 2017

- Open 4 days per week
- 2 modules: SN, HPS
- YTD Visit Count: 15,132

Start Up

Mobile Units (2), Est. 1999 and 2020

- Serves approx. 20 communities at different cadences
- 2 modules: SN, HPS
- YTD Visit Count: 16,426

Houston Monroe, Est. 2020

- Open 4 days per week
- 2 modules: SN, HPS
- YTD Visit Count: 10,057

All Emancipet Clinics, In order of YTD visit volume

Modules:

- Spay/Neuter
- Healthy Pet Services/
Preventive Care
- Dentals
- Heartworm Treatment
- Soft Tissue Surgery –
injuries, illnesses

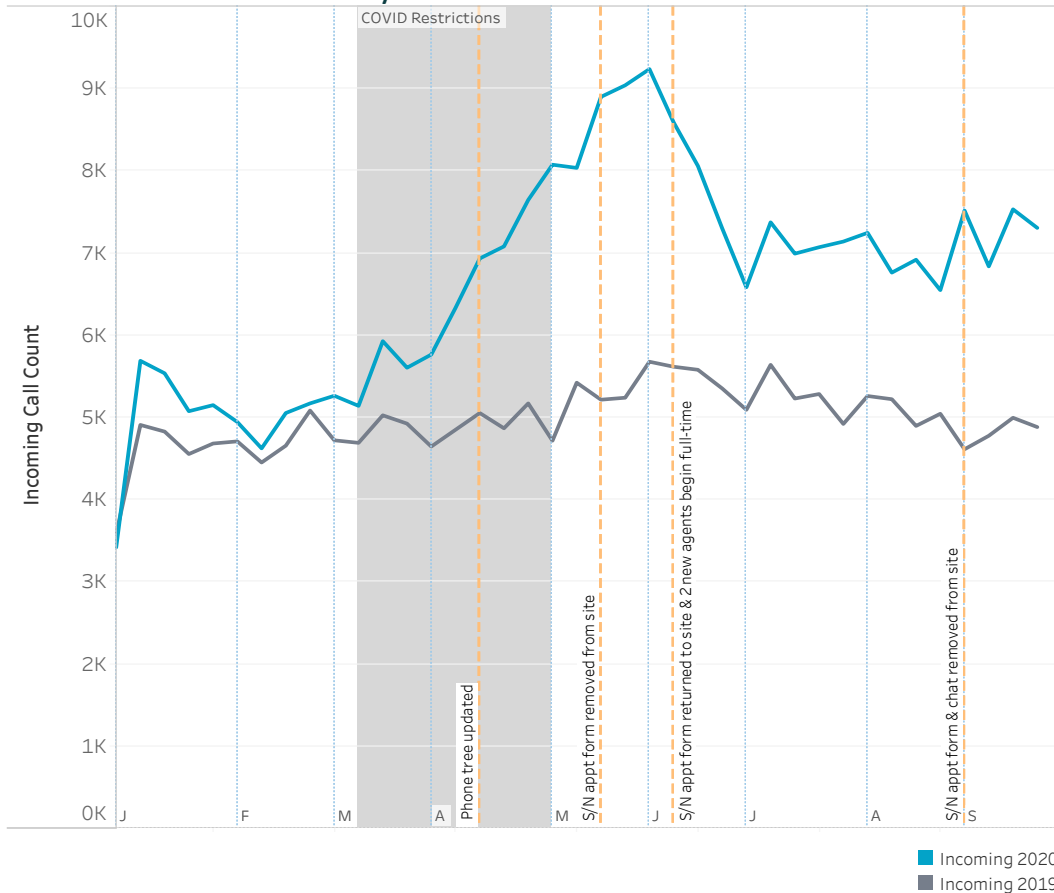
Clinics vary by location,
service days, and modules.

How has the pandemic impacted demand for low-cost vet care?

YTD Total Calls: All Emancipet Clinics

2019	2020	Change
193,903	259,238	+34%

Weekly call volume 2020 vs. 2019



✓ At Emancipet, all requests for appointments and information flow through our centralized Resource Center. The RC serves three primary purposes:

- ✓ providing compassionate, transformative customer service on a wide range of requests
- ✓ providing general pet health information
- ✓ managing the entire appointment process from booking to reminders/rescheduling

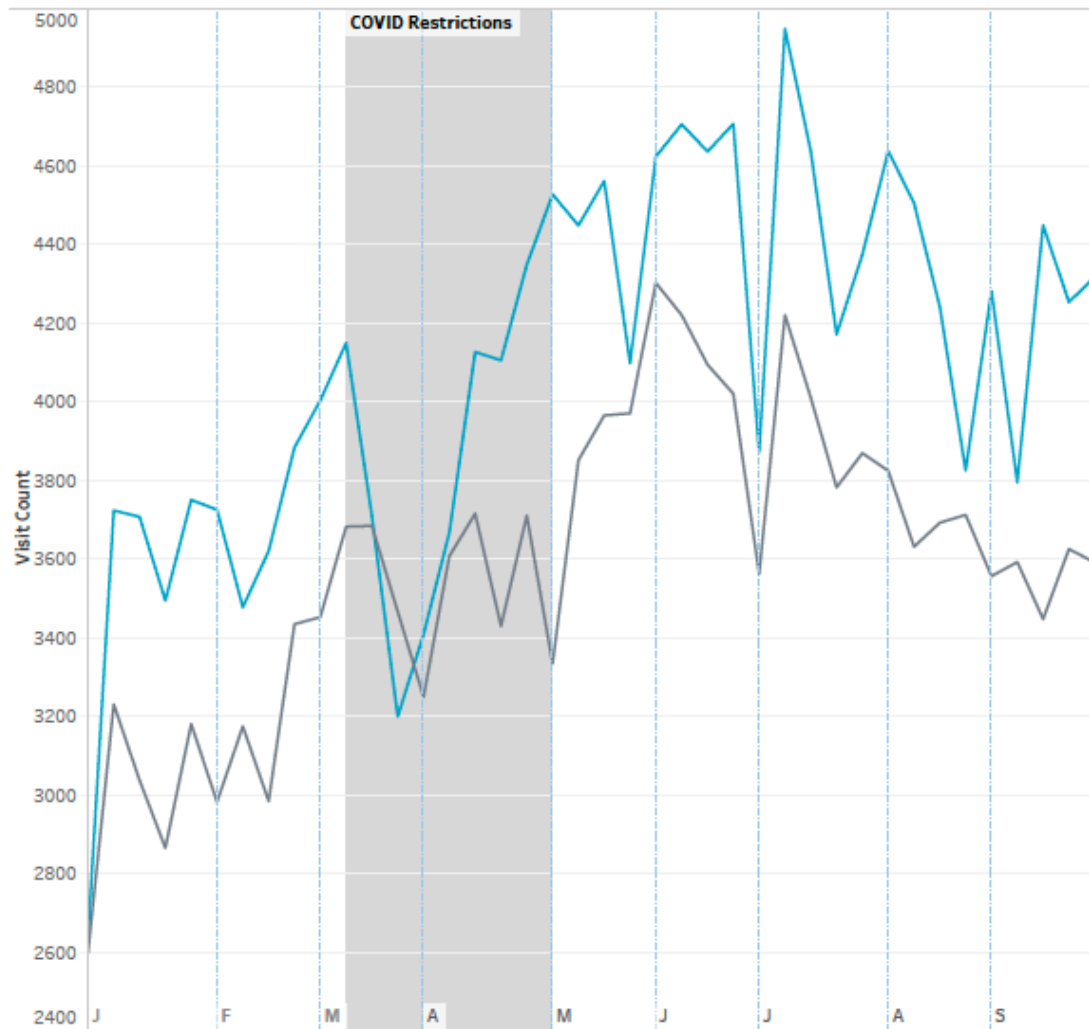
✓ Call volume surged starting in March, and has leveled off but significantly higher than last year's weekly averages.

✓ Last year, we averaged 5,000 calls a week. Today we average 7,500 calls a week.

How has the pandemic impacted demand for low-cost vet care?

YTD Total Visits: All Emancipet Clinics

2019	2020	Change
165,700	192,078	+14%



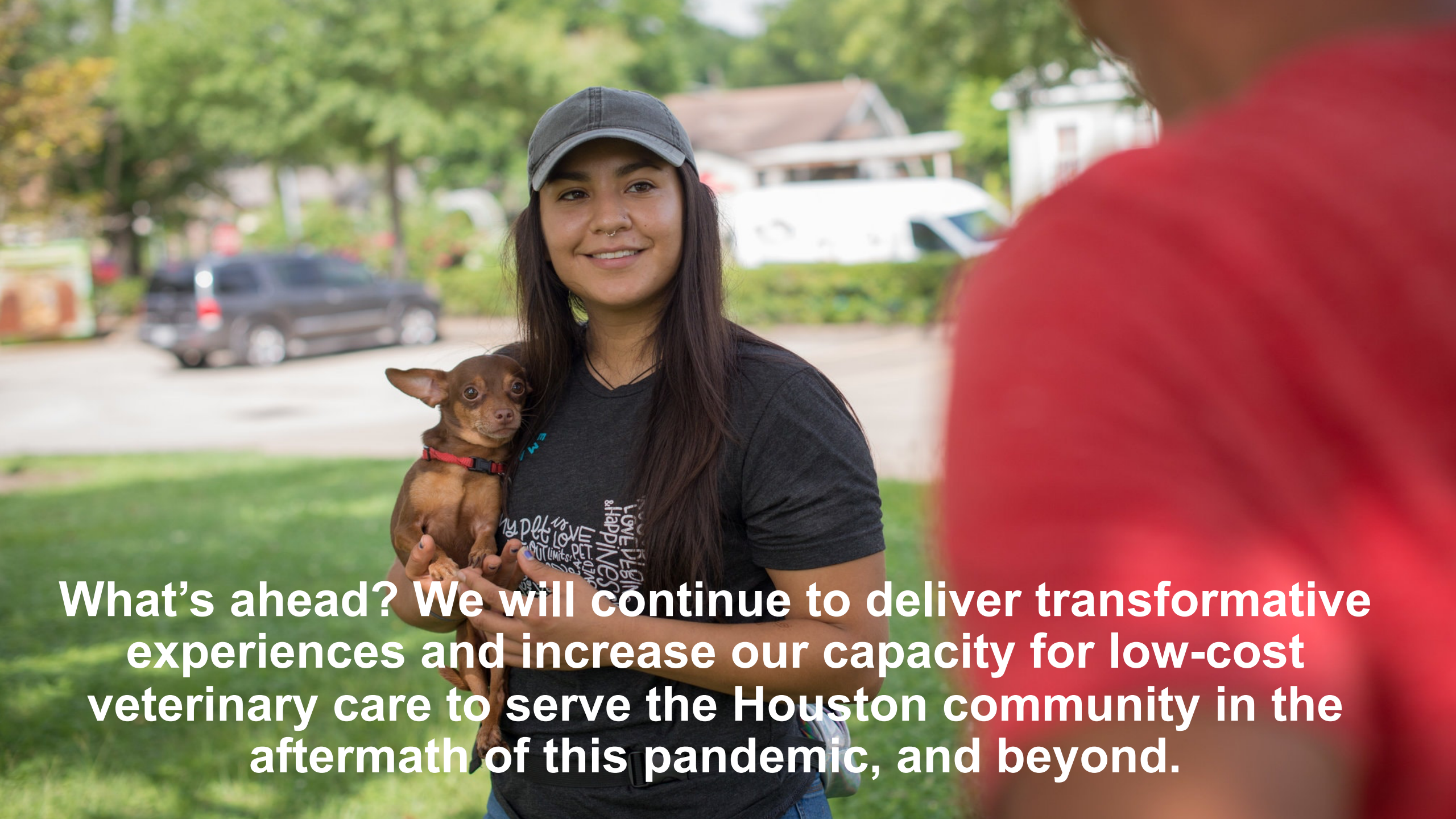
- ✓ We started the year with more visits per week than in 2019, but then the first few weeks of the pandemic caused a significant drop off in visit volume, dropping below 2019 rates
- ✓ As predicted, demand for our low-cost services surged following that, as unemployment and financial insecurity soared due to shut downs and the impact of the pandemic
- ✓ Demand remains high and our clinics continue to adapt to new ways of doing business during a pandemic while keeping staff and the public safe and healthy

How has Emancipet Houston responded to the pandemic?

- ✓ Our East End clinic has grown. We have seen 10% (3,360) more visits this year so far than last year at this clinic.
- ✓ We opened a second location in Monroe Medical Plaza in March, and have already seen over 10,000 visits.
- ✓ Implemented new safety protocols to prevent the spread of disease, including curbside services
- ✓ Stepped up community support through partnerships with partner non-profits and elected officials including free medical services and pet food pantries for families in need
- ✓ Partnered with The Humane Society of the United States partnership to address the backlog of spay/neuter surgeries caused by pandemic-related shut downs across the country



100,000 services provided to Houston pet families since 2015



What's ahead? We will continue to deliver transformative experiences and increase our capacity for low-cost veterinary care to serve the Houston community in the aftermath of this pandemic, and beyond.