



# Animal lives on the line

In 2018, when Rachel Wallach and Carin Ferdowsian decided to open a veterinary clinic, they took a page from the mainstream medical market and launched their city's first urgent-care clinic for pets. No appointments, no upselling and no hospital-sized bills. Six months later, they had a thriving business — and barely enough time to focus on the hundreds of dogs and cats (and the occasional chinchilla) who relied on them for help.

## We were so inundated

As we were building the clinic, we realized there were so many laws and regulations we were not aware of, like waste management and keeping controlled substances. And we're dealing with animals' lives. These are people's children. We were so inundated with so many things to do, but we didn't want to be distracted from our real job, which is caring for people's pets.

We both had experience with ADP® as employees. We knew the simplicity of it, both for payroll and HR. So, it was super easy to just go to ADP and say, "Hey, we know these are services you offer, and you can help keep us up to date on changing regulations that might affect our business." I don't think there was ever a question — we knew we were going with ADP.

## ADP gives us time to be doctors


It took so much of the headache out of payroll, but there were a lot of benefits we hadn't considered. Like the Employee Handbook Wizard. The employee handbook was extremely easy to make with the options and templates that ADP provides you — we chose the option that fit us best, which includes policies that are consistent with federal and California laws. We're working with radiation, chemicals, toxins and disease, so it's really important that we have ground rules on how to handle those things which we can incorporate into our handbook.

Rachel Wallach  
Carin Ferdowsian  
Owners





## Quick facts


 **Company:** Oaks Veterinary Urgent Care

 **Headquarters:** Agoura Hills, California

 **Industry:** Pet care

 **Established:** 2018

 **Employees:** Eight

 **Website:** [oaksvetcare.com](https://oaksvetcare.com)

**Business challenge:** Two first-time business owners trying to provide payroll and HR services to a growing staff without sacrificing patient care.

**How ADP helped:** RUN Powered by ADP® provided reliable service and peace of mind.



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And the HR service provides posters to hang up in the office to keep everyone up to date. I feel like we would probably be fined if we were doing it ourselves, because we wouldn't know the half of it.

If we hadn't gone with ADP, we would be spending much more on payroll-related tasks, and I don't know if we would be getting as much out of it. ADP gives us time to be doctors and to do what we love doing, which is caring for critters. In that way, it's a huge savings.

### **It's peace of mind at the end of the day**

As first-time business owners, everything we do is a learning experience. And so, every time we do something, we ask ourselves, "Would we do it that way again next time?" With ADP, there is no question we would. It's brought us peace of mind at the end of the day.

Veterinary medicine is our world. Payroll is definitely not. We're working to create a family and a community of like-minded individuals who love animals the way we love animals. ADP helps free up our time and energy that we would be spending on payroll and HR and allows us to put it toward the things that we are passionate about.

We're really thrilled that we're with ADP, the experience has been nothing but fantastic.

## **#workingfor**

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