



# Taking the HR burden off my plate

Denton County Animal ER opened in 2002 to serve the emergency and critical care needs of dogs and cats in the Denton County, Texas area. Gerri Richards, hospital administrator, turned to ADP TotalSource® to oversee all aspects of HR:

## Outsourcing HR to ADP to help increase efficiency and reduce stress

Denton County Animal ER opened 18 years ago with a staff of around 10 people. Since then, we've grown to more than 30 employees and recently purchased the entire business complex we're in. We originally chose ADP to handle payroll, while health insurance and workers' comp was outsourced to brokers. Handling administrative tasks takes up a lot of my time, and I was inundated with HR questions, as well as health insurance and workers' comp issues. It was just too much for one person. My ADP business partner explained that with a co-employment model from ADP TotalSource, we could outsource HR functions and provide our employees access to a robust health insurance offering with competitive rates. The more I looked into it, the more I realized we had to go in this direction.


## ADP: A trusted partner

I'm very happy with our decision to go with ADP TotalSource. In the past, I had to attend conferences to learn about the technical aspects of HR. And that was just to even come close to understanding what we're supposed to do to be compliant. Now I don't have to think about it — I just ask ADP and I get a quick answer. Early on, they reviewed our employee handbook and explained what needed to be revised. I know if there's an employee issue and I follow their advice, ADP will assist us with litigation issues. It's a major stress relief not having to worry about whether I'm going to do or say the wrong thing to an employee or handle a situation incorrectly. Once we co-employed with ADP TotalSource, it cut my stress level by 70 percent.


**Gerry Richards**  
Hospital Administrator




## Quick facts

 **Company:** Denton County Animal ER

 **Headquarters:** Denton, Texas

 **Industry:** Animal hospital

 **Employees:** 30+

 **Locations:** 1

 **Website:** [dcaer.com](http://dcaer.com)

**Business challenge:** HR-related support to drive employee engagement and free up time to pursue other business opportunities.

**How ADP helped:** ADP TotalSource® provides HR support, including benefits, a 401(k), compliance guidance and benchmarking solutions.



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## Offering more benefits and resources to support employees

With ADP TotalSource, our employees can take advantage of various discounts on products and services. They can also access LifeCare, a Work-Life Employee Assistance Program. For example, if we have an employee who is struggling and having some issues, even if it's not work-related, they can get help from LifeCare — it's an amazing feature. And ADP offers online courses for leadership training for our managers.

Workers' compensation is another benefit that we take advantage of with ADP TotalSource. From time to time our employees will get bit by the animals they're treating. I previously had to call the workers' comp carrier and explain what happened. They'd create a whole case and assign a number and then there was a process to work everything out. Now I just call ADP and they handle it from there.

Another feature we receive from ADP TotalSource is benchmarking. They showed us how we stack up against our competition in terms of salaries, health insurance and other benefits. We learned where we were competitive and where we fell short. This information was invaluable. My ADP business partner knows our business, so she understands what we can afford and what's overkill. We now offer life insurance, short-term and long-term disability and a match with our 401(k) — it's all because of ADP TotalSource. Plus, it's a nice feeling knowing you're providing for your employees and are very competitive in the field.

While ADP has mentored me, HR is still not my area or expertise — or my interest. The ADP TotalSource team has truly impacted my life in a very positive way. That's why I need ADP. When it comes to all these other aspects of running a business, I have an accountant and I have ADP. They've kept us in business.

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