WORKING TOGETHER IN THE 21ST CENTURY TO SAVE MORE ANIMALS LIVES!

Animal Control Association of Tennessee
Sept. 30 and Oct. 1, 2013

Developed by Laura Lanza-
Community Initiatives Director
ASPCA, Community Outreach-
Shelter Outreach

ASPCA
WE ARE THEIR VOICE.
“THERE ARE MANY ORGANIZATIONS FOR THE RELIEF OF MEN, WOMEN AND CHILDREN IN EVERY CITY. BUT NO CITY SHOULD CONSIDER ITS CHARITABLE PLAN COMPLETE UNTIL IT HAS PROVIDED AT LEAST ONE COMFORTABLE PLACE WHERE HOMELESS, UNDESIRED, NEGLECTED, INJURED AND LOST ANIMALS OF ALL KINDS CAN BE TAKEN AND HUMANELY CARED FOR.”

QUOTE FROM:
“EVERY CITY NEEDS A SHELTER FOR ANIMALS” BY MRS. HUNTINGTON SMITH, ANIMAL RESCUE LEAGUE OF BOSTON
Because the animals can’t speak for themselves......
Who are the eyes and ears in your community?
Who are the ‘stakeholders’ in your community?

Where are the other animal organizations....in your city, county, state, surrounding states?

Who are your state leaders working on animal issues?

Who are the national representatives that you could call for any question or information?
The MISSION is more important than EGOS. Ask yourself over and over again: “is this best for the animal?”
IT IS WORTH DOING, IT IS WORTH DOING TOGETHER

Common Missions
Different Paths
I think there’s a spy among us...
It takes a skilled balancing act when collaboration faces many challenges.
“Every fight is one between angles of vision, illuminating the same truth”

Mahatma Gandhi
THE REALITIES:

- Municipalities or other governmental agencies are usually responsible for operating local animal shelters and enforcing the animal laws.
- Government funding for animal control and related programs is usually low.
- Government shelters usually handle the majority of stray, unwanted animals in a community.
- Budgetary restraints can result in substandard, or minimal care for the animals in a shelter.
- Budgetary restraints rarely allow for pro-active, prevention programs like early spay/neuter before release.
AN ANIMAL CONTROL SHELTER......

- Essential to a community.
- Essential to pets.
- Essential to citizens.
CONSIDER WHAT HAPPENS:

- When pets run loose.
- When injured animals need help.
- When trapped animals need help.
- When people lose their pets.
- When people want to adopt pets.
- When emergencies arise involving animals.
- When pets grow old or incurably ill.
- When owners cannot keep their pets.
- When there is an animal surplus.
- When someone is bitten by a stray or wild animal.
- When someone needs to spay/neuter their pet and has a limited income.
CONSIDER HOW TO SOLVE THESE PROBLEMS:

- WHO should/could be the ones who solve these types of issues?

- An animal shelter with complete programs can reduce or eliminate many of these problems, along with related community issues. Consider, too, that a local animal control or humane organization needs adequate contributions and revenue to do a complete job.
OLD FOCUS

- Seizure
- Holding
- Euthanasia
- Disposal
NEW FOCUS

- Awareness of cats and cat issues (ferals, community cats, free-roaming)
- Concern for mental emotional health of animals (move away from warehousing)
- Looking outward to community (transparency)
- Orientation to public consumer (customer service)
- Recognition that some long-held “answers” may not be enough (open adoptions vs restrictive policies)
- Need for organizations to collaborate (stakeholders)
- Working with Breed Rescue, Transport programs, Veterinarians, foster groups)
## SHELTERS PROVIDING COMPLETE, COMPREHENSIVE, “PROFESSIONAL” PROGRAMS & SERVICES.

<table>
<thead>
<tr>
<th>Impounding of Animals</th>
<th>Housing of Animals</th>
<th>Euthanasia of Animals</th>
<th>Disposal of Animals By Cremation or Burial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarantine Facility For Rabies Suspects</td>
<td>Enforcement of All Ordinances &amp; Laws/ Legislative Involvement</td>
<td>Humane Education Programs</td>
<td>Community Involvement through OUTREACH Programs</td>
</tr>
<tr>
<td>Meets Standards For Trained Personnel</td>
<td>Investigating Cruelty to Animals Offenses</td>
<td>Rabies Specimen Preparation for Lab Examination</td>
<td>Veterinarian Involvement/ Collaborative Efforts</td>
</tr>
<tr>
<td>Humane Box Trap Loan Program/TNR Programs with local Caregivers</td>
<td>State Approved Pet Adoption Programs</td>
<td>After-Hrs/Holiday Emergency Response Agencies</td>
<td>Professional Services &amp; Information</td>
</tr>
<tr>
<td>Cooperation with Law Enforcement Agencies</td>
<td>Nuisance Animal Control for Wildlife</td>
<td>DOA/Pick-up Streets &amp; Vets</td>
<td>Volunteer Programs</td>
</tr>
<tr>
<td>Participation in State, Regional &amp; National Professional Assoc.</td>
<td>Rabies &amp; Licensing Tag Program</td>
<td>Training Outreach To other City/County Areas</td>
<td>Involvement/Support Of Humane Societies/ Wildlife Rehabilitation/ Kennel Clubs</td>
</tr>
</tbody>
</table>
ADVANTAGES OF ANIMAL CARE PROGRAMS INVOLVEMENT IN THE COMMUNITY:

- Trust in services.
- Communication and accountability.
- Support of programs.
- Participation at shelter.
- Reduction of numbers euthanized with innovative cooperative programs.
- Respect from co-agencies.
STRATEGIC ISSUES OF ANIMAL CONTROL in the 21st Century:

- Obtaining and retaining competent, compassionate staff.
- Providing excellent, sensitive customer service.
- Renovating or building decent and adequate facilities to replace the old warehouses built for housing, euthanizing and disposing of the surplus animals in communities.
- Public demand for an end to killing animals as a way to control the pet over-population and the demands for low-cost spay/neuter programs.
- Developing programs to change the philosophy of the general population about key issues in animal control and protection.
- Developing programs that ensure all adopted animals from the animal shelters are spayed and neutered.
- Develop programs that save as many animal lives as possible by collaboration and cooperation by outreach, off-site adoptions, transports, foster homes, ID for pets, increase in licenses, early spay/neuter, etc.
- Develop sound medical protocols for cleaning and disinfecting to reduce disease in the animal shelter.
An Overview of Animal-Related Organizations, With Some Guidelines For Recognizing Patterns

by Katherine B. Morgan

ANIMAL EXPLOITATION

Animals are used for our use, or abuse. They are our slavery property. They probably don't perceive pain as we do, and even if they could it doesn't belong to them.

Groups advocating for the rights of animals have been formed in the past and may not be so on the whole. Most involve the pain or death of animals just for the fun of it.

ANIMAL USE

We have to be aware of the facts. Animals are used for our use, or abuse. They are our slavery property. They probably don't perceive pain as we do, and even if they could it doesn't belong to them.

ANIMAL CONTROL

People should treat each animal as kindly as possible, they should be required to do so if they cannot. We have a duty to look after the suffering of animals.

ANIMAL WELFARE

People should treat each animal as kindly as possible, they should be required to do so if they cannot. We have a duty to look after the suffering of animals.

ANIMAL RIGHTS

People should treat each animal as kindly as possible, they should be required to do so if they cannot. We have a duty to look after the suffering of animals.

ANIMAL LIBERATION

People should treat each animal as kindly as possible, they should be required to do so if they cannot. We have a duty to look after the suffering of animals.
NATIONAL ANIMAL CONTROL ASSOCIATION (NACA)

- To define and promote professionalism in the animal protection care and humane law enforcement field by providing quality services, education, training, and support.

- www.nacanet.org
5 POINTS OF ANIMAL CONTROL

- Public Health-Rabies & other zoonotic diseases
- Public Safety-Animal bites, dead animals
- Law Enforcement
- Protection of Pets & People-Education, Intervention
- Agency Inter-action: Communication, Cooperative Endeavors
WHAT IS ANIMAL CONTROL/ANIMAL SERVICES?

- Protecting people from animals
- Protecting animals from people
- PUBLIC HEALTH, PUBLIC SAFETY, LAW ENFORCEMENT, COLLABORATION and EDUCATION
WHAT IS ANIMAL CONTROL/SERVICES IN YOUR COMMUNITY?

- Agency responsible for protecting people and animals in a community.
  - Enforcing the laws pertaining to animals
    - In most states there is a law that says every County/city’s must appoint an Animal Control Officer (ACO)
  - In many states there is a law that says every County/City must maintain a shelter
  - There are many states that have NO OVERSIGHT or INSPECTIONS at Animal Shelters
WHO IS RESPONSIBLE FOR ANIMAL CONTROL/SERVICES?

- Is it their own department under the government divisions?
- Is the agency placed under Public Works, Environmental Control, Police, Sheriff?
- Who sets the Policies and Procedures?
- Do they have control of their budget?
- Are they allowed to have volunteers? If not- WHY?
- Are they allowed to foster, transport animals ? If not-WHY?
- What services are they enabled to provide to incoming animals?
- Who develops their budget? Expenditure/Revenue
ADVANTAGES OF ANIMAL CARE PROGRAMS: INVOLVEMENT IN THE COMMUNITY:

- Trust in services.
- Communication and accountability.
- Support of programs.
- Participation at shelter.
- Reduction of numbers euthanized with innovative cooperative programs.
- Respect from co-agencies.
WHO ARE RESCUER’S, TRANSPORTERS, FOSTER’S?

- ONE ANSWER - Just people who love animals and want to make a difference so animals are not euthanized at open-admission shelter facilities.
Foster Care

Volunteers are the backbone of a vibrant foster care program. Enlist them to help you extend your agency’s capabilities and resources while providing life-saving care to the animals most at risk in the shelter.

ASPCA Research

Foster Families as Adoption Agents: New Adopters, Low Returns
Our research into dog adoptions from the shelter and directly from foster homes finds even more ways that fostering is a life-saving tool for shelters.
CHOOSING YOUR WORDS

- Referring to the facilities in your community
- Referring to the animal groups in your community

- Do the politicians think about those crazy animal people or view you as a professional?

- STRNGTH IN NUMBERS - BUT NOT WHEN WE STAND DIVIDED
The people serving your communities needs through enforcement and rescue are dedicated public servants.

Both private and public employees care about the animals.

THINK: PARTNER/COLLABORATION
OUR GOALS ARE THE SAME!

- Referring to your partners
  - We need each other
  - No one likes to be referred to as killers.....
    - No one likes to be referred to as those crazy animal people.
“RESCUING” FROM OPEN-ADMISSION ANIMAL SHELTERS

- RESCUE - Review the term......
  - Public hears “rescue” and feels it is from a bad situation.
  - “Rescuing” from a shelter conjures up the same images and represents the shelter as a bad place to be.
  - Animal Control field officers feel they ‘rescued’ the animal already.
  - Breed rescuers - often ‘selective’
CREATING PARTNERSHIPS

- BREED PLACEMENT (limits)
- ANIMAL WELFARE COMMUNITY PARTNERSHIPS
- COMMUNITY PARTNERS
- Formal vs. Informal Relationships
BREED PLACEMENT PARTNERS

- Animal Control/Animal Services
  - Be professional
    - Turn the other cheek when needed
    - Create a structure and convey policies
    - Communicate openly & honestly
    - Keep your promises
    - Share the struggles
    - Don’t accept blame
BREED PLACEMENT PARTNERS - EXPECT THEM TO:

- Be professional
- Build the relationship and trust
- Educate themselves on the divisions issues and priorities and REALITIES
- Provide information to share
- Meet commitments
- Work to understand and support
VOLUNTEER OPPORTUNITIES

There are many ways to help. See below!

1. Pet Adoption Counseling
2. Phoning for the Lost and Found Program and for pet adoption home checks.
3. Collecting contributions for wildlife rehab centers, foster homes, etc. (i.e. fish, produce, etc.)
4. Pet Therapy - assisting other volunteers in visiting nursing homes & special home-bound programs.
   *Animals must be owned animals, preferably dogs that are "Pet Therapy" or "Good Citizenship" certified.
5. Humane education programs at schools, libraries and civic organizations.
6. Humane oriented booths at festivals and fairs and special collection programs like Gaines, Paws to Recycle, etc.
7. Fund raising projects.
8. Grant research and filing.
9. Clerical work - i.e. typing licenses into computer, filing, copying, etc.
11. Carpenter work - repair and maintenance of kennels and cages.
12. Foster homes for domestic pets until permanent homes can be found. *Requires record keeping and contracts.
13. Searching garage sales for donated cages and materials for humane societies and wildlife rehabilitation centers.
14. Exercise dogs housed at the shelter.
PROGRAMS AND SERVICES

These are some of the many programs that Animal Services provides:

**Breed rescue**

There are thousands of Breed Rescue Individuals and organizations in the United States. Many work with their local animal control shelters and humane societies to save as many purebred animals as they can. Most of the people involved in these types of endeavors are volunteers and are not listed in your phone book as such. Calcasieu Parish has cooperative programs established with many of these types of groups.

For more information regarding a specific type of animal, you may be interested in contacting the Adoption Coordinator at Animal Services at 721-3730, your local veterinarian or run a “Search” on the Internet for “Breed Rescue Organizations” and branch out to specific listings as they show up on the search listings.

**Spay Neuter Voucher Program**

Calcasieu Parish Animal Services has developed a spay/neuter program to help people in financial need sterilize their pets. This program helps eliminate unwanted litters that will overpopulate Calcasieu Parish and end up at shelters, where thousands are euthanized each year.
PSPCA Rescue Partner Application

Rescue Partners are needed to join with the Pennsylvania SPCA (PSPCA) in order to alleviate overcrowding and to provide placement for animals whose current condition is not manageable in a shelter setting. Animals transferred to PSPCA Rescue Partners will be vaccinated with age-appropriate vaccinations; additional medical services (spay/neuter, microchipping, testing) may be available depending on the animal and resources currently available. Transport help may also be available. In order to join as a PSPCA Rescue Partner, every item on the following form must be completed and requested documents must be submitted.

Organization Name:

Mailing Address:
DATE: 10 January 2008

Coastal Pet Rescue, Inc.

VOLUNTEER HANDBOOK

2008
Fostering Fundamentals

September 1, 2006

So you’ve decided to take the plunge and bring a new animal into your home. Good for you! You are not only doing your part to fight animal homelessness; you are also relieving the burden on your local animal shelter. You may already have a pet or two at home, but since your foster pet won’t be a permanent member of your family, you’ll need to make special arrangements when planning and preparing for his care. Read on to find out how to provide a good foster home to an animal on his way to a lifelong home.

By Melissa Bahleda, M.A.T., C.B.C.

So you’ve decided to take the plunge and bring a new animal into your home. Good for you! You are not only doing your part to fight animal homelessness; you are also relieving the burden on your local animal shelter. You may already have a pet or two at home, but since your foster pet won’t be a permanent member of your family, you’ll need to make special arrangements when planning and preparing for his care. Read on to find out how to provide a good foster home to an animal on his way to a lifelong home.

Make the right match
After you’ve decided you are ready to foster, selection of your temporary houseguest will be one of your most important considerations. Choosing the right animal will help ensure
Fostering Shelter Dogs

2000

What's so great about fostering a dog? Easy - the fantastic dog love you get for your effort. But that's not all. Here are eight more reasons why every person on the planet should think about fostering a dog.

- Fostering gives a dog a second chance at life.
- Fostering a dog is a wonderful, life-affirming project for the entire family (although singles and couples can foster, too, of course).
- Fostering a dog costs next to nothing.
- Fostering a dog is fun.
- Fostering a dog is rewarding.
- Fostering can be done anywhere - in a city or suburb, a house or apartment.
- Fostering a dog can take place whenever you are ready.
- Fostering a dog offers the company of canines to those unable to make a long-term commitment.

So what exactly is fostering and how do you get started?

History and Background
Foster Care Programs

A successful Foster Care Program takes more than good intentions and Kitten Milk Replacer. Learn how to set up a network of skilled volunteers to give shelter animals in need a little more time to find a forever home.

RESOURCES AND ARTICLES

From the Magazine  Samples  Policies  Programs  More

The ASV Guidelines in Real Life: The Foster On-Deck System
This system developed by the Animal Rescue League of Boston allows for the immediate transfer of young kittens to their foster families—while still making sure they get the necessary screenings and care.

Related Adoption & Transfer, Animal Care

Show Me the Money: Cat Lady Takes on IRS—and Wins
A U.S. Tax Court decision emphasizes the right of animal welfare volunteers—especially

http://www.animalsheltering.org/resources/all-topics/foster-care-programs.html
WHAT TO ASK OF YOUR ANIMAL WELFARE COMMUNITY PARTNERS

- Go where you’re needed
- Assume nothing
- If at first you don’t succeed - change your approach
- Understand the need for euthanasia
- Quality over quantity
- Referrals
- SPONSOR and ADOPT the Open-Admission Facility
- Develop a formal relationship through a MOU or contract relationship
- Clarify expectations of both parties
WHO MIGHT BECOME YOUR COMMUNITY PARTNERS

- Obedience Clubs
- Veterinarians
- Local business’s/Associations
- City/county agencies
- Religious/civic organizations
- Schools
- Fraternities and Sororities/Univ. Clubs
COMMUNITY-BASED SOLUTIONS TO ANIMAL HOARDING CASES
Emergency and Disaster Response Grants

The ASPCA provides emergency funding to qualified animal welfare organizations and government agencies whose communities suffer the impact of natural and other disasters.

A disaster is defined as a threatening or occurring incident of such destructive magnitude and forces as to dislocate people and animals, separate family members, damage or destroy homes, and injure or kill people and animals. A disaster produces immediate suffering, and basic animal needs cannot be promptly or adequately addressed by the affected people. Natural disasters include floods, tornados, hurricanes, hail storms, wildfires, windstorms, epidemics, droughts and earthquakes. Human-caused disaster – whether intentional or unintentional – include oil spills, fires, infrastructure damage, transportation accidents, hazardous materials release, explosions, and domestic acts of terrorism.

For the purposes of ASPCA grant funding, disasters may include emergencies that do not receive an official declaration by the jurisdictional authority. Examples include animal disease outbreaks in shelters, infrastructure damage, and emergencies that directly impact the daily operational functions of an organization. In addition, grants will be considered for organizations that have not been directly impacted by a disaster but are helping another organization in need, for example, the intake of animals from an impacted area.

Application Guidelines for ASPCA Disaster Response Grants

Applicants to the ASPCA Emergency Disaster Fund must meet all of the following eligibility criteria.
Animal hoarding jars communities across America on a daily basis with approximately 1500 new cases discovered each year, according to Dr. Patronek, Tufts University Professor.

Thousands of animals suffer and some die in squalid surroundings, devoid of adequate food and water, yet, the owners insist nothing is wrong. Standing in three inches of feces, breathing acrid ammonia in the air, and in plain view of dead and dying dogs, one woman said, “I never hurt any dogs, I love my babies. The fact is I protect them.”
March 1, 2013

The Costs of Animal Hoarding

If your organization had to step up tomorrow, would your work break the bank?

By Jyothi V. Robertson, D.V.M.

In 1997, a nonprofit shelter with an annual intake of approximately 12,500 domestic animals and a contract to provide animal control for a county of approximately 700,000 people took on a large-scale hoarding case. Approximately 240 goats were confiscated and held long-term, at the shelter and in several barns and trailers.
The Second Chance® Fund

Each day, an alarming number of animal abuse or neglect cases occur across the country. Many times, local shelters and humane societies are forced to cover the cost to medically treat these abused animals, and, as a result, shelters accrue high—sometimes overwhelming—medical bills.

American Humane Association’s Second Chance Fund helps offset the cost of treating homeless animal victims of abuse or neglect.
REACTIVE MODEL RESULTS

- Departments are nuisance animal problems focused
- Citizens are concerned about intrusive behaviors
- Few residents actually report complaints to Animal Control/Services
- The City/County Administration doesn’t understand the issues
- Poor enforcement and compliance

www.saveourstrays.com
**PROACTIVE MODEL**

- MEETING WITH PET OWNERS-Neighborhood Watch
- DISTRIBUTING EDUCATIONAL MATERIALS
- POSSIBLE SOLUTIONS TO REPORTED ISSUES DISCUSSED i.e. Exotics, Wildlife
- LAWS EXPLAINED
- IMPROVED OFFICER JOB SATISFACTION
- Getting hoarders to work with you to surrender ‘some’ animals. (Build relationships)
Little Black Book of Adoption Promotion Ideas
Attend live ASPCApro webinars or watch recordings on:

- Animals in crisis
- Engaging your community
- Enhancing shelter programs
- Shelter medicine

www.ASPCApro.org/webinars
STATE VET REPORTS- most states have some type of reporting

ASILOMAR ACCORDS

- www.asilomaraccords.org

- ASPCA- “Naked Data” - DASHBOARD for transparency and accountability

- LIVE RELEASE RATE vs. SAVE RATE
CONSEQUENCES OF "TERMS"

- KILL vs NO-Kill
- Open-Admission vs Limited Admission
- Save Rate vs Live Release Rate
TAKE ACTION

- DON’T PROMOTE YOUR AGENDA BY PAINTING A NEGATIVE PICTURE OF OTHERS
- FORM COALITIONS
- SHARE PROBLEMS AND RESOURCES
- MAKE IT SOCIALLY UNACCEPTABLE TO NOT BE A PART OF THE SOLUTION
- They are NOT your animals- they are the community’s animals!! They are entrusted to you.
CONCLUSIONS

- Public policy is lagging behind the growth (cat ordinances) (Trap and Kill vs TNR)
- If we do not take a pro-active, self-policing and collaborative approach, externally imposed regulations are likely. (Exotic and Dangerous Animals with no regulations or care requirements)
COALITIONS

- INDIANA PAWS
- METRO DENVER SHELTER ALLIANCE
- NYC MAYORS ALLIANCE
- ANIMAL WELFARE COALITION OF HAMPTION ROADS
- Coalition of Louisiana Animal Advocates
- Sacramento, Texas and Massachusetts Animal Coalitions
- United Animal Coalition
- Animal Law Coalition
PARTNERSHIPS

- ASPCA PARTNERSHIPS in 11 Communities across the nation....

- RICHMOND

- SAN FRANCISCO

- FRIENDS OF SHELTER GROUPS
GOALS OF AN ANIMAL CONTROL DEPARTMENT SHOULD BE:

1. To further responsible pet ownership.
2. To improve conditions for animals in the community.
3. To inform the public of needed animal immunizations.
4. To reduce uncontrolled animal breeding and promote spaying and neutering of companion animals.
5. To return stray and lost animals to their owners.
6. To place adoptable pets in responsible homes.
7. To enforce local animal ordinances justly & fairly.
8. To shelter animals in such a way as to minimize stress on the animals, protect them from the elements, and provide a place of safety and comfort.
9. To provide a humane death to the surplus animals for which there are no alternatives.
10. To make the animal facility a place that is attractive, convenient and safe to the community and for the employees.
PUBLIC AWARENESS IS HEIGHTENED TO ANIMAL ISSUES TODAY- WELCOME TO THE AGE OF THE INTERNET !!

The public will not accept ...
- The warehousing of animals;
- Wholesale euthanasia of shelter animals or trapped feral cats;
- Mistreatment of animals in a community or in the shelter/pound;
- Under-funded government programs;
- Closed and secretive operations.
ISSUE: INDIVIDUALS AND GROUPS, EACH TRYING TO GET THEIR OWN MESSAGE AND AGENDA OUT........

- Causing splintering and ineffective use of people and resources
- Dilutes the message
- Groups perceived as ineffective by community and its leaders
- Politicians want nothing to do with those “crazy animal people”
SOLUTION: LOOK AT BIG PICTURE: PUT AWAY YOUR “PERSONAL” PREJUDICES......

- Look beyond individual personalities and group agendas
- Identify stakeholders in community and how they can work together
- Look for programs that you can mutually agree on
- Develop “pilot” programs for building of trust through successes
INCLUDE ALL GROUPS THAT WORK WITH PEOPLE AND ANIMALS (COMMUNITY STAKEHOLDERS)

- Public and Private Shelters
- Veterinarians
- Rescue and non-sheltering groups
- Neighborhood Associations
- Local Business Community
- Local Campuses
- Public and/or Environmental Health Services
- Colony Care Givers
- Animal Care and Control
- Politicians and Gov’t Administrations
- Law Enforcement Agencies
**Changes in Approach - Look to Each Decade as New Opportunities.....**

<table>
<thead>
<tr>
<th>Current Approach</th>
<th>New Approach</th>
</tr>
</thead>
<tbody>
<tr>
<td>Going it alone</td>
<td>Coalition Building</td>
</tr>
<tr>
<td>Crisis Response</td>
<td>Long Term Solutions</td>
</tr>
<tr>
<td>Reactive</td>
<td>Proactive</td>
</tr>
<tr>
<td>Symptom Response</td>
<td>Systems Approach</td>
</tr>
<tr>
<td>Disjointed Message</td>
<td>Consistent Message</td>
</tr>
</tbody>
</table>
Everyone brings something different and useful to the table...honor the specialties of each group to build an effective team.

Establish trust through understanding the other person’s/group’s experiences.

Focus on things that everyone can agree on and leave egos and preconceived ideas outside the meetings.....come prepared to listen with an open mind...people should be able to share their perspective without judgment or interruption.
DEVELOP SHARED GOALS AND ONE MISSION

- Everyone shares the same mission for the community
- Each may have mission for their own organization
- Choose goals that benefit the community
- Identify objectives for each group to work on
WHAT CAN PUBLIC / ENVIRONMENTAL HEALTH DEPARTMENTS BRING TO THE TABLE?

- Changes discussion from strictly animal welfare to community health and safety
- Knows the hierarchy of government agencies and political structure
- Already works within the community
- Strong emphasis on public education
- Cross community contacts-known as coalition builder
- Access to grant funding
- Brings credibility
FIND COMMON GROUND

- Pet Overpopulation costs tax dollars
- Reduced stray population improves overall health of pets in community
- Mandatory Spay / Neutering is cost effective.
- Improve health and safety in community for both pets and people
- Creates a vaccination barrier with wild animal population
- TNR- stabilizes the populations-*See current research
FORM ALLIANCES:

- Animal Control/Care (Humane & Gov’t)
- Co-Law Enforcement Agencies
- Wildlife & Fisheries (State & Federal)
- Veterinarians
- Health Professionals
- Court Representatives
- Politicians
- Citizens/Schools
- Volunteers
SUPPORT GROUPS FORMED TO:

- Increase pet adoptions. (Mega-Match-a-Thon; Mega-Adopt-a-thon)
- Reduce animal suffering. (toys, blankets)
- Elevate the level of care provided to the animals. (Intake inoculations)
- Provide professional training to staff.
- Develop specialized community programs (humane education.)
- Finance spay/neuter programs to public.
- Develop and build dog parks to socialize community dogs. (Change ordinances)
- Work with Caretakers of Feral Colonies
BENEFITS:

- Working together to raise funds.
- Private donations and corporate sponsors.
- Local and national sponsors and grants.
- Reduces duplication of services.
- Provides extended outreach to larger base of donors.
Samples of Possible Program Goals:

- Low- Cost Spay/Neuter Programs accessible to the public.
- Public Awareness of the Issues & Realities.
- Updating archaic ordinances.
- Feral Cat Management Programs.
- Protection from Vicious and Nuisance Animals
- Progressive & innovative Pet Adoption Programs.
- Support Programs for long-term retentions on pets adopted.
- Pet Identification and Redemptions.
- Marketing of Animal Services Available.
- Involvement of Local Law Enforcement & Judicial Systems.
- Cooperation between Surrounding Agencies.

*Courtesy of a FL Task Force Report*
WELL DEVELOPED PROGRAMS CAN:

1. Increase community awareness
2. Encourage visits by citizens
3. Make citizens aware of how to help animals.
4. Increase pet adoptions
5. Increase ID and licensing of pets.
6. Motivate Shelter personnel and volunteers.
7. Optimize seasonal trends (use Nationally recognized events).
8. Expand grassroots involvement.
REASONS FOR CONFLICTS
EMPLOYEES POINT OF VIEW:

- Employees consider themselves the professionals.
- Employees may see volunteers/groups as interference and criticism on their job performance as possible threat.
REASONS FOR CONFLICTS
VOLUNTEERS POINT OF VIEW:

- Believe they can make a difference for the animals.
- Want to donate time, talents and finances towards improving the conditions at a shelter for the animals.
- Sometimes they see employees as just out for paychecks and not caring about their work or the animals.
- See employees as a barrier that prevents them from achieving their goals for improvements for the animals.
ORGANIZING A “FRIENDS OF THE ANIMAL SHELTER” GROUP

- Certificate of Incorporation
- Directors and Officers Positions
- Recognition of non-profit status from the IRS and your State
- Current By-Laws
- Membership lists
- Volunteer handbook
- Set policies and procedures
- Operational forms
- Insurance coverage (liability, officer & directors, commercial)
- Current financial statements
- Bank accounts
- Leadership
JOB OPPORTUNITIES

- ADOPTION COUNSELING
• CLERICAL
• DOG WALKERS
Socializing and calming special and stressed animals.....
PUPPY SOCIALIZERS
• CATSOCIALIZER
• GROOMERS
• PHOTOGRAPHER for
INTERNET Websites and
Special Events, Newsletter, Etc.
STOP PLACING BLAME WHEN ANIMAL CONTROL EMPLOYEES ARE NOT DOING OFF-SITE, WEEKEND AND HOLIDAY EVENTS......WHY?

- Government Officials may not allow budgets or ‘comp’ time for after-normal business hours activities..... EXPLAIN....
- Federal Law requires employees doing ‘like’ work to be paid.....Research and share.....
- Animal Shelters work long hours at the shelter doing what many cannot or will not physically or emotionally do.......They need time to defuse from the stress......
- Missions are different - respect them......
• SPECIAL EVENTS
•  **OFF-SITE ADOPTIONS**
OTHER OPPORTUNITIES:

- FOSTER CARE/Infant Care
- DOG TRAINER/Behavior Assessments(Safer)/MYM
- FELINE -MYM
- HUMANE EDUCATION-Children and Adults
- VETERINARY ASSISTANCE-Volunteer at Clinics
- ANIMAL ASSISTED THERAPY
- BE CREATIVE-What can YOU bring to help the animals?
- Don’t be a ‘nay-sayer’ just because it didn’t work before doesn’t mean it might not work this time!!
ANALYZE SHELTER OPERATIONS
WHAT NEEDS TO BE CHANGED OR IMPROVED?

- Low adoption rates
- High euthanasia rates
- No low-cost spay/neuter programs
- Number of animals handled
- Budget concerns
- Space limitations
- Facility
- Disease control
- Relationships between employees and citizens
- Lack of communication (data) and cooperation
- Lack of skills, motivation & professionalism
- Insufficient number of volunteers
- Differences in policies
- Antiquated vehicles and equipment
DETERMINE YOUR GOALS SHORT-TERM:

- Improving relationships (Employees-Citizens)
- Improving operations
- Improving statistics
- Improving public relations
- Improving fundraising
- Improving the physical facility
- Improving training & certifications
- Improving spay/neuter opportunities
DETERMINE YOUR GOALS
LONG-TERM:

- MOU’s or Contracts
- Contracting as official “support” organization
- Contracting for official responsibility and determination of separate duties
- Contracting for complete control of the facility
- Building expansion/capital improvements
ANALYZE YOUR GOALS

Are they realistic:

- Do you have the volunteers to achieve your goals?
- Do the volunteers support the goals?
- Do you have or can you get public support to achieve your goals?
- Do you have the financial stability to achieve your goals and continue the operation into the future?
ANALYZE A VOLUNTEER ORGANIZATION
IS IT READY TO ACCOMPLISH THE RECOMMENDED GOALS?

- Does the organization have proven stability?
- Does it have the necessary manpower and staffing?
- Is the operating budget sufficient?
- Does it have the fundraising capabilities?
- Does it have adequate knowledge of the operations?
- Does it possess knowledge of the rules, regulations and laws governing an animal shelter?
- Does it have positive and powerful public relations?
- Does it have dependable leadership and a spokesperson?
- Does it have access to professional personnel to help with daily operations and problems?
- Has it obtained the necessary permits, licenses and certifications?
REVIEW EXISTING RELATIONSHIPS

- Volunteers
- Managers
- Leaders
- Employees
GATHERING FACTS:

- Municipal Finances
- Laws and Ordinances
- Budget Realities
- Services
- Statistics & Records
- Controversies
- Comparisons
The WHOLE picture

* Pro-active animal control
* Spay/neuter programs
* Educational programs
* Volunteer programs
COMMUNITIES THAT IMPROVE QUALITY OF LIFE FOR ANIMALS DO SO FOR PEOPLE AS WELL.
CONTACT INFORMATION:

Laura Lanza-Community Initiatives Director
- ASPCA-Community Outreach

- (337)-905-1868 (Work-Office)
- (434)-944-3492 (Cell)
- E-mail: laura.lanza@aspca.org