



# ***Back Where They Belong***

***Shelter Outreach and Support  
Programs to Get and Keep Animals  
Where They Belong***

Christine Kim, Founder  
My Dog is My Home

Maddie's® Million Pet Challenge  
UC Davis Koret Shelter Medicine Program



# Provide Pet and Food Supplies as Needed

The Pasadena Humane Pet Food Pantry offers free food and supplies to dog and cat owners in need within our 11 [service cities](#). Services are by appointment only. Please complete an [online application](#). You will be contacted within 72 hours by a Pasadena Humane staff member with the next steps. Current Pet Food Pantry members, please call 626.792.7151 ext. 283 or [helpingpaws@pasadenahumane.org](mailto:helpingpaws@pasadenahumane.org).

## BANCO DE COMIDA PARA MASCOTAS

El Banco de Comida para Mascotas de Helping Paws ofrece comida y suministros gratuitos a los dueños de perros y gatos dentro de nuestras 11 [ciudades de servicio](#). Los servicios del Banco de Comida son solo con cita previa. Por favor, complete una [solicitud en línea](#). Un miembro del personal de Pasadena Humane se comunicará con usted dentro de las 72 horas con los próximos pasos. Los miembros actuales del Banco de Comida, comuníquese directamente con Helping Paws: 626.792.7151 ext. 283 o [helpingpaws@pasadenahumane.org](mailto:helpingpaws@pasadenahumane.org)

**Pasadena Humane Society**

We will offer two different ways for you to pick up pet food through our pantry program.

### Option One: Pet Food Pantry Distribution Day

Who is Eligible



How much food will you get?



Upcoming Dates - Registration Required



### Option Two: Visit a Local Human Food Partner

We partner with a number of human food banks in Alameda County. Please reach out to these food banks to inquire about food pickup through their program. Supplies are limited.

- San Leandro Community Food Pantry
- The East Oakland Collective
- Homes Empowerment
- Bay Area Street Pantry

\*Our list of partners is still growing, check back occasionally for additional updates.



**East Bay SPCA**

<http://tinyurl.com/D1B2Resources>

# Pet-Friendly Housing

## My Pitbull is Family Dog-Inclusive rentals database

Here, we host the nation's largest database of dog-inclusive rentals

**This includes properties that:**

- have no breed or weight restrictions
- have weight restrictions ≥ 60-70 lbs
- allow dogs that have a Canine Good Citizen certification or after passing a pet interview.

Please note that all of the listings in this database are leads. We encourage you to contact the property directly for any pet policy updates or changes!

To view on a mobile device, open the [Housing Database](#) in a new tab

**My Pit Bull is Family's Housing Database**

Find address or place

0 25 mi 50

Dog-Inclusive Housing Database

Welcome to My Pit Bull is Family's dog-inclusive national housing database!

## HEART LA Resources for Renters

**EMOTIONAL SUPPORT ANIMALS**

**What is an ESA?**  
An emotional support animal is an animal that provides comfort and emotional support to someone with a mental, emotional, or physical disability. ESAs are protected under both federal and state law. You can have more than 1 ESA but no more than the local legal limit per type of animal per household.

**How do I get an ESA letter?**  
Any reliable person can write a letter that verifies your disability and that having an ESA alleviates symptoms of your disability (i.e. doctor, therapist, school counselor, etc.). You can self-certify if you receive disability benefits. Beware of online certification scams! ESA "registries" are not required.

**How do I tell my landlord?**  
After you've obtained your ESA letter, make a copy of the letter to submit to your landlord. Then ask your landlord for a reasonable accommodation to have your ESA live with you. We recommend making this request in writing. Landlords cannot deny your request without a reason.

**ANIMALES DE APOYO EMOCIONAL**

**¿Qué es un animal de apoyo emocional?**  
Un animal de apoyo emocional es un animal que brinda consuelo y apoyo emocional a alguien con una discapacidad mental, emocional o física. Están protegidos por leyes federales y estatales. Puede tener más de uno, pero no más del límite legal local por tipo de animal por hogar.

**¿Cómo obtengo una carta?**  
Cualquier persona confiable puede escribir una carta de verificación de su

**Emotional Support Animals & TENANT PROTECTIONS**

If your landlord has allowed your pet, they cannot evict you for keeping a pet later.

If you receive a 3-day notice, a sheriff will NOT come to evict you on day 4. If you do not have to surrender your pet.

ESAs are allowed despite no-pet policies. Additional fees like pet deposits, pet rent, or breed/weight restrictions are illegal.

(323) 643-4430  
heartla.org

**Animales de Apoyo Emocional y PROTECCIONES PARA INQUILINOS**

Si el propietario ha permitido su mascota, no puede desahuciarlo por quedarse con una mascota en el futuro.

Si recibe un aviso de 3 días, un sheriff NO lo desahuciará el cuarto día y no es necesario que entregue a su mascota.

# Policy and Legislation

Engage your government officials and your legislators about pets and housing.

- Federal:
  - Providing for Unhoused People & Pets Act
  - Pets Belong with Families Act
- State:
  - **Washington State Pet-Friendly Housing Bill**
  - **Colorado HB 23-1068**
- County
  - LA County Pet-Friendly Housing Ordinance

## Michelson Found Animals' Pet-Inclusive Housing Initiative



# Community Pet Safety Calendar

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Develop a pet safety calendar that highlights monthly tips and reminders for pet owners, such as checking that fences are secure, keeping gates closed, and updating identification information

## Seasonal safety concerns:

- Cold weather tips
- Common holiday food warnings
- Fireworks
- Hot weather tips
- Heartworm season
- Hurricane season
- Fire season



Video from Animal Care Center of NYC

# Secure Fencing

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- Offer fence repair, yard assessments, or offer resources and guidance to help pet owners build secure and escape-proof fences in their yards.
- Share information about affordable fencing materials and proper installation techniques.
- Partner with local contractors/hardware stores.



**FENCES FOR FIDO @ CABOT ANIMAL SUPPORT SERVICES**

# Community-Supported Return to Home Activities

## Community ambassadors

Members of the community help spread the word on Nextdoor or other online platforms about ways people can be involved and support: events, new fostering initiatives, the need for donations, and more.



# Community-Supported Return to Home Activities Cont.

Create **FOUND ANIMAL** flyer templates for the community to post

## \* The template:

- Keep the information simple and basic
- Finder's contact information.
- Large color photo
- The bigger the poster/flyer size, the better

## \* The instructions:

- Print in color if possible
- Make sure to post flyers at eye level
- Post in your neighborhood and the area where the animal was found
- Tell your neighbors and mail carrier.  
Make sure you give them a copy of the found pet flyers you made.





# Community-Supported Return to Home Activities Cont.

- Microchip scanning stations
- Templates and suggestions for posting found animals online



# Outreach and Community Partnerships

- Create a dedicated team of shelter staff and volunteers who focus on community engagement.
- Raise awareness about the shelter and services.
- Explore partnership opportunities.
- Make it a two-way street.
- Promote pet retention and animal care education.



# Equip ACOs with Public Information Materials

- Equip ACOs with yard signs, flyers, door hangers, etc.
- Include templates for this in your shelter software and printers on trucks.
- Topics can include licensing, veterinary public health laws, animal care services and resources available through the shelter, basic shelter information and contact. Staff input should be sought in identifying and prioritizing topics.
- Translate your materials.



# Using a Trauma-Informed Approach

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- Minimize para-military impression of animal services officers to improve engagement/response from unhoused/marginalized/undocumented communities
- Leading with relationship building, resources, and listening.
- Taking time to build relationships.
- Recognizing trauma in others and yourself.
- Utilizing de-escalation techniques.
- Acknowledging other needs and connecting people to human resources.



# Resources for Intake Prevention

Identify resources for intake prevention if possible when owner surrenders present, for example:

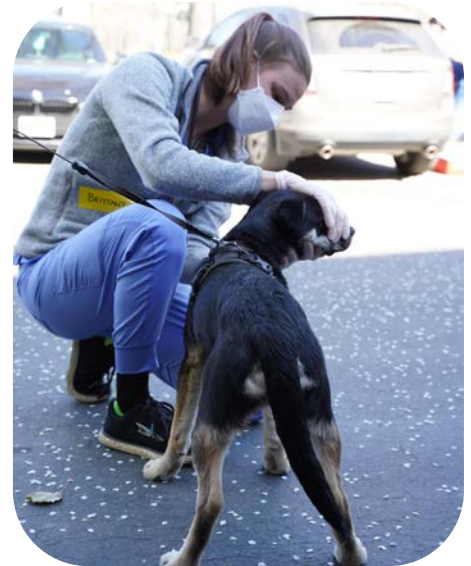
- Reduced or free routine veterinary care, including spay/neuter
- Funding for emergency veterinary care
- Behavior advice and trainer referrals
- Supplies (food, litter, harness, etc.)
- Assistance with tenant/landlord disputes
- Assistance for individuals entering temporary housing
- Assistance for pet owners that are hospitalized, incarcerated, escaping domestic violence, or experiencing similar situations



# Working with People Experiencing Homelessness

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- Building relationships with the unhoused in your community and other public service providers who focus on the unhoused.
- Providing resources for the unhoused in your community.
- Building relationships between government departments.  
**PROVIDE AND RECEIVE CROSS TRAINING!**
- Showing up to human services events, taking a One Health approach.
- Understanding homeless services and systems in your community, including referrals and resources.
- Being a resource to organizations and service providers.  
Challenge them to keep people and animals together if possible.



# Delivery of Animals for Those Lacking Transportation

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- Partnering with human services organizations for transport.
- Awareness that they can call on your organization for support.
- Cross-training opportunities.
- Equipping non-animal shelter staff to safely transport animals.
- Partnering with or funding pet-friendly rideshare and taxi services.



# Resources

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- East Bay SPCA - Pet Food Pantry Website
- Pasadena Humane - Pet Food Pantry Website
- Heart LA
- My Pitbull is Family
- Michelson Found Animals
- Pet Inclusive Housing Initiative
- Washington State Pet-Friendly Housing Bill
- Colorado House Bill 23-1068
- Fences for Fido
- Cabot Animal Support Services



<http://tinyurl.com/D1B2Resources>





# Thank You!

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