

Spring 2023

SHELTER SUMMIT

+ FAST TRACKS

Fast Track – Live Meeting #4 5/18/23

Coordinated Care: The Secret Sauce to Ensuring Animals and People Get the Right Care in the Right Place

Week 4: Compassionate Intake Procedures and
Setting Everyone Up for Organizational Success

TRACK COACHES:

LEAD COACH: Jennifer Toussaint, Chief Animal Control Officer
at the Animal Welfare League of Arlington

CO-COACH: Kelly Bremken, Veterinary Social Worker at
Oregon Humane Society



— MADDIE'S® —
**MILLION PET
CHALLENGE**



Managing Power Dynamics and Mitigating Bias

- Is **EVERYONE** at the table?
- Are the **people most impacted** a part of the decision-making process?
- Whose voice or voices are **missing**?



Removing Barriers

- Requesting **photo identification** and written **proof of residency**
- Requesting **proof of income** paperwork
- Limiting **volume of forms** to complete
- Limiting **wait times** and length of lines
- Increasing **accessibility** including transportation



Our Language

- Reassessing **how we talk about the people** who receive our services
- This includes the **language you use** online/social media
- E.g. “We worked with the “insert name” community to provide integral care and vaccination services to these cherished pets!”

Last night at around 9pm, Officer Davis discovered three little kittens left in outside our front doors! She quickly brought them inside for a warm meal and a good night's sleep, and today our team will be doing a medical check-up, vaccinations, and then sending them to a foster home. They are very cute and we are looking forward to watching them grow!

To whomever dropped these kittens off: we want you to know that they are safe and happy. Thank you for bringing them to AWLA where you know they would be cared for. We would love to know a little more about them and their history, so please feel free to contact us anytime - you will not be judged, you won't be in trouble. You'll be helping us, and maybe we can of assistance to you, as well.



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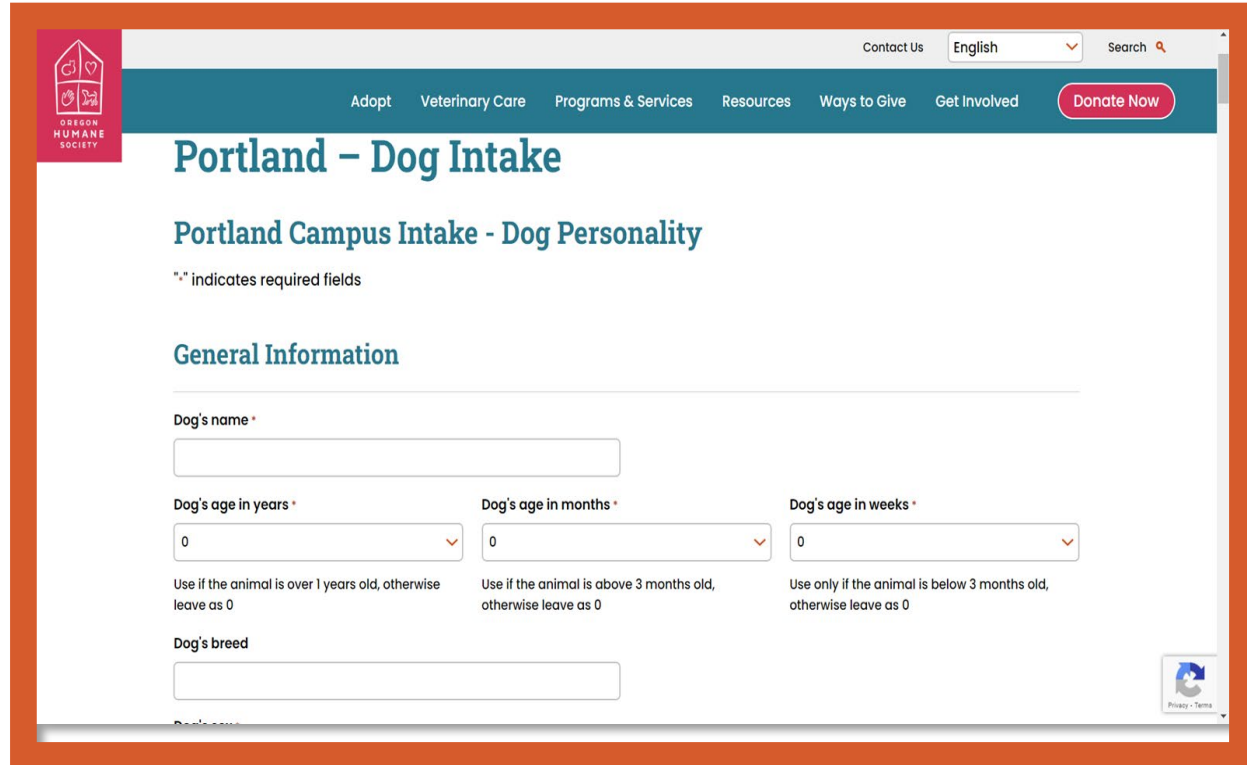
Breakout Activity

- Discussing **Barriers/Hurdles to Improving Your Intake Procedures**
- If you could **change one thing** about your current owner surrender/intake procedures, what would it be?
 - Do you feel like your current procedures provide enough time to get all the information you need, honor the dignity of the family coming to you for assistance, and set up staff for success?
- What is the **main barrier** in you enacting this operational change?
- **Nominate one person** (if no one volunteers, the person with the longest organizational name!) to tell the group one example from breakout.



Managed Intake

- Online Forms with **language options.**
- In person/hard copy forms
- **Staff assistance** in person or by phone



The screenshot displays the Oregon Humane Society website's intake form for dogs in Portland. The page features a teal header with navigation links: 'Adopt', 'Veterinary Care', 'Programs & Services', 'Resources', 'Ways to Give', and 'Get Involved'. A 'Donate Now' button is prominently displayed in a pink rounded rectangle. The main content area is titled 'Portland - Dog Intake' and 'Portland Campus Intake - Dog Personality'. A note states that an asterisk (*) indicates required fields. The 'General Information' section includes a text input for 'Dog's name *', and three dropdown menus for 'Dog's age in years *', 'Dog's age in months *', and 'Dog's age in weeks *', each with '0' selected. Below these are instructions: 'Use if the animal is over 1 years old, otherwise leave as 0' for years; 'Use if the animal is above 3 months old, otherwise leave as 0' for months; and 'Use only if the animal is below 3 months old, otherwise leave as 0' for weeks. A 'Dog's breed' text input is also present. The Oregon Humane Society logo is in the top left, and a 'Privacy - Terms' link is in the bottom right.

Setting Your Physical Space Up For Success

- Have a designated and **private quiet space** to do intake meetings
 - Have **supportive** behavioral redirection and de-escalation **supplies** available for pets
 - Towels to cover cat carriers *ensuring cat carriers are not placed on the ground
 - Treats, snuffle mat, slow feeder for dogs
 - Have **care and support items for owners** present if needed
 - Are we asking what their needs are in that moment
 - Are we honoring what they say their needs are in the moment



Setting Staff Up For Success

- Considerations around how much **time** you provide per appointment
- What **paperwork can be pre-completed** to possibly help alert to any medical or behavioral issues (pre-planning)
- Creating an outlined (and approachable) **system** for community members to get their pets scheduled
- Creating an **emergency plan** for urgent situations



Owner Surrender in the Field

- Do we have **field forms that honor the dignity** of the family
 - Can we proactively **pre-send forms** or create **simple documents** that can be completed on a phone
 - **E-signature options** so officers can focus on the emotions of the moment rather than all the paperwork
- Do officers/field services/front line staff have **discretion needed to allow families to elect into safekeeping/safehaven** program VS standard owner surrender



Supporting Owners to Self-Rehome Successfully

- Honors the **dignity and difficulty** of this decision and gives owners autonomy
- Creates **meaningful paths** to divert intakes when the surrender is non-emergent

Resource Link: Maddie's Pet Forum has some great self-rehome resource lists*



Creating a Partner List for Specialized Animal Needs

- Consider **partnering** with organizations who specialize in one specific type/species of pet where you can provide a referral or schedule the intake and then transfer
- This can even be considered for **certain types of animals**, such as senior dogs/cats

