

Spring 2023

SHELTER SUMMIT

+ FAST TRACKS

Fast Track – Live Meeting #4 5/18/2023

Are You Staying Within Your Capacity for Care?

Thoughtful intake and where to from
here...



TRACK COACHES:

LEAD COACH: Cindy Karsten, DVM, DABVP (Shelter Medicine Practice)
Director of Outreach at the UC Davis Koret Shelter Medicine Program

CO-COACH: Ivy Ruiz, Outreach Specialist at the UC Davis Koret Shelter Medicine Program



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


Learniverse

Today's Agenda

1. Community Guidelines
2. Reminder of why we're here
3. The Four Rights
4. Exploring The Right Place
5. Where to go from here?

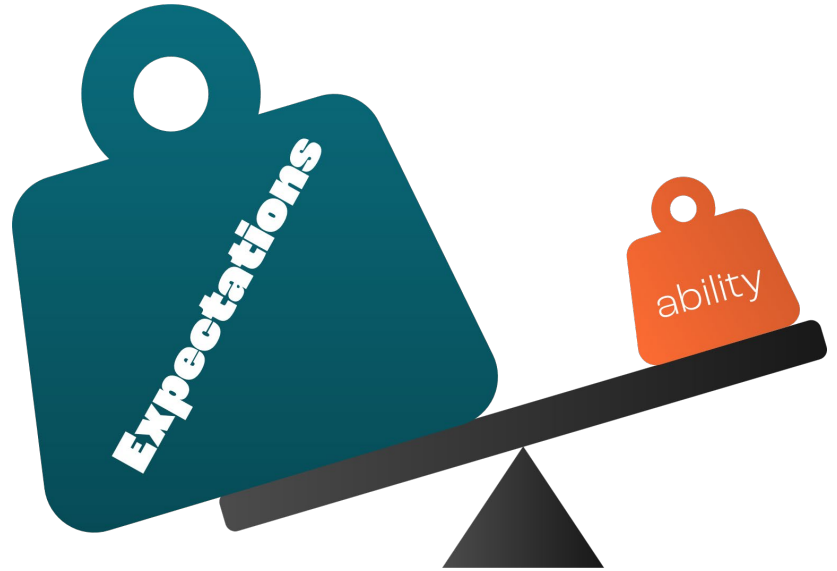


Community Guidelines

- Stay present - stay curious
- Share the air
- Listen to understand
- What you learn leaves; what you say stays
- Perfection is not necessary, possible or desirable
- We all know something; none of us know everything
- We don't all start or end at the same place
- Remember the platinum Rule: Treat others as they wish to be treated
- See differences as additive, not contradictory
- Video on if possible
- We respect time - we will always start and end on time

➤ **Have Fun!**

Tension



Moral Distress



Moral Injury

My therapist and I spent at least half our session talking about the need to shift away from “burn out” to “moral injury.” Your exhaustion isn’t a failure of your capacity, but a structural failure to support your capacity

4:17 PM · Apr 12, 2022 · Twitter for iPhone



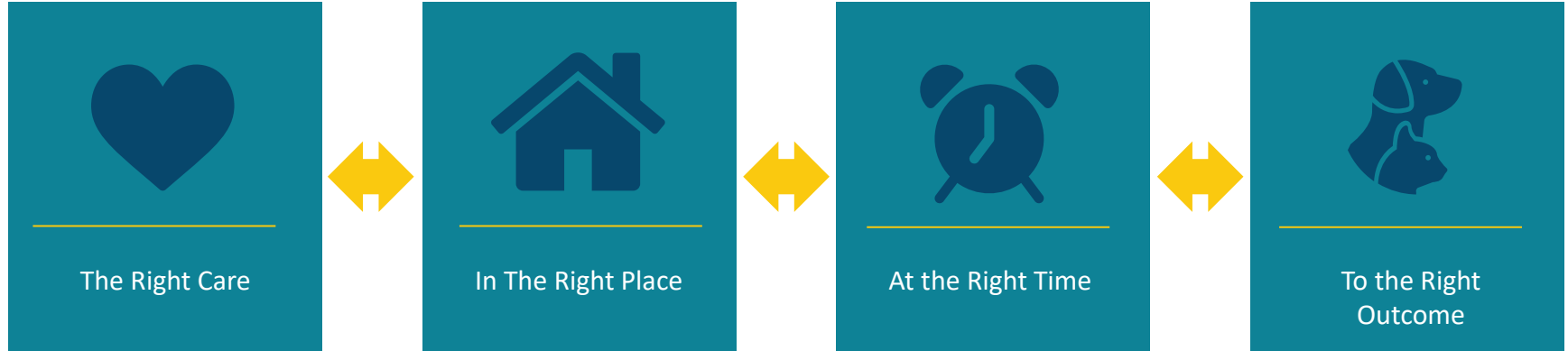
The Expanding Job

Some problems even a wife can't fix

Anne Helen Petersen Apr 17 ❤️ 265 💬 38 📌

The Four Rights

Every animal in need gets...



The Right Care



The Right Care

“

What every person working in a shelter deserves to be able to provide, as well as every animal and person deserves to receive.

”

The Right Care

- ▶ Capacity for Care
 - ▶ People
 - ▶ Animals
- ▶ Housing
- ▶ Staffing
 - ▶ Training
- ▶ Outcomes



The Right Place



The Right Place

“The place permitting the best possible result for the animal(s) and person(s) in the most humane and efficient possible way.”

What Does “The Right Place” Mean

- Home
- Finder
- Foster
- Partner
- Community
- Outdoor Home
- Shelter



The Right Place

The current map in many peoples' minds.....



How do we reshape these well-worn paths?



Thoughtful Intake



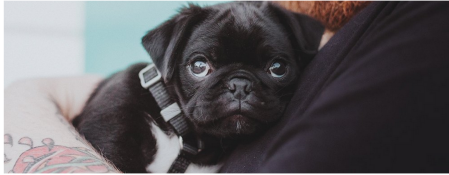
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We're on a mission to help pets get home.
How can we help you?

Lost my pet.



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Thank you for sharing the care in our community! If you can hold a healthy, found pet for just 48 hours while searching for their owner, you can make reunification not just possible, but *probable*.

Lost pets' chances of returning home rise when they can stay safely in the area where they are found rather than enter the shelter, and research has shown that most lost dogs are within a mile of their homes. In the average shelter, less than half of stray dogs and only 5% of cats are reclaimed by an owner, but when a pet is kept in the neighborhood where they were found, more pets are reunited with their families. **Take 48 and follow these steps before bringing a found pet to the shelter, and you can help your neighbors—human and animal.**

+ I found a dog.

+ I found a cat who seems lost.

+ I found a feral/neighborhood/community cat.

+ I found a kitten or a litter of kittens.



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+ I found a dog.

Most dogs are **found within one mile** of their homes, and they are **more likely** to be reunited with their families if they stay in the neighborhood where they are found. In the average shelter, less than half of stray dogs and only 5% of cats are reclaimed by an owner, but when a pet is kept in a safe place in the neighborhood where they were found, the overall reclaim rate jumps significantly. [Shelters, you can specify your local reclaim rates.] **Here's how you can help this pet:**

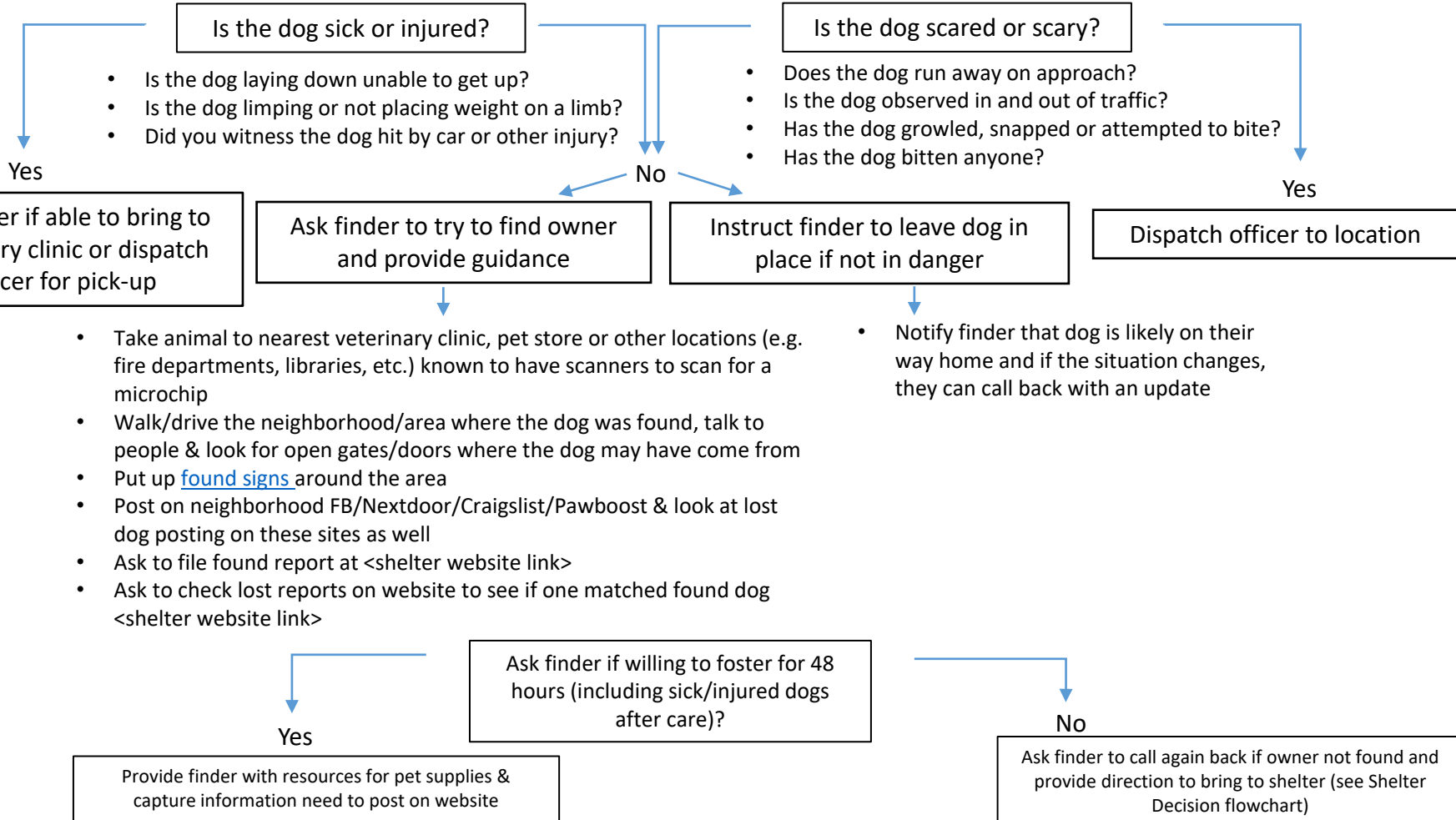
- Check for ID tags. To have the dog scanned for a microchip, you can request a visit from one of our animal care officers or bring the dog to a vet. You can also scan for a microchip at these community locations: [insert locations]. If needed, visit www.petmicrochiplookup.org to enter the microchip number and find the owner.
- Post a photo and description of the animal on social media. Some options include [NextDoor](#), [Craigslist](#), [Petco Love Lost](#), [PawBoost](#), and surrounding neighborhood [Facebook](#) groups and local "Lost & Found Pets of [CITY NAME]" Facebook pages.
- Walk the dog around the neighborhood where it was found and ask neighbors for help. You can also create a [Found Pet flyer](#) and post it in the area or distribute it to doorsteps of homes nearest where the dog was found.
- Complete a Found Dog report on our website with a photo and check Lost Dog listings. Animals don't know city limits, so file a found report with other shelters in the area.



Here's a tip from Mike Wheeler, who implemented a successful "First 48" program at Cabot

Animal Support Services: Always thank finders for their compassion and explain that, if they can hold the animal for just two days while searching for the owner, the animal has a much higher chance of returning home than if it enters the shelter. Then, schedule a date and time for the finder to bring in the animal if an owner isn't located. Scheduling a set day/time reassures the finder and makes them more likely to help and gives you time to prepare in case the animal does need to enter the shelter. Win-win!

Found a loose dog: Shelter dispatch decision tree



Found a loose dog: Shelter decisions – Field Intake

Sick or injured

Scared or scary

Finder unable to keep after initial efforts to find owner

Continue to look for owner

- Dedicate staff to this task
- Search local FB/Nextdoor/Craigslist for lost pets
- Post dog on social media and other Lost & Found sites
- Ensure a **clear** photo and accurate description is on website

Yes

Was owner located?

No

Remove all barriers to RTO

- Reduce/subsidize/waive redemption fees
- Remove/waive S/N requirement
- Get the word out about how easy/friendly it is to reclaim your dog
- Make it easy/friendly to reclaim your dog
- Offer at no cost a collar and identification (tag and microchip)
- Offer to deliver pet – ACO, staff, volunteer
- Offer time to comply with rabies vaccine requirement if no vet on staff/available before releasing animal
- Warning instead of citation for first time offense

Remove all barriers to adoption

- Make available for viewing during stray hold with open selection
- Allow outcome as soon as the stray hold ends
- Reduce/subsidize/waive adoption fees
- Implement Adopters Welcome
- Get the word out about how easy/friendly it is to adopt a dog
- Make it easy/friendly to adopt a dog

Beliefs

- ▶ What is the story that I'm writing/have written?
- ▶ What has shaped this?
- ▶ Who has shaped this?
- ▶ What am I afraid of?
- ▶ What do I not yet know?

Be curious,
not judgmental.

WALT WHITMAN



Rethinking...

What's a time you can clearly remember changing your mind, rethinking a narrative, or taking a different approach?

Be curious,
not judgmental.

WALT WHITMAN



The Right Time



The Right Time

“ *The time that best allows services to be provided in alignment with animal and human need **and** shelter capacity.* ”

The **THREE** Elements of the Right Time

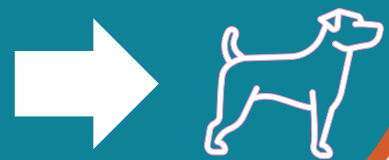
Right time to
ENTER
the shelter



Right time to
SPEND IN
the shelter



Right time to
LEAVE
the shelter



Barriers vs Bottlenecks

Barriers	Bottlenecks
Strict adoption policies	Limited spay/ neuter opportunities
Difficult Hours of Operation	Lack of staff to move animals to adoption floor
Adoption/RTO fees	Medical exam
Location	Waiting for behavior evaluation
Policies and Procedures	Testing/Diagnostics



The Right Outcome



The Right Outcome

“

*The outcome that best supports the well being of animals, honors the connections between humans and pets, maintains public health and safety, and **stabilizes systems.***

”

Basic Truths

- ▶ People who want pets, will most likely get pets from somewhere
- ▶ People who lose pets and aren't reunited, will often replace that pet from somewhere

Incomplete Endings: Coping With a Runaway or Lost Pet

Moving through the grief and guilt while not knowing how our pet may be doing.

Posted March 25, 2017 | Reviewed by Lybi Ma



Source: Pixabay/CC0 Public Domain

It's quite common to think that [grief](#) comes at a time when there is physical death or a concrete ending that we can face and begin to move through. Many loving pet owners, however, recognize that there are times when grief comes about when the situation we face isn't so concrete.

Mistakes happen when dogs get out, cats escape, or the gerbil runs away. Not knowing where your companion animal may be, or how they are doing, present unique challenges in grief.

Good



Live outcome for animals that are not dangerous or irretrievably suffering.

Don't let perfect get in the way of good!

Better



Live outcome back into the **same community** the animal came from.

Good can be hard to sustain when it results in a chronic one-way flow.

Best



Live outcome back into the **same home** the animal came from.

Double benefit of stabilizing systems and reuniting families.

Respect

Adults are more open to new things when they are acknowledged for the wisdom, skills and resources they bring to the new situation.

To show respect in a learning environment, acknowledge people for:

- Who they are
- What they know and do
- What they bring to the present situation





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- Increased number of animals diverted/helped through community programs?
 - Reduced or altered intake?
 - Shorter waiting times for urgent admission?
 - Reduced DOA pickups?



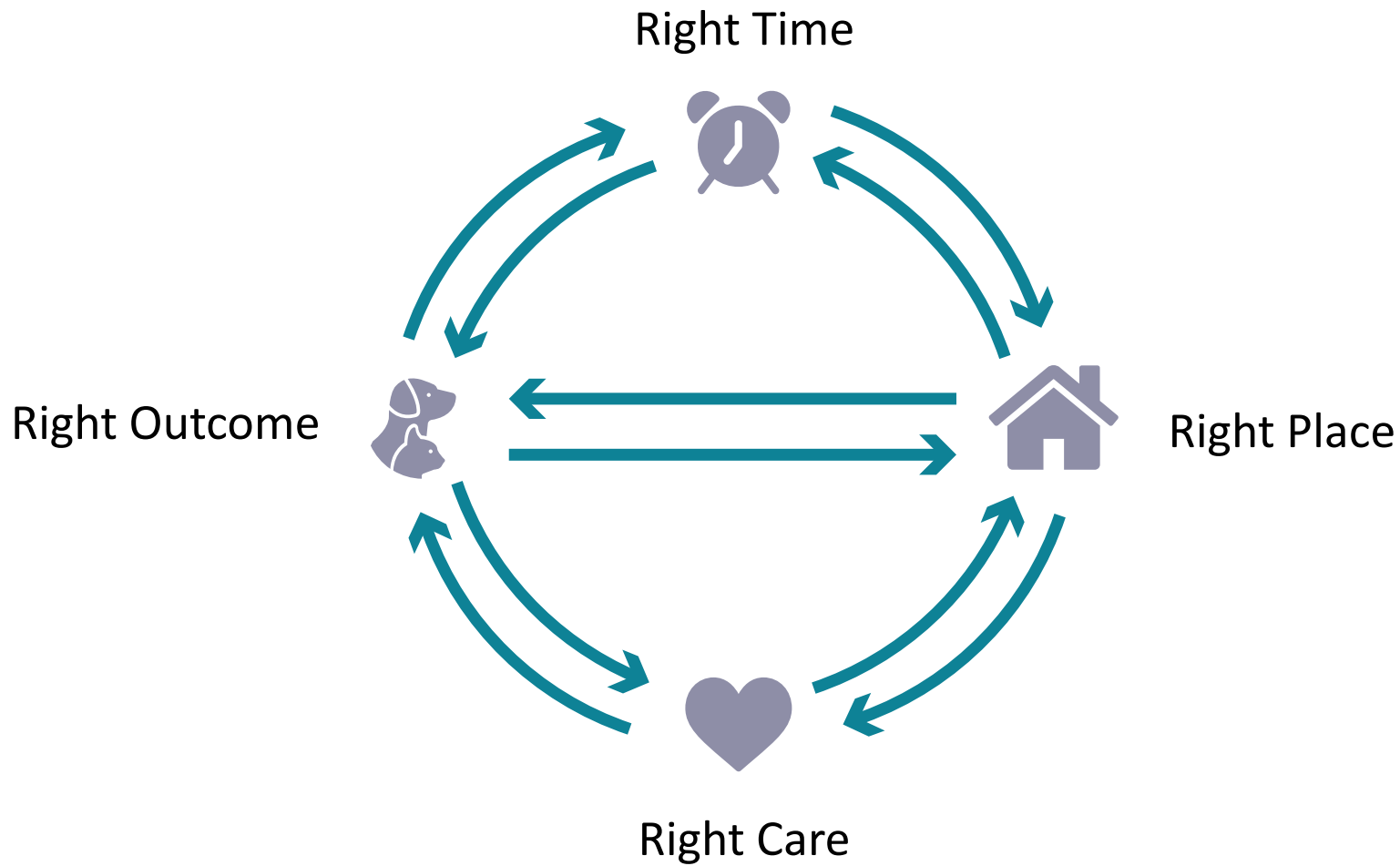
-
- Decreased LOS for “primary flow” animals?
 - Shorter wait times for flow through points, processes?



-
- Increased % of housing units that meet guidelines?
 - Increased % of time operating within capacity?
 - Decreased illness/medical costs?
 - Improved staff morale and enjoyment in work?



-
- Increased % RTO/RTF?
 - Increased % adopted to highest origin zip codes/areas?
 - Increased live release rate?
 - Decreased # euthanized compared to prior baseline?



The True
Endgame:
Healing families
and **stabilizing**
systems.





What would it take?

Think Beyond Boundaries to Overcome Obstacles

- ❖ Boundaries and limits are often perceived where none actually exist
- ❖ Implementing your vision of the future may require entirely *new solutions*
- ❖ Helping people see larger patterns can assist them to become more effective and resourceful in adapting to change

Incremental Change



See you one last time!

- **Share info** on this Fast Track with your team (meeting registration link)
 - <https://sheltermedicine.zoom.us/meeting/register/tZMtdumppzosHtV9whKkEVbdWk5QBA4WUM8Q>
- Check out our **other Fast Tracks available recorded on-demand** –
 - www.sheltersummit.com
- Visit this Fast Track's **home base at Maddie's University** to access meeting schedules, meeting recordings, resources, slide decks, etc.
 - https://university.maddiesfund.org/p/MMPC_Learniverse_Spring_2023_Shelter_Summit_Fast_Track_Capacity_For_Care
- **Next meetings:**
 - 5/25/23 - All Welcome Office Hours 4
 - 9 AM Pacific/MST (10 AM MDT, 11 AM CDT, 12 PM EDT)

Don't hesitate, reach out!



Cindy Karsten, DVM
clkarsten@ucdavis.edu

Ivy Ruiz
ivyruiz@ucdavis.edu