



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

Right Time

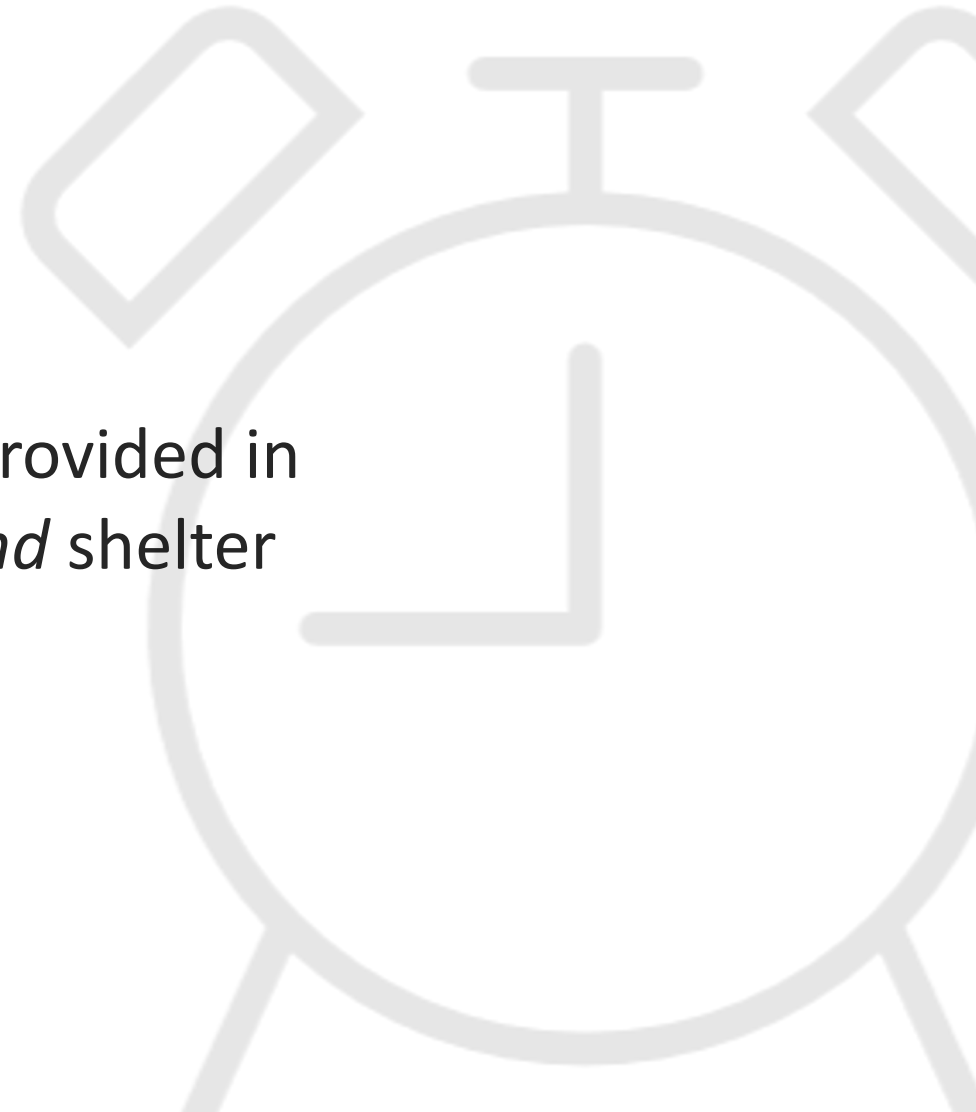
Strategies for entering the shelter, time spent in the shelter,
and leaving the shelter

Kate F. Hurley, DVM, MPVM, Dip. ABVP (Shelter Medicine Practice)
sheltermedicine@ucdavis.edu



What is the Right Time?

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



THREE Elements of Right Time

Right time to
ENTER
the shelter



Right time to
SPEND IN
the shelter



Right time to
LEAVE
the shelter



Appointments

- Many professional services are offered by appointment for non-emergencies
- **Not** a short-term response to COVID that should be suspended



Humane right

All of the results for us were (and are) just what you've written about. **Shortened length of stay, reduced intake, happier animals, and YES - a huge boost in staff morale!**

Statements like *"I can't believe we didn't do this years ago!"* And *"We don't have to return to the old chaos/stampede methods, do we?"*

Cliff Bennet, Flathead Co. Animal Shelter, Billings, MT

The Evolving Role of Triage and Appointment-Based Admission to Improve Service, Care and Outcomes in Animal Shelters

 [Kate F. Hurley](#)*

Koret Shelter Medicine Program, School of Veterinary Medicine, University of California, Davis, Davis, CA, United States

The historical norm for many animal shelters has been to admit animals on an unscheduled basis, without prior assessment of animal or client need or regard to the shelter's ability to deliver humane care or ensure appropriate outcomes. This approach allows little opportunity to provide finders or owners with alternatives to keep pets safe in their homes or community rather than being impounded. In addition to needlessly impounding animals and separating pets from families, unmanaged/unscheduled admission frequently results in animal influx exceeding shelter capacity, leading to crowding, stress, disease, and euthanasia of animals, as well as poor customer experience, compromised staffing efficiency and decreased organizational effectiveness. Many of these harmful consequences disproportionately impact vulnerable community members and their pets. Triage and appointment-based services have been well developed in healthcare and other service sectors allowing organizations to prioritize the most urgent cases, align services with organizational resources and provide situation-specific solutions that may include virtual support or referral as appropriate. This article discusses the trend in animal sheltering toward triage and appointment-based services that parallels the use of these practices in human healthcare. Reported positive results of this approach are detailed including improved staff morale, reduced disease rates and substantially reduced euthanasia. These positive outcomes support the endorsement of triage and appointment-based services by multiple North American animal welfare professional and academic organizations, recognizing that it better realizes the goals of shelters to serve the common good of animals and people in the most humane, equitable and effective possible way.




Cause Versus Association





- Intake by appointment has coincided with a historic shelter staffing and veterinary service crisis
- Unregulated intake is not a solution
- Neither is accepting ongoing gaps between shelter service capacity and need

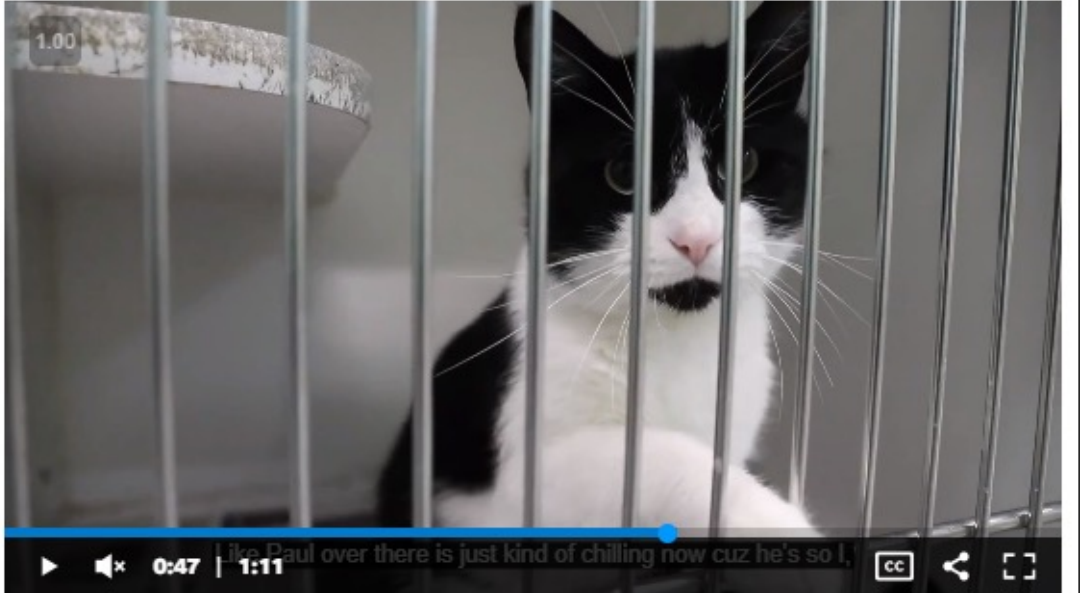
NEWS

'Heartbreaking all around': Packed Indy animal shelter takes a toll on pets and employees

 **Rashika Jaipuria**
Indianapolis Star

Published 5:10 a.m. ET Dec. 23, 2021

[View Comments](#)    



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like Paul over there is just kind of chilling now cuz he's so l

cc

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Right time to
SPEND IN
the shelter



Right Time in Shelter

As **SHORT**
as possible

and

As **LONG**
as needed

*...for each animal to receive the **Right Care** and get to the **Right Outcome**.*



Right time to
LEAVE
the shelter



Adoptions by Appointment



**People Need
to See the
Animals**

AND



**Animals
Need Rest**

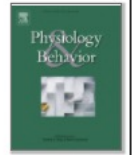
Benefits for Animals

“The general kennel **noise levels** were **significantly lower** when visitor access to the kennel area was restricted. Furthermore, dogs were found to display behaviour indicative of **improved welfare** during this time period”



Physiology & Behavior

Volume 133, 22 June 2014, Pages 1-7



Short term consequences of preventing visitor access to kennels on noise and the behaviour and physiology of dogs housed in a rescue shelter

Lynn F. Hewison , Hannah F. Wright , Helen E. Zulch , Sarah L.H. Ellis 



Benefits to Staff

“Because of appointment-based services, the care centers are **less chaotic** and staff **better able to perform their daily tasks without constant interruption**. Employee **injuries have reduced** by 44 percent because staff are less rushed and prone to injury.”

”



LOS ANGELES COUNTY
ANIMAL CARE & CONTROL | **redefining CARE**



Marcia Mayeda, Director

July 26, 2021

TO: Supervisor Hilda L. Solis, Chair
Supervisor Holly J. Mitchell
Supervisor Sheila Kuehl
Supervisor Janice Hahn
Supervisor Kathryn Barger

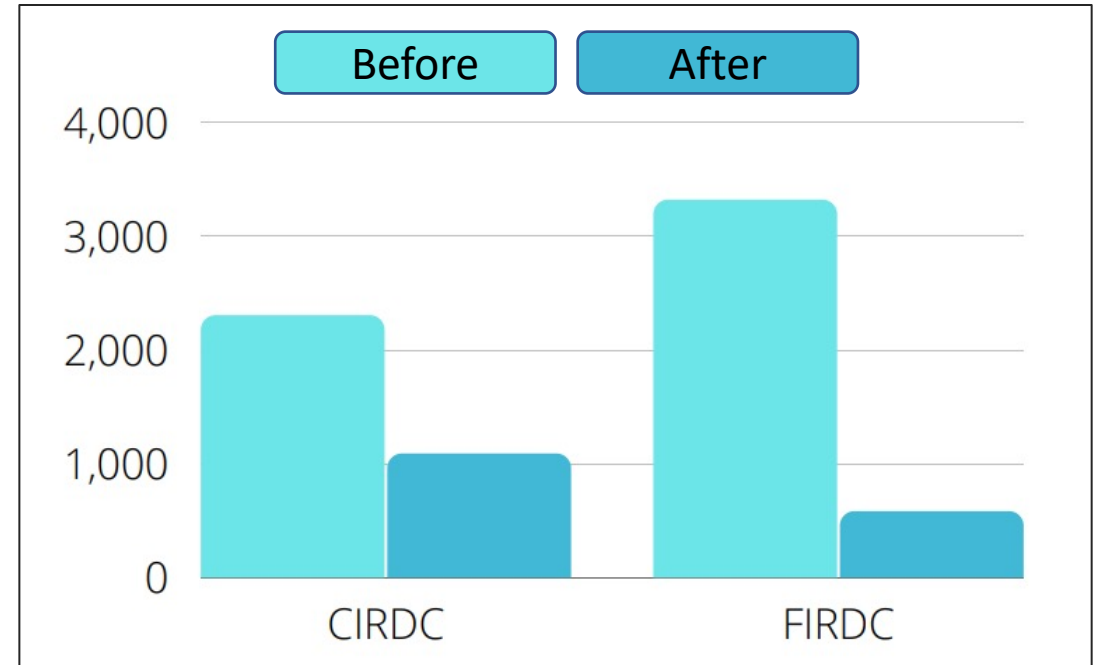
FROM: Marcia Mayeda 
Director

REPORT BACK ON MANAGED INTAKE AND BEST PRACTICES WITHIN DACC CARE CENTERS (ITEM NO. 79-A, AGENDA OF JULY 13, 2021)



Measurable results

“We noticed that **respiratory illnesses** in cats and dogs **decreased by over 50%**. This is attributed **not only to fewer animals** in the care center, but **also fewer people and a more controlled environment**, contributing to a **calmer and healthier experience** for animals.”



Win, win?

Live release rates have increased from 54 percent to 68 percent for cats. Dog live release rates remained steady at 88%...

Live release rates in L.A. County shelters since managed intake

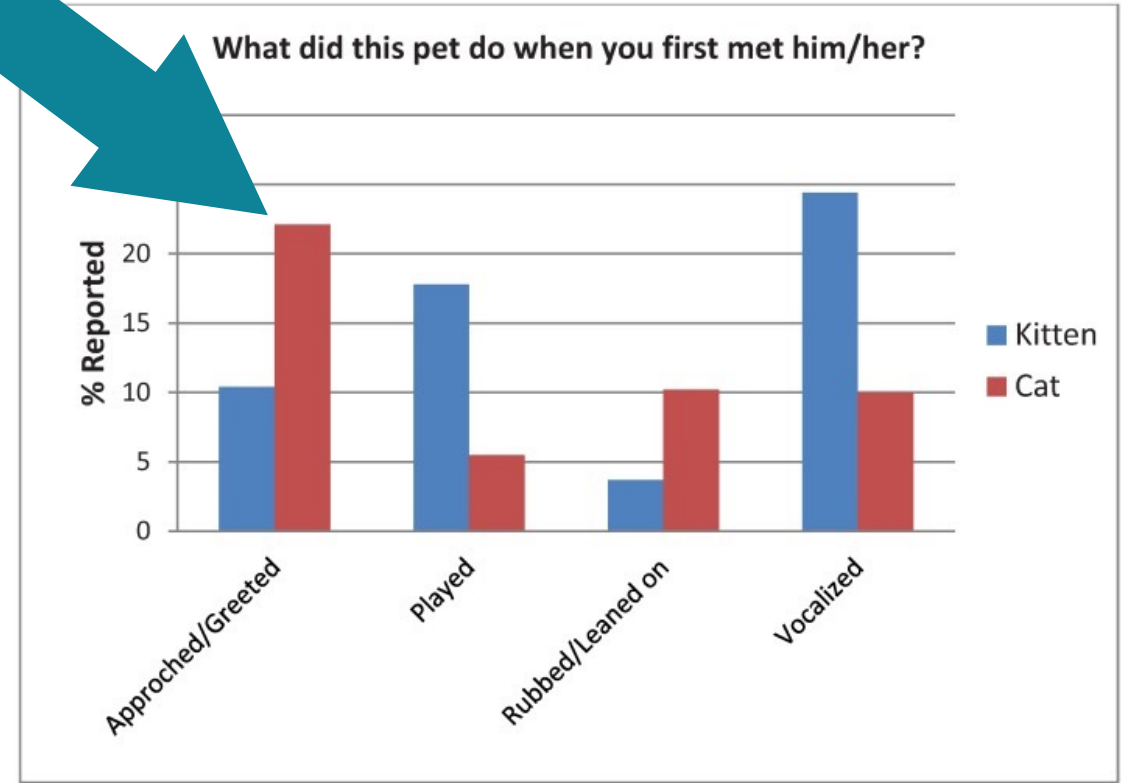
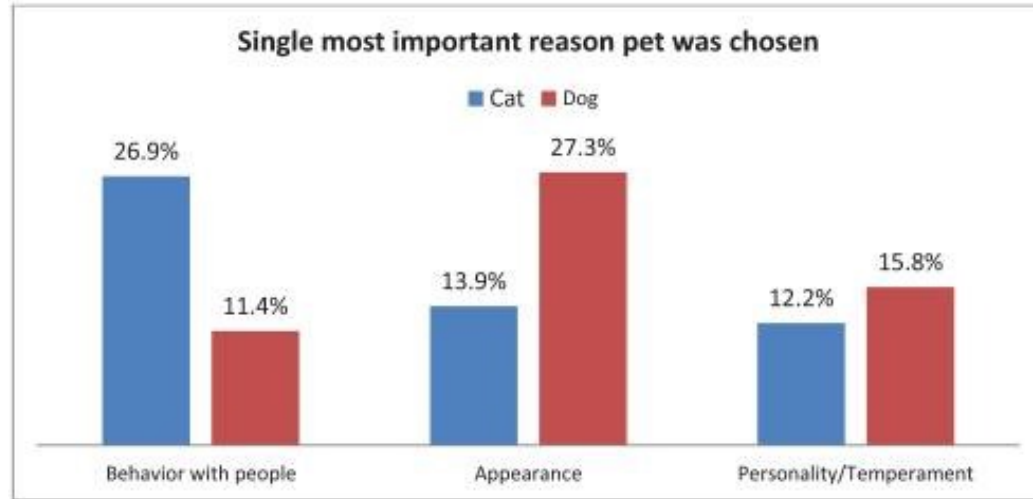
2. Ways to Increase Adoption Rates

Under Managed Intake and appointment-based services, live release rates have increased from 54 percent to 68 percent for cats. Dog live release rates remained steady at 88 percent, impressive because many highly adoptable dogs were provided alternatives to care center admission and the remaining dogs in the care centers were more challenging adoption candidates. For this reason, DACC is developing new key performance metrics to measure performance under this new operating model.

Annotated by Jaclyn Cosgrove, Los Angeles Times



Not so fast



Why Did You Choose This Pet?: Adopters and Pet Selection Preferences in Five Animal Shelters in the United States

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4494324/>



Hybrid Approach

- **Balance** need for quiet times and predictable staffing with need for animals to be seen and realities of adopters' schedules
- **Offer appointments** at a variety of times, including same day/"instant appointments" – **allow walk throughs** with appointments
- **Also consider offering select walk-in hours** in alignment with animals' and staffs' rhythm for work and rest
- **Look out for bottlenecks** either way

WE HAVE SWITCHED TO A HYBRID ADOPTION SYSTEM.

Appointments are available **Monday – Saturday: 9:00am – 12:00pm**

Appointments are released 24 hours in advance.

An appointment **DOES NOT** guarantee an adoption of the animal you are interested in.

[Schedule Appointment](#)

Please note that appointments do fill up quickly. If you are unable to schedule an appointment, please visit us during our walk in hours.

MONDAY – SATURDAY
1:30 PM – 3:30 PM



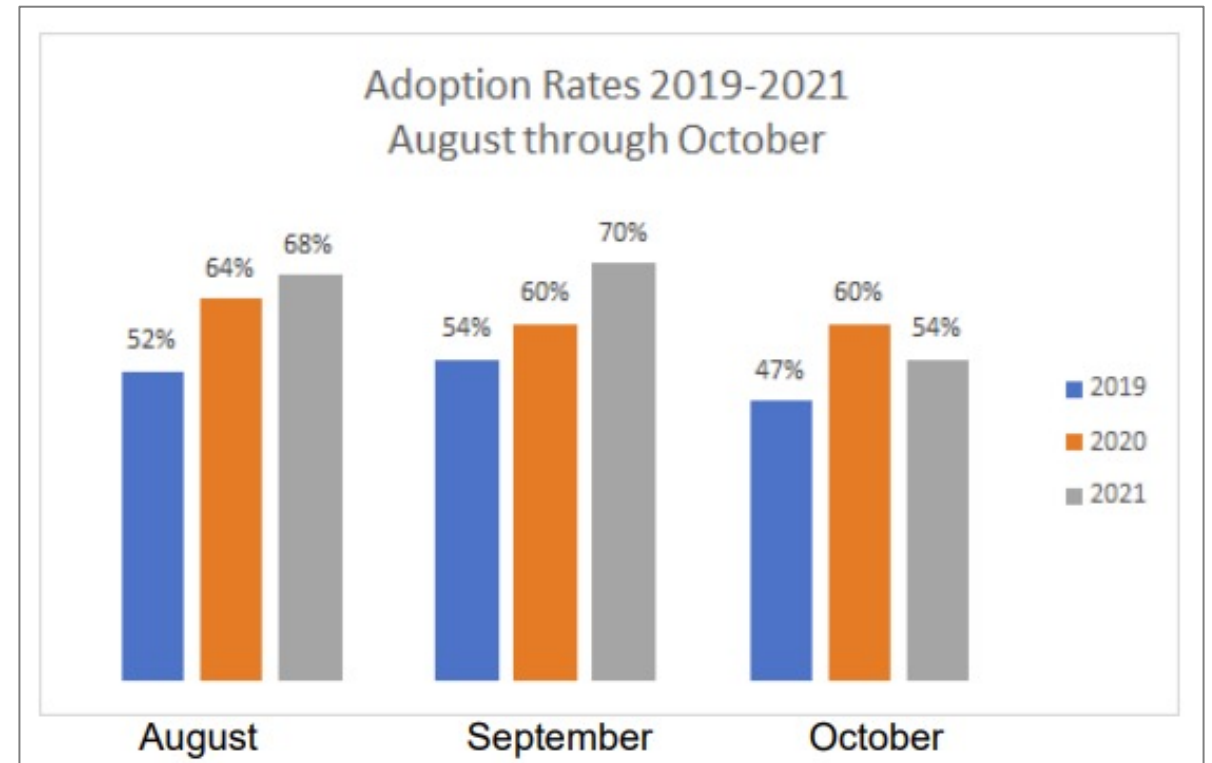


LOS ANGELES COUNTY
ANIMAL CARE | redefining
& CONTROL | CARE



We encourage our staff to **be as flexible as possible** in accommodating potential adopters who come to our care centers. We **evaluate data weekly** to gauge program efficiency and make changes as needed.

For example, during the first 18 days of the program, there was a 51 percent no-show rate for appointments. DACC quickly **doubled the amount of available appointments and accommodated more walk-ins**, with 23 percent of walk-in visits resulting in an adoption.



Just one change

“ It felt like night and day when we stopped taking surrenders in on the weekends – we were able to complete so many more adoptions and focus on getting animals out the door so during the week we had more room to take them in! **We didn't receive much push back at all** and would make exceptions for those who couldn't make it in during the week when needed...Also, **the adopters were more comfortable/happier.**

- MSPCA, Boston, MA

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**MILLION PET
CHALLENGE**

TEAMING UP FOR PETS & PEOPLE

