

Spring 2023

SHELTER SUMMIT

+ FAST TRACKS

Fast Track – Live Meeting 2 4/19/23

Outcome Decision-Making:

Outcomes Decisions Start at Intake

TRACK COACHES:

LEAD COACH: Chumkee Aziz, DVM, DABVP (Shelter Medicine)
Outreach Veterinarian at the UC Davis Koret Shelter Medicine Program

CO-COACH: Cindi Delany, DVM, Maddie's Million Pet Challenge Director
of Online Learning at the UC Davis Koret Shelter Medicine Program

GUEST SPEAKER: Kate Hurley, DVM, MPVM, DABVP (Shelter Medicine),
Director at the UC Davis Koret Shelter Medicine Program

GUEST SPEAKER: Tracy Mohr, Animal Services Manager at City of
Chico AC&C



Overview of Track Meetings

Week 1: LIVE MEETING – Wednesday, **3/29/23** – 12 PM PDT
“**Factors & Pressures that Impact Decision-Making**”

No Meetings – Week of 4/2/23 – many will be at HSUS Expo

Week 2: All Welcome OFFICE HOURS – Tuesday, **4/11/23**, 10 AM PDT

Week 3: LIVE MEETING – Wednesday, **4/19/23** – 12 PM PDT
“**Outcome Decisions Start at Intake**”

Week 4: All Welcome OFFICE HOURS – Tuesday, **4/25/23**, 10 AM PDT

Week 5: LIVE MEETING – Wednesday, **5/3/23** – 12 PM PDT
“**Welfare-Focused Placement Decisions**”

Week 6: All Welcome OFFICE HOURS – Tuesday, **5/9/23**, 10 AM PDT

Week 7: LIVE MEETING – Wednesday, **5/17/23** – 12 PM PDT
“**Communication and Tracking Tools**”

Week 8: All Welcome OFFICE HOURS – Tuesday, **5/23/23**, 10 AM PDT

A black smartphone is shown in the foreground, angled slightly to the right. The screen is white and displays the Zoom logo in blue lowercase letters. The background is a blurred grid of video conference participants, suggesting a Zoom meeting in progress.

zoom

Community Guidelines

- **Learners** of all abilities, identities, and roles in the animal welfare field **are welcome** here.
- **We all know something**; none of us knows everything.
- We don't all start or end at the **same** place.
- Identify **problems** but give your power and energy to **solutions**.
- Come if/when it's useful to you. Don't when it's not (feedback is most welcome!).
- Be brave. We can't help if you don't ask.
- **Feedback, feedback, feedback!**

In Our Zoom Meetings:

- We **prefer to see your face** when possible, but turning your **video on is optional**.
- **Update your name & org in Zoom**, consider adding your pronouns



Outcome Decisions Start at Intake

What happens when we aren't able to **link outcome decisions/capacity to intake choices**? →

End up with binary decision-making & **lose-lose** situations



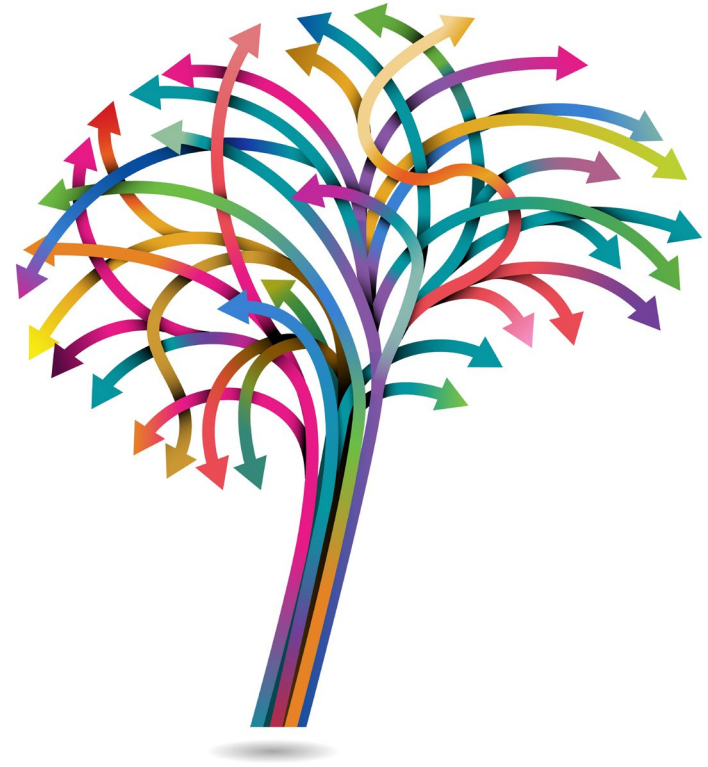
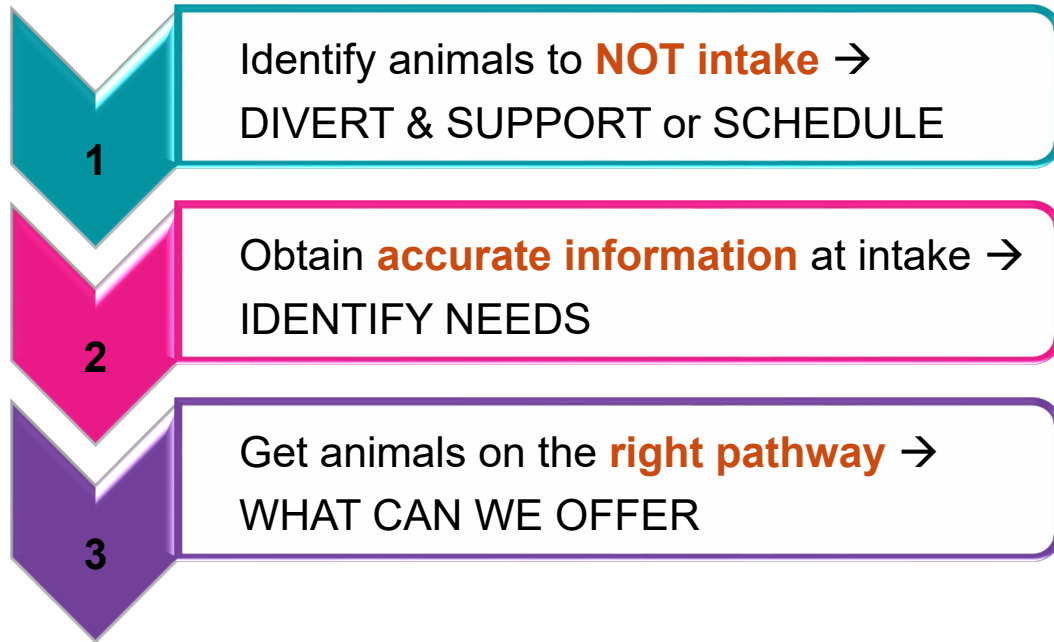
Outcome Decisions Start at Intake

We **can control** systems & processes, not outcomes

Are we addressing the **RIGHT** decisions?

Value-focused decision-making

3 Crucial Intervention Points to Reduce Binary Decision-Making



Intake Diversion/Management

WHO

Stray/"lost" animals in good condition and not dangerous

Owned animals

Underage kittens

Community cats (ferals & healthy strays)

WHAT

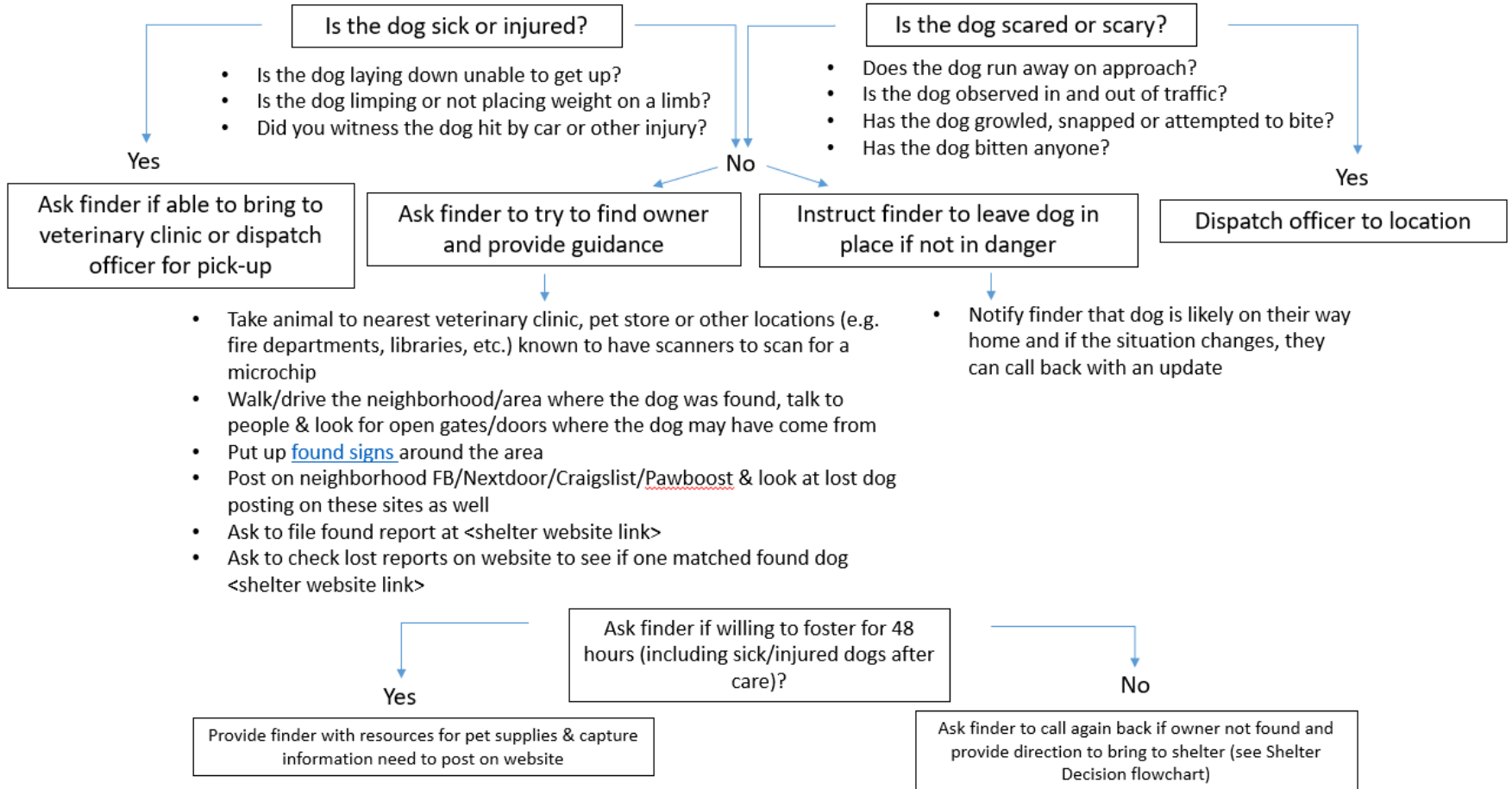
➔ RTO in field OR ask finder to hold on & give support, intake by appointment?

➔ Give support, refer to rehoming program (e.g., Home-to-Home), intake by appointment?

➔ Finder-Foster or wait til eight

➔ Refer to TNR or RTF/RTH

Found a loose dog: Shelter dispatch decision tree



I FOUND A STRAY CAT or BUNNY WHAT DO I DO?

HERE IS THE SITUATION

You are taking a walk when suddenly you're interrupted by a furry visitor! You wonder: is this cat or bunny a stray? What do you do next?



ASK YOURSELF: IS THE ANIMAL INJURED OR OUT IN EXTREME CONDITIONS?

If the animal is injured or out in extreme conditions (such as severe cold without shelter) please bring the animal to the nearest vet clinic or call Calgary Humane Society.

If the **bunny** is not in immediate danger, leave it where you saw it.

If the **cat** is not in immediate danger, see below.



CHECK FOR I.D.

It is statistically proven a cat has a better chance of finding its way home when it is left in its own neighbourhood. No collar does not mean no owner.



FIND THE OWNER

Put up flyers and post the animal's photo and any identification you find on lost and found websites including YYC Pet Recovery, Kijiji or your nearest vet clinic.



YOU AGAIN?

If you see the animal outside repeatedly or are concerned about its welfare, Call 3-1-1 (if it has ID) or bring the animal to a vet clinic or Calgary Humane Society.



Intake Diversion/Prevention



CitizensNet Newsletter: Trusted Health Ambassador Program | 01-24-2023

Dear Future Trusted Health Ambassador,

As we continue fighting COVID-19, getting vaccinated is our best shot at ending the pandemic and getting back to normal. We need your help to educate our communities about COVID-19 and the importance of getting vaccinated through our Trusted Health Ambassador Program. The Trusted Health Ambassador program will equip you, as a trusted member and influencer of your community, with the facts about the disease so you can educate, empower and encourage others in your community to get vaccinated and stay healthy. The program prepares you to have meaningful conversations with others so you can share important fact-based information about the disease.

It's people in our communities like you who can drive passion and action and be the defining voice in the fight against this pandemic. The Houston Health Department is looking for trusted individuals to share the latest, accurate information with their communities and networks so we can finally get back to normal.

Join the Trusted Health Ambassador Program to help us get all communities vaccinated.

Fill out our [interest form online](#) or call our Trusted Health Ambassador Help Line at 832-393-4220 to be considered for the program. A representative from the team will respond with more details.

CitizensNet | City of Houston

Intake Diversion/Prevention

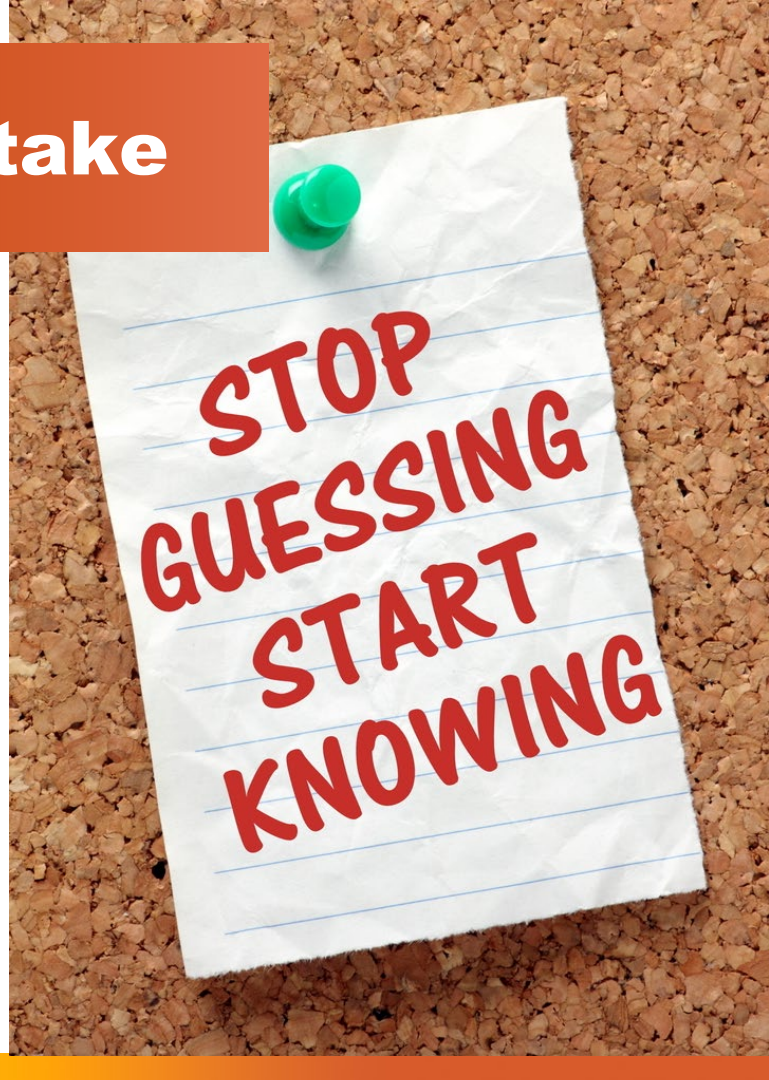
City of Chico
Animal Shelter's
Neighborhood Captain Program



Obtain Accurate Info at Intake

- Objective
- Non-biased
- Simple
- Non-leading
- Curiosity & empathy
- Assume positive intent

Dr Segurson will be discussing collecting objective/accurate info at intake on dogs with known bite histories at office hours.



**STOP
GUESSING
START
KNOWING**

Pathway Plan



Pathway Ideas

Level 1

- “Adoptable”/Desirable
- Friendly/no history of “issues”
- No to mild medical (aka S/N surgery)

Level 2

- Doesn't show/kennel as well
- Moderate medical
- Some issues in history that need exploring

Level 3

- Unlikely to be straightforward adoption
- Issues in history
- More intensive medical



Interventions

- Double compartment
- Bedding
- Hiding/retreat space
- Outside of housing time

Welcome Coping Package

Level 2 Additions

- Medication for FAS
- Additional medical care as needed
- Physical and emotional health plan

- Promote!!
- Early and often
- Find alternative placement/foster

Level 3 Additions

Pathway Ideas

- Track in a **real time** dashboard
- Animals may **change levels**
 - Ex. puppy goes from level 1 to level 3 after testing positive for parvo on day 2
- Streamlines communication
- Facilitates planning

Welcome Coping Package

Level 2 Additions

Level 3 Additions

Breakout Groups

- Brainstorm 3 ways to gain concrete, honest, & transparent information about an animal on intake
- 7 min in breakout rooms
- 2-4 groups please share out when you return from breakout rooms



See you again soon!

- **Next All Welcome Office Hours #2 –**
 - 4/25/23 - 10 AM Pacific/MST (11 AM MDT, 12 PM CDT, 1 PM EDT)
- **Next Live Meeting #3 –**
 - 5/3/23 - 12 PM Pacific/MST (1 PM MDT, 2 PM CDT, 3 PM EDT)
- **Share info** on this Fast Track with your team (meeting registration link)
 - <https://sheltermedicine.zoom.us/meeting/register/tZlkcOyrqD4qG9Qn8jMPEgrOT3mXIRZe1Rvc>
- Check out our **other Fast Tracks –**
 - 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_Outcome_Decisions

