ANIMAL CARE COMMUNITY OUTREACH COMMITTEE
ORANGE COUNTY, CALIFORNIA

Wednesday, April 26, 2023
At 11:30 a.m.

Learning & Training Center, First Floor
OC Animal Care
1630 Victory Road
Tustin, CA 92782

I.   Call to Order

II.   Roll Call of Members

       Peter Amundson, Chair, 2nd District
       Danielle Thomas, Vice Chair, 4th District
       Dr. Leslie Malo, Committee Member, 1st District
       Kim Kane, Committee Member, 3rd District
       Sheri Feinberg, Committee Member, 5th District

III. Public Comment

At this time, members of the public may address the Committee regarding any items within the subject matter jurisdiction of the Committee provided that no action will be taken on any items not on the agenda, unless authorized by law. Comments shall be limited to three (3) minutes per person, unless different time limits are set by the Chairperson subject to the approval of the Committee.

IV.   Minutes

Regular Meeting, January 25, 2023

Recommended Action: That the Committee approve the minutes of the January 25, 2023, regular meeting.

V.   Regular Business

    1.   Update from Ad Hoc Committee

AGENDA

Ad Hoc Committee to discuss its recommendations regarding OCAC's appointment and adoption model.

Ad Hoc Committee to provide an update on reinstatement of the Trap, Neuter, and Return program for Feral cats at OCAC.

Recommended Action: Discuss the item.

2. Community Outreach Team Goals for 2023

This report summarizes the OC Animal Care Community Outreach Team 2022 goals, which includes overall team goals, Public Education Program goals, Volunteer Program goals, and Adoption Partner Program goals.

Recommended Action: Committee receives and files the report.

3. Public Education Program Report

This report summarizes the OC Animal Care Public Education Program, which includes Community Outreach, Public Awareness, Shelter and Community Events and Program Updates.

Recommended Action: Committee receives and files the report.

4. Foster Program Report

This report summarizes the fourth quarter for OC Animal Care's Foster Program.

Recommended Action: Committee receives and files the report.

5. Volunteer Program Report

This report summarizes the fourth quarter activities for OC Animal Care's Volunteer Program.

Recommended Action: Committee receives and files the report.

6. Adoption Partner Program Report

AGENDA

This report summarizes the OC Animal Care Rescue/Adoption Partner program. Through cooperative actions, the Adoption Partner program places injured and un-adoptable animals with organizations that specialize in their rehabilitation and placement. This report also reviews steps being taken to increase and improve adoptions and communication between OC Animal Care and Adoption Partners.

Recommended Action: Committee receives and files the report.

7. Director's Update

OC Animal Care Director, Andi Bernard, will provide information on the shelter, recent news, events, and facility updates.

Recommended Action: No action necessary.

8. Selection of Animal Care Community Outreach Committee Chair and Vice Chair

To select a member of the Animal Care Community Outreach Committee to serve as Chair and Vice Chair for the next twelve months

Recommended Action: The pleasure of the Committee.

VI. Board Comments

VII. Adjournment

The next regular meeting will be July 26, 2023, at 11:30 a.m., in the Learning & Training Center Room 100 located at 1630 Victory Rd. Tustin CA 92782.

SUMMARY ACTION MINUTES

ANIMAL CARE COMMUNITY OUTREACH COMMITTEE
ORANGE COUNTY, CALIFORNIA

Wednesday, January 26, 2023
11:30 a.m.

Learning & Training Center Room 100
OC Animal Care
1630 Victory Road, Tustin, CA 92782

- Call to Order
  The meeting of the OC Animal Care Community Outreach Committee was called to order at 11:35 a.m. in the Learning and Training Room located at 1630 Victory Road, Tustin, CA 92782.

- Roll Call of Members
  Present:
  Dr. Leslie Malo, Committee Member, 1st District
  Peter Amundson, Committee Member, 2nd District
  Kim Kane, Committee Member, 3rd District
  Sheri Feinberg, Committee Member, 5th District
  Absent:
  Danielle Thomas, Committee Member, 4th District

  Staff Present: Andi Bernard, Director, Monica Schmidt, Assistant Director, Sandy Pantoja, Community Outreach Manager

  Clerks: Yvonne Etter and Jamie Ross

- Minutes
  The Committee approved the minutes for the Regular Meeting of October 26, 2022.
  Committee Member Kane moved to adopt the minutes. Motion was seconded by Committee Member Dr. Malo.
  AYES: 3
  NAYS: 0
  Committee Member Feinberg abstained since she was not present at the October 26, 2022, meeting.
  Motion passed

- Regular Business

  1. **Public Education Program Report – Sandy Pantoja, Community Outreach Manager**

  This report summarizes the OC Animal Care Public Education Program which includes Community Outreach – Programs include Pooches on the Patio, Pet Food Pantry, and the Let's Paws information series. Topics

covering public awareness with social media statistics, shelter-community events and program updates are also included.

- Committee Member Feinberg recommended scheduling Pooches on the Patio on Sundays from 1:00 p.m. to 4:00 p.m.
  Sandy replied Pooches on the Patio is currently a pilot program that requires many resources for preparation. She will follow up.

- Committee Member Kane inquired of the time required to set up the Pet Food Pantry and if there are enough volunteers.
  Sandy replied it takes a lot of resources. The pallets are bought at a very reasonable price and OCAC works with staff to drive to San Diego to get the pallets of food and drive it back. Various shelter departments are involved with the Pet Food Panty preparation, which includes using the forklift and staging. The pallets are also broken down for different types of pets to allow for wider distribution to people. Staff arrive at the shelter at 6 a.m. to put cones out and cars start lining up between 5:30 a.m. and 7 a.m. Staff have noticed that people are getting here a lot sooner.

- Committee Member Feinberg inquired where Pooches on the Patio is posted.
  Sandy replied on social media platforms such as the following: Instagram, Facebook, and occasionally as an Instagram Story.

Public Comments for Public Education Program Report

Speaker #1 commented on social media comments being turned off; phone lines being down; wildfire evacuation notices; cold-weather safety tips; spay and neuter program; current appointment system is not adequate to view all dogs and ability to check for microchips on stray cats.
- Committee Member Kane asked Speaker 1: Are you a part of a rescue?
  - Speaker #1: We the community as rescue group / volunteers
- Committee Member Kane asked Speaker 1: To know the help is needed, what would that information look like?
  - Speaker #1: To do a fundraiser
- How would the shelter communicate that?
  - Speaker #1: Facebook, Instagram – There is a comment section for engagement, to have a two-way conversation

Speaker #2 commented that they would like to know what happened to the spay and neuter program; if a person comes in for an appointment, and the dog that they chose is not a fit, why can't the kennel attendant walk up to the kennels with them; two ladies had a cat, and they were told OCAC is unable to check the microchip.

It was moved by Committee Member Dr. Malo, seconded by Committee Member Kane.
Ayes: 4
Nays: 0
Motion passed

2. **Foster Program Report – Sandy Pantoja, Community Outreach Manager**

   This report summarizes the first quarter for OC Animal Care Program that included the December 3rd Foster Appreciation Event, website-brochure updates, and the establishment of vaccination reports for foster kittens.

   Public Comments for Foster Program Report

   None.

   It was moved by Committee Member Dr. Malo, seconded by Committee Member Feinberg.
   Ayes: 4
   Nays: 0
   Motion passed

3. **Volunteer Program Administrative Report – Sandy Pantoja, Community Outreach Manager**

   This report summarizes the first quarter activities for the OC Animal Care's Volunteer Program including the first in-person volunteer orientation and monthly coffee with the volunteer program.

   - Committee Member Feinberg inquired how often are the dogs being walked and where is the volunteer coordinator. Sandy replied daily from open to close. Andi replied those are operational questions that cannot be answered at this time; we can set a time to discuss. These items also fall into pending litigation.
   - Committee Member Feinberg inquired how often are the animals groomed, especially new pets coming into the shelter.
   - Committee Member Amundson inquired if there are enough volunteers. Andi replied we can always recruit more.
   - Committee Member Feinberg stated Mission Viejo animals are calm because they are walked four times a day.
   - Committee Member Kane stated as a volunteer, there is no set schedule. As far as groomers, they are professionals, but they're still volunteers. They can't come in everyday because they have full-time jobs. There are groomers that come and do chlorhexidine baths, and any volunteers can do medicated baths. There is a board in the vets' office that shows which animal needs baths. Kennel attendants will also give chlorhexidine bath to the dogs.
   - Committee Member Feinberg inquired about animals, six months or more, are they groomed and if there are records of that. Committee Member Kane replied yes, and it goes into the vet notes.
   - Council Member Dr. Malo inquired about microchips and if the shelter has a universal scanner. Andi Bernard replied there is a scanner in the intake area, but not in the adoption area.
   - Committee Member Dr. Malo stated most vet hospitals scan found pets. There should not be a charge for it. The liabilities drive decisions. At his hospital, you can scan microchip, then call the manufacturer and they will reach out to the person.
   - Committee Member Feinberg asked if someone comes in with a pet that potentially has a chip, is the shelter scanning for the chip. One of our guests observed that she was turned away. Committee Member Feinberg inquired about the procedure. Andi responded we can follow-up.

- Committee Member Feinberg stated typically at a public meeting, the council will ask staff who's here to respond.
- Committee Member Feinberg asked if someone finds an animal on the street, do you scan the animal as a service to the taxpayers. Andi responded if they're being brought to intake as a stray or for owner surrender, we will scan. We will also follow-up.
- Committee Member Kane asked what the chances are of getting a groomer on staff. Andi responded that the board has approved nine additional positions.
  Committee Member Kane suggested to get a groomer on staff. Andi said we saw a need for dental in our service area, so we got a machine and had staff trained to do it.

It was moved by Committee Member Dr. Malo, seconded by Committee Member Kane.
Ayes: 4
Nays: 0
Motion passed

4. **Adoption Partner Program Administrative Report – Sandy Pantoja, Community Outreach Manager**
This report summarizes the OC Animal Care Rescue/Adoption Partner program, and through cooperative actions work with neighboring rescue animal control agencies to transport pets to find their forever homes.

Committee Member Amundson inquired what rescue group assisted with the tortoise. Sandy replied So Cal Reptile Group.

It was moved by Committee Member Dr. Malo, seconded by Committee Member Kane.
Ayes: 4
Nays: 0
Motion passed

5. **Duplicate of item #3**

6. **Director's Report**
Current adoption model allows people to walk in and visit an animal. There are 400 appointments per week.

Intake is 10,000 dogs and cats with a 94.2% save rate that is in line with the strategic plan. The statistics are available online.

With support of corporate, we were able to hire more people, including Frank, Chief of Shelter Services. He replaced Susan who retired. Thank you for 30+ years of service. To prepare for kitten season, there are two extra help positions.

Public Comments for Director's Report

Speaker #1 commented on open hours or appointment only; request to review Brown Act; appears no effort for change; if the shelter is noted for an award-winning adoption program, where are the awards; microchip procedures; more promotion of spay and neuter programs; questions about facility updates and policies and requests proof of save rate, it does not match what is on the website.

Speaker #2 commented on policies such as appointment systems and general facility changes at OCAC are recommended by large humane societies/organizations such as Best Friends and Austin Pets Alive.

Public Comments

Speaker #1 refutes that 95 percent of major humane organizations has returned to open shelter, TNR, spay and neuter because it works; to think that OCAC is going to do an adoption by appointment, it's beyond arrogant. Adoption is not the solution to the problem; has worked on spay/neuter legislation for City of LA; spay and neuter programs are the solution, do mass spay/neuter.

Speaker #2 commented on collaborating with stakeholders; speaker is more productive when working with everyone but OCAC; there are only stonewalling excuses, staff can't discuss things because of pending litigation, but there would be no litigation if they were working with stakeholders; subcommittee should discuss an update from the last meeting; open the campus and shelter to the public; the system cannot work for the number of dogs at the shelter; Long Beach shelter allows children to read to dogs; adoption system is best suited for shelters with fewer animals; Pooches on the Patio is inadequate because it's only the few dogs and there is an increase in bites; provided time and date for South County Expo.

Speaker #3 commented that a past committee voted unanimously to recommend public viewing hours, inquiring of the update; voted unanimously to have TNR, inquiring of the update; it's illogical to think that Pooches on the Patio program is a good substitute; Pets of the Week animals are being euthanized.

        a. Committee Member Kane stated that she would like an update on moving towards the hybrid. Committee Member Dr. Malo said there has been two meetings and we're still gathering information. Committee Member Amundson said we are meeting, and our goal is to have a plan to address the problem by the April meeting.

Speaker #4 commented that since 2012, she has been OCAC's most vocal critic; referenced a newspaper stating shelter is a death cab for animals; OCAC went from euthanizing 700 to 100 in 2022; OCAC sends animals to the euthanasia list, but most of the dogs that are on the list are not being euthanized; practices are taken from Best Friends organization.

Speaker #5 commented there was nothing mentioned about spay and neuter programs in public education programs; needs to do big emphasis; social media following increased because OCAC has a bad reputation and comments were muted. It can be a place of forum; Buck was Pet of the Week on Dec. 21, adopted on Dec. 24, returned due to the dogs not getting along and euthanized in January; microchip was something simple but was not simply answered; the board is not prepared for this meeting or choosing not to provide answers; came to the shelter for the first time in 2019–walk-ins help adopters see other friendly animals.

Speaker #6 commented COT staff does not give reports or attend meetings to answer questions; inquired how many of the nine new hires are kennel attendants; at the last meeting, there was a subcommittee for opening the shelter and TNR, inquiring of the answers; you promote these animals via website. There are 135 dogs available for adoption, there are 21 that have bios. Of the 21, 13 came in before June; Rescue

Track – 62 out of 219 dogs, about 30% need help getting out; Pet of the Week – Buck, gets adopted, returned, then euthanized; out of medication.

Speaker #7 commented that there should be an increase in advertising for volunteers.

Board Comments

Committee Member Kane asked if a professional trainer can be hired to oversee volunteer trainers and what are the main responsibilities of the Chief of Shelter Services.
Andi replied: Chief of Shelter Services oversees shelter staff, care for enrichment, and supervises the day to day.

Committee Member Kane stated she would like the Chief of Shelter Services have best practices set and ramp up to train others.
Andi replied: Items include the continuation of assessment and evaluation for all shelter operations as well as meeting on a quarterly basis with volunteers and rescue partners. It will take time to achieve those goals.

Committee Member Dr. Malo requested to have in-house attorney at the meetings.

Committee Member Kane asked Supervisor Wagner about TNR and was denied the conversation.

Committee Member Feinberg inquired why is there not a greeter at the front lobby and why the shelter does not promote a pet expo.
Sandy replied: Customer service expanded, and staff sit at the greeter desk.

Committee Member Amundson inquired of the volunteer hiring process and stated that the shelter should try to bring in more volunteers.
Sandy replied: Volunteers can sign up via different avenues such as the volunteer-specific email address, social media posts, and word of mouth.

Committee Member Feinberg inquired of the volunteer age limit and of the number of kennel attendants currently on board.
Sandy replied: General volunteers are 18+ years, for Pet Food Pantry a minor with parent permission may participate, will follow-up because of the liability with handling animals.
Andi replied: Needs to run by County Counsel and Risk Management and that there are 21 kennel attendants.
Committee Member Dr. Malo stated hospital liability package allows to have high school students.

Adjourn the meeting at 1:33 p.m.
It was moved by Committee Member Dr. Malo, seconded by Committee Member Kane.

Next meeting is April 26, 2023

OC Animal Care

Community Outreach Team Goals   **April 26, 2023**

Staff Report Summary:

This report identifies the 2023 calendar year goals for OC Animal Care's Community Outreach Team. It includes goals for the Foster, Volunteer, Adoption Partner, and Public Education Programs.

Public Education Program

1. Increase public engagement with OC Animal Care's social media platform presence
2. Engage in new professional partnerships and sponsorships to participate in events in the community aimed at promoting adoptions or OC Animal Care services
3. Update OC Animal Care's website to ensure information is accurate and easily located, and that layout of the website is intuitive

Foster Program

1. Increase education and resource among fosters and distribute the information on social media platforms
2. Identify and develop methods of increased volunteer communication to promote information distribution, transparency, and a positive participant
3. Develop standardized training for common foster needs such as bottle feeding of kittens. Make training available in an electronic format or determine another delivery method to increase accessibility for program participants experience

Volunteer Program

1. Identify set volunteer opportunities to create a structured schedule for volunteer participation that coincides with shelter needs and maximizes the benefit of volunteer hours to animal guests at the OC Animal Care Shelter
2. Identify and promote opportunities for internships in different OC Animal Care teams
3. Identify and develop methods of increased volunteer communication to promote information distribution, transparency, and a positive participant experience

Adoption Partner Program

1. Engage in new professional partnerships with rescue organizations and host quarterly meetings to promote adoptions
2. Enhance Rescue Track's TLC webpage to ensure information is accurate and easily located
3. Standardize and/or automate manual processes associated with Rescue Track and other notices going out for animals in need of placement with rescue organizations

Recommended Action: The Committee receives and files the report.

OC Animal Care

Staff Report Summary:

Highlights and Updates for following:

- Public Education Program

- Foster Program

- Volunteer Program

- Adoption Partner Program

Public Education Program

The primary focus of our Public Education Program is to foster relationships with the community members in the areas we serve. This is accomplished through effectively sharing valuable information regarding disaster preparedness, animal welfare, proper animal care, and responsible pet ownership. OC Animal Care recognizes the importance of providing essential resources to our community by attending events to provide information. We continue to utilize OC Animal Care's website, Facebook, Twitter, and Instagram to make shelter announcements, promote education and adoption, community outreach and animal safety.

Let's Paws

We continued our bi-monthly Let's Paws campaign, helping educate the public on relevant animal-related pet safety tips. Let's Paws is a fact-based, information series designed to address common topics of interest in animal care.

Social Media Insights

Through Facebook, Instagram, and Twitter, OC Animal Care promotes shelter pets for adoption and disseminates essential information to pet owners and the public. Over this last quarter, our highest performing posts were those sharing images and stories of furry friends, community events, and adoption promotions!

OC Animal Care

Social Media Statistics (January - March)

Facebook
- 185 new Likes
- Over 100,000 people viewed content on the Page
- 29,805 total followers

Instagram
- 831 new followers
- Over 13,000 people viewed content on the account
- 16,793 total followers

In the News

On Tuesday, March 7, OC Animal Care responded to an incident involving an individual hoarding 46 cats and kittens within an apartment home. After multiple conversations with animal control officers regarding the cats' living conditions, the owner willingly surrendered the animals to OC Animal Care.

Although the cats were in good health, they were shy and reserved, needing to go to homes with patient parents. This story caught the attention of many local television stations and was shared throughout the weekend.

Adoption Promotions

From January through March, an adoption promotion was created to waive fees for dogs 25+ pounds. Month after month, we have seen an increase in adoptions of dogs in this weight category compared to previous years.

OC Animal Care

Community Events and Partnerships

This quarter, we had the pleasure of continuing to attend more community events such as:

Adoption Events	Adoptions
Senior/Special Needs Dog Adoption Fair at Pacific City in Huntington Beach	4 Dogs
Big Game Puppy Pregame Adoption Event - Orange Dog Park Association	No dog adopted
Senior/Special Needs Dog Adoption Event at The Lab in Costa Mesa	2 Dogs
OC Pet and Reptile Expo 2-day event	16 dogs

We hosted three Katy Cares and Heroes in Animal Care presentations this quarter in addition to numerous school projects, fundraisers, and outreach activities listed below.

Pooches on the Patio

Since launching Pooches on the Patio in October 2022, we have had over 39 large dog adoptions. Through this program, potential adopters see our adoptable dogs' large and loveable personalities in an open space environment. Each week, volunteers sign up to participate and their contribution to this weekly adoption event has aided in its success. They are an extension of our diligent shelter team as they meet with potential adopters, show our shelter dogs, and provide support for the adoption process.

We also participated in the following community events during this quarter:

Date	Event	Location
1/7/23	Pooches on the Patio	OC Animal Care Shelter
1/7/23	Volunteer orientation	OC Animal Care Shelter
1/14/23	Pooches on the Patio	OC Animal Care Shelter
1/14/23	Pet Food Pantry	OC Animal Care Shelter
1/21/23	Pooches on the Patio	OC Animal Care Shelter
1/21/23	Katy Cares Presentation	OC Animal Care Shelter
1/28/23	Pooches on the Patio	OC Animal Care Shelter
1/29/23	Dog Adoption Fair at Pacific City	Huntington Beach
2/3/23	Rolling Hills Carnival	Fullerton
2/4/23	Pooches on the Patio	OC Animal Care Shelter
2/7/23	Rolling Hills Carnival (check presentation)	Fullerton
2/11/23	Pet Food Pantry	OC Animal Care Shelter
2/11/23	Pooches on the Patio	OC Animal Care Shelter
2/12/23	Big Game Puppy Pregame Adoption Event	Orange

OC Animal Care

Date	Event	Location
2/18/23	Pooches on the Patio	OC Animal Care Shelter
2/18/23	Volunteer orientation	OC Animal Care Shelter
2/18/23	Senior Dog Adoption Pop-Up	Costa Mesa
2/22/23	Heroes in Animal Care	OC Animal Care Shelter
2/25/23	Pooches on the Patio	OC Animal Care Shelter
2/28/23	Heroes in Animal Care	OC Animal Care Shelter
3/4/23	Pooches on the Patio	OC Animal Care Shelter
3/11/23	Pet Food Pantry	OC Animal Care Shelter
3/11/23	Pooches on the Patio	OC Animal Care Shelter
3/12/23	Kitten Shower	OC Animal Care Shelter
3/18/23	Pooches on the Patio	OC Animal Care Shelter
3/25/23	Pet Expo - OC Fairgrounds	Costa Mesa
3/25/23	Caltrans District 12 Community Day	Irvine
3/25/23	Pooches on the Patio	OC Animal Care Shelter
3/26/23	Pet Expo - OC Fairgrounds	Costa Mesa

Pet Food Pantry

Our monthly Pet Food Pantry continues to be a vital community resource for pet owners in need. This quarter, 79 volunteers contributed 316 hours to staging, directing traffic, giving great customer service to people in our community, taking stats, offering education opportunities, and handing out over 49,227 pounds of food to over 2,600 animals in need.

As pantry continues to grow, volunteers' contribution is vital. In addition, to the Garden Grove High School ARF Club students, we have collaborated with: Marsh McLennan Agency, Boeing, John F. Kennedy High School PAWS Club, Pacific Shore Recovery, and USC Alumni for pantry distributions.

Foster Program

Animals are placed into foster homes for various reasons. They may be too young or too sick for adoption, they could be receiving treatment, or they need additional socialization. OC Animal Care's foster caretakers offer sanctuary for these animals in their homes, providing around the clock care, comfort, and socialization until the pet is ready for adoption. They are specially selected by our veterinary staff for their health and temperament and just need a little personal attention and time before they are ready to make their adoption debut! The foster caretakers are a vital piece of the OC Animal Care family. This quarter, there has been a total of 193 animals in foster care. Our foster caretakers are saving lives!

Cat Foster Program

This quarter, we had 146 kittens in our foster program. Our fosters are currently caring for them until they are adoption ready.

Dog Foster Program

This quarter, we have welcomed over 40 puppies and 6 dogs into our Foster Program. Over the course of a couple of months, our dog foster program has nearly tripled since the last quarter when we welcomed 9 puppies and 7 dogs.

Foster Coffee

This quarter we started our very first foster coffee. It was held on Saturday, February 25, which happened to be a stormy day. Despite the rain, we had over 25 fosters in attendance. Foster coffee was an excellent opportunity to meet the Foster Team, the new supervisor, discuss the Foster Program, and prepare for the upcoming kitten season! We will be hosting Coffee with a Foster quarterly, with a variety of topics to discuss at these meetings. During the event, the fosters expressed that they would like to learn how to bottle feed and ask RVT's or Vets questions about bottle kittens. Based off these suggestions, OC Animal Care will be hosting foster orientation/bottle feeding trainings the first Saturday of every month with a medical component.

Kitten Shower

On March 15, 2023, the Foster Program hosted the first kitten shower of the year, here at OC Animal Care, to which more than 30 fosters attended. The event highlighted how our Foster Program works, what it takes to be a foster, and how to care for your foster kittens. During the kitten shower we had live bottle-feeding demonstrations, training opportunities as well as an 'Ask an RVT' booth.

Volunteer Program

This report summarizes this quarter's activities for OC Animal Care's Volunteer Program and includes contribution hours, program enhancements/ opportunities, and volunteer participation. Volunteers helped exercise, groom, handle, train/socialize, and enrich available animals, as well as clean, launder, socialize kittens in the nursery, and volunteer at our monthly Pet Food Pantry. Volunteers are also responsible for showing dogs at our weekly Pooches on the Patio event, as well as numerous offsite adoption and educational events.

This quarter, 203 volunteers have provided 4,888.85 hours at the shelter.

- Dog volunteer hours – 2,575.78 hours
- Cat volunteer hours – 761.07 hours
- Event volunteer hours – 1,552 hours

New Volunteers

This past quarter, we continued to onboard new volunteers. We've had monthly volunteer orientations and recruitments. This quarter, we welcomed 38 new volunteers, and they are in various stages of training and assimilation based on their areas of service.
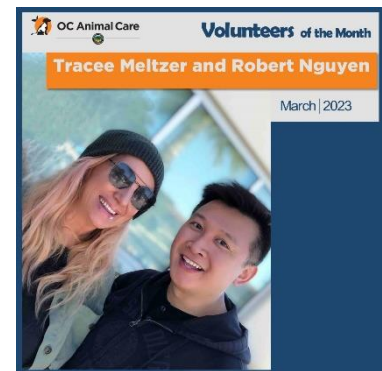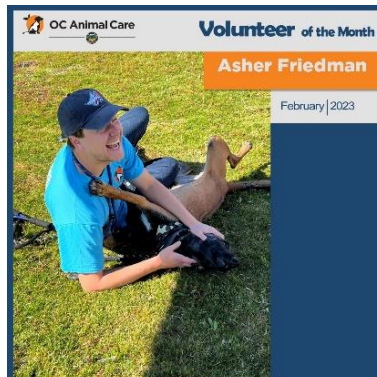
Volunteer Coffee

Our volunteer coffee is a great way for volunteers and department managers to connect. Volunteer coffee is going strong as our management teams meet once a month with our volunteers for an insightful peek into the many roles here at the shelter. This quarter's special guests included: Frank Foran, Chief of Animal Services Operations, Lt. A. Fisk, supervising Animal Control Officer, and Carissa Jones DVM, Chief Veterinarian. We will continue hosting our monthly coffee chats.

Volunteer of the Month

We continue to celebrate our volunteers' contributions this quarter, and recognized three outstanding volunteers for their service.

Adoption Partners Program

Through cooperative actions, the Adoption Partner Program seeks placement for animals which need rehabilitation or additional support to be successful in their forever home. This report also reviews steps being taken to increase and improve adoptions and communication between OC Animal Care and Adoption Partners.

Adoptions Partner meeting

On January 11, we hosted a round table meeting and invited our registered partners to discuss animal care trends and enhanced our working relations. Discussion topics included: appointments to visit dogs, how to use Rescue Track, and ways to set up appointments with special needs dogs. We mentioned that we have staff coverage seven days a week and our shelter team help facilitate visits. We had a great discussion during the meeting with about 13 partners. During the meeting, partners shared about their experiences when working with others shelters and their favorite aspects about the shelters. Moreover, we will have quarterly meetings with our partners.

New OC Rescue Track Feature

This quarter, we were able to finalize and implement the addition of a new web page highlighting our pets who are in our TLC program on our OC Rescue Track website. The OC Rescue Track website is designed to give our rescue partners current information on the pets in our care and help them determine if the pets would be good additions to their organizations. Now, our partners can view pets that are receiving extra socialization by our staff and volunteers to help them become adoptable.

Usually these pets improve quickly, but sometimes they need a little extra time or exposure to a new environment to make positive changes. This new web page will give the rescue partners an opportunity to adopt these pets quickly and reduce the number of days they spend in the shelter. The pets on this page are able to be separated by species to make it easier for rescues groups to identify the pets they are interested in.

OC Animal Care

TLC Program

DOG
14 listings

CAT
1 listings

KITTEN
0 listings

OTHER
0 listings

These pets are part of the TLC Program. OC Animal Care has an amazing group of staff and volunteers that work with the pets that are needing a little extra socialization or have possible behavior concerns we want to learn more about. If you think your organization would be interested in taking one of these pets, please contact us to see if they are available. We can only provide basic information at this time as we may not have behavior notes, additional photos or videos of them, since we are just getting to know them.

TLC Program: Dogs

Back To Landing

Search: Enter Search Term

Sort By: Select

Sort Up/Down: Down

Pet	Details	Comments	Entry Date	Action
A1738764 Prince	**Name:** Prince **Sex:** Neutered Male **Age:** 2Y **Size:** Large **Color:** Red And White **Breed:** Boxer Mix **Weight:** 60.00 Lbs		03/02/2023	Take Action
A1806444 Jasmine	**Name:** Jasmine **Sex:** Spayed Female **Age:** 4Y **Size:** Small **Color:** Tan **Breed:** Chihuahua Sh **Weight:** 15.00 Lbs		03/02/2023	Take Action
A1806581 Chevy	**Name:** Chevy **Sex:** Unaltered Male **Age:** 1Y 1M **Size:** Small **Color:** Blonde **Breed:** Chihuahua Sh **Weight:** 12.80 Lbs		03/04/2023	Take Action

Each Pet has a photo and brief description, including the name, breed and weight of the pet.

TLC Pet: Prince

Back to List

A1738764 Prince

Comments:
Sex: Neutered Male
Age: 2Y
Breed: Boxer Mix
Color: Red And White
Entry Date: 03/02/2023

Request Type:
INTERESTED PARTY

Contact Name:

Email:

Rescue organizations can contact the rescue team directly from the website to find out more information about the pets. When using the OC Rescue Track contact pages, all correspondance is sent to a team of people to be sure the partner is helped as quickly as possible.

Partner Adoptions

This quarter, 438 animals (122 dogs, 197 cats, 119 exotic/other animals) were placed with non-profit rescue groups, local veterinarians, or with partnered municipal and/or humane organizations. We sent out over 100 postings to our partners and networkers asking for assistance with our special needs pets. Our amazing partners continue to be a big part of our success in placing hard to adopt pets.

Shelter Medical Pets Program

We continue to use the Shelter Medical Pets Program to help injured pets that come into OC Animal Care. We continue to reach out to veterinarians and welcome their interest in participating. This quarter, seven pets received outside medical treatment, and the estimated cost for care of those pets was $8,400.

With the help of the Noble Friends Foundation for OC Animal Care, private donations, and our wonderful participating surgeons who have given us generous discounts on surgeries, we have been able to help these pets get the specialized care they needed to increase their adoptability.

Pet's Name	Medical Condition	Estimate for Medical Care
Stanley	knee fracture	$300
Shelby	Shoulder fracture	$500
Alice	hock injury/fracture	$3,000
Ziggy	femur fracture	$1,000
Bradley	femur fracture	$1,000
Star	luxated hip/FHO	$1,600
Riley	Multiple fractures	$1,000

Riley

Riley arrived at OC Animal Care with multiple injuries to her hind leg, including a foot fracture. Through the medical program, Riley's foot was repaired. Riley is now comfortably recovering from her surgery.

Success Story

Little kitten Uno was brought to us as a singleton orphaned bottle baby. Our foster team quickly went into action and found her a foster home that would be perfect for her needs. Later that day, we received a tortie mom cat and one kitten that appeared to be similar in size. One of our very observant veterinary staff members noted that they had come from very close locations even though two different people had turned them in. With further investigation, it was determined that Uno was probably from the same family. We contacted her foster mom, who happened to also be with a rescue group, and the best thing possible happened. Instead of bringing Uno back to be with her mom and sibling, they came and picked up the rest of the family and took them all into their rescue group. Uno was happily reunited with her family. What a happy ending for all.

Recommended Action: The Committee receives and files the report.