

ANIMAL CARE EXPO

Presented by



Capacity for Care

Yes We Can! Pt 1

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Maddie's Shelter Medicine Fellowship Program

A partnership between University of Wisconsin Shelter Medicine and UC Davis Koret Shelter Medicine programs

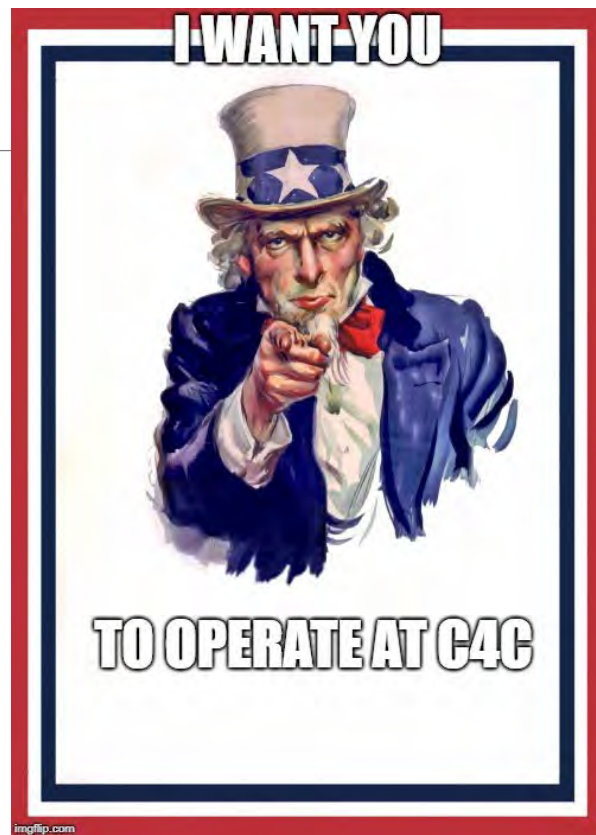
But first, a bit about you!

- Who are you?
- What brings you to this presentation?



Capacity for Care – Yes You Can

- Capacity: More than the number of boxes to put things in!
- What can you, as a shelter, handle *well*?
 - For animals
 - And people too!
- What needs to change to get you there?
 - Many different roads to C4C – we'll discuss this later
- “Right size” your shelter – reduce disease, get animals home faster, retain staff, and save **more** lives

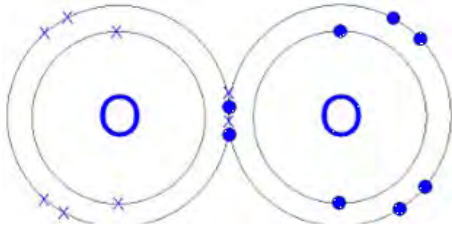


Sure, it sounds good, but really though....

Everyone wants to work within capacity...but it's easy to say, now how do we get there??



Welfare and life saving – a bonded pair



Improving life saving ability is dependent on improving animal welfare.

- One cannot live without the other! -

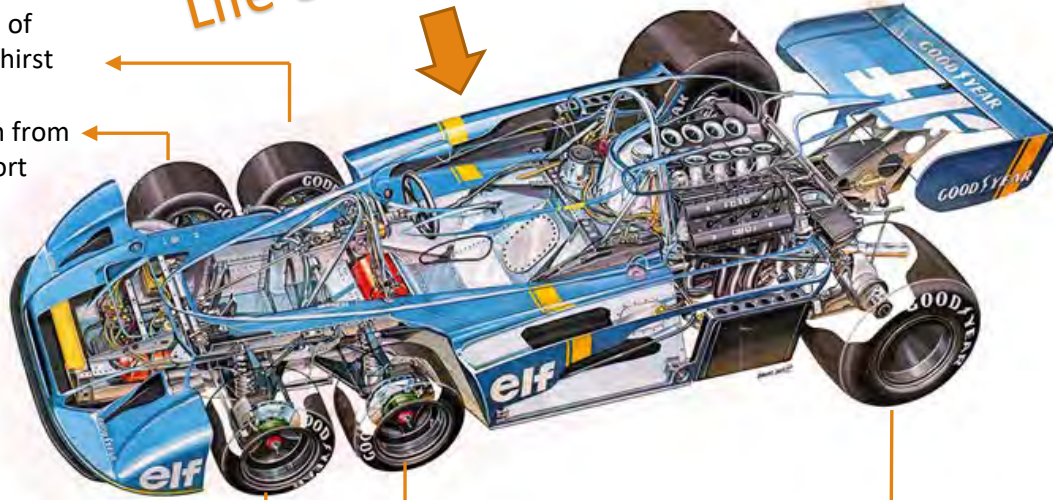


Life-Saving Ability

Freedom of hunger/thirst

Freedom from discomfort

Freedom from illness or disease



Freedom from distress

Freedom to express normal behaviour

Freedom of euthanasia in healthy animals

The Road to Life-Saving

What are your goals?

1)

What are our goals with C4C?

- Improved animal welfare
- Decreased euthanasia
- Decreased Length of Stay (LOS)
- Decreased illness
- Increased life saving ability
 - Quality of Life!!!



What pushes us towards C4C

*“Honesty - we made it clear that we were embracing the 5 freedoms, **and would no longer accept finding very sick or even dead cats in our adoption housing as "the cost of being open admission - the cost of caring for sooo many animals - etc."** and instead would look at the resources we have, and reduce the number of animals we house in a given time to prevent bad things from happening to them just because they came to our shelter. “*

Is capacity for me?

- Capacity: super-trendy, but also super-scary
 - Pushback from stakeholders (public, volunteers, staff)
 - Horror stories (what if people turn the cats out into the street?)
 - Just feels wrong to have all those empty cages!
- Are these things real? Are they surmountable?

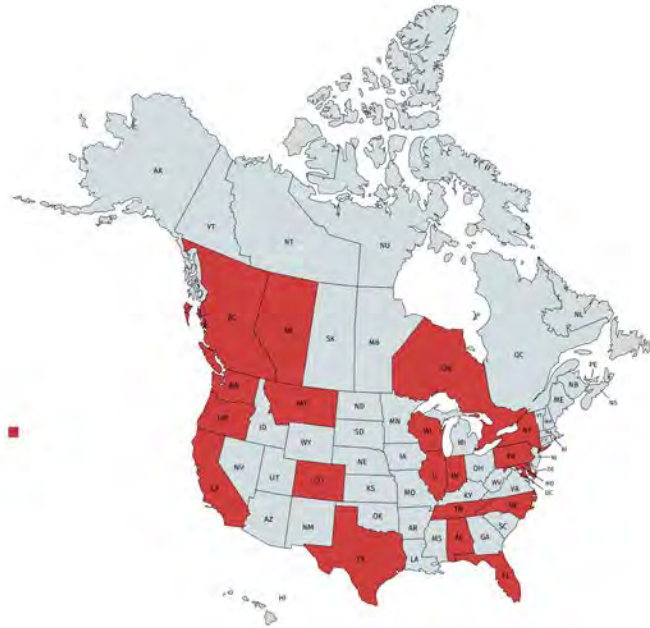


The results are in!

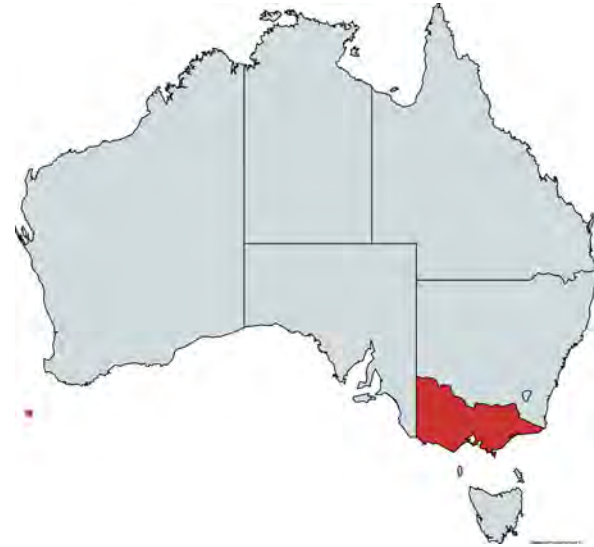


- Respondents:
 - Current and former UCD-UW Shelter Med Fellows
 - Members of ASV
 - Members of SAWA
 - Shelters that have implemented capacity for care
- How is it going? Do you like using capacity? What do you want other shelters to know about it?

Who responded?

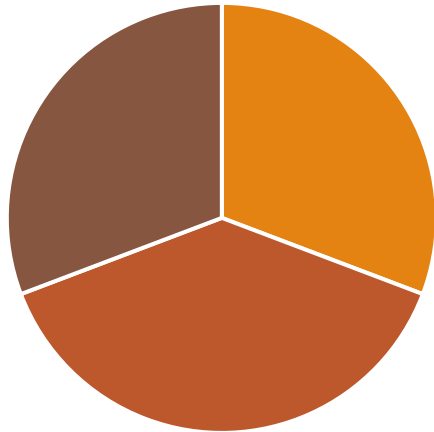


Created with mapchart.net



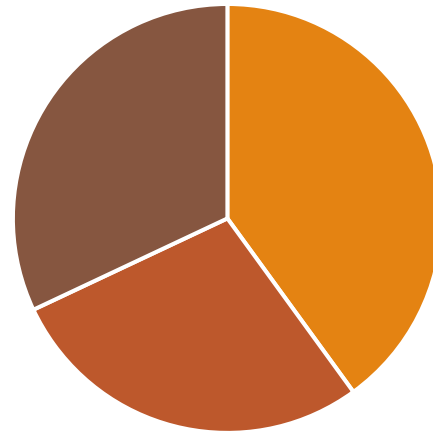
Who responded?

Shelter Size



- 10-3000 annual intakes
- 3001-8000 annual intakes
- more than 8000 annual intakes

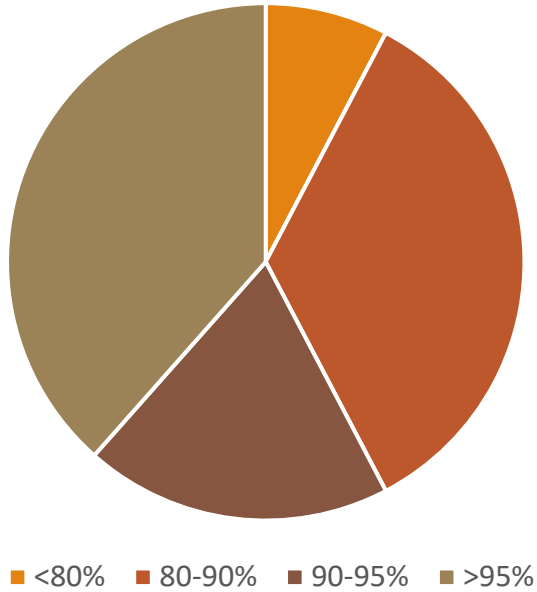
Shelter Type



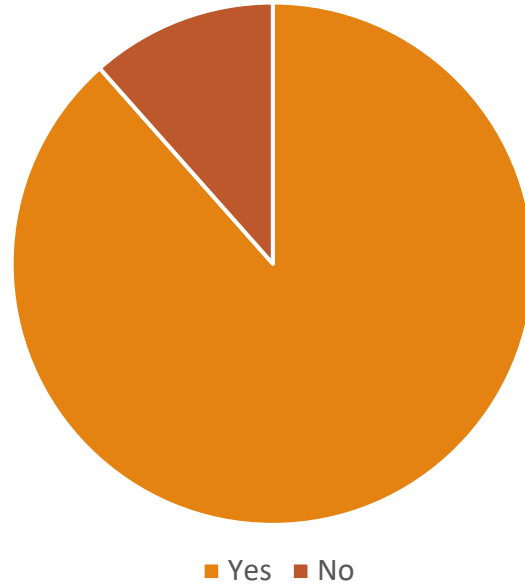
- Private/non-profit with animal control contract
- Private/non-profit without animal control contract
- Municipal

Who responded?

Live Release Rate

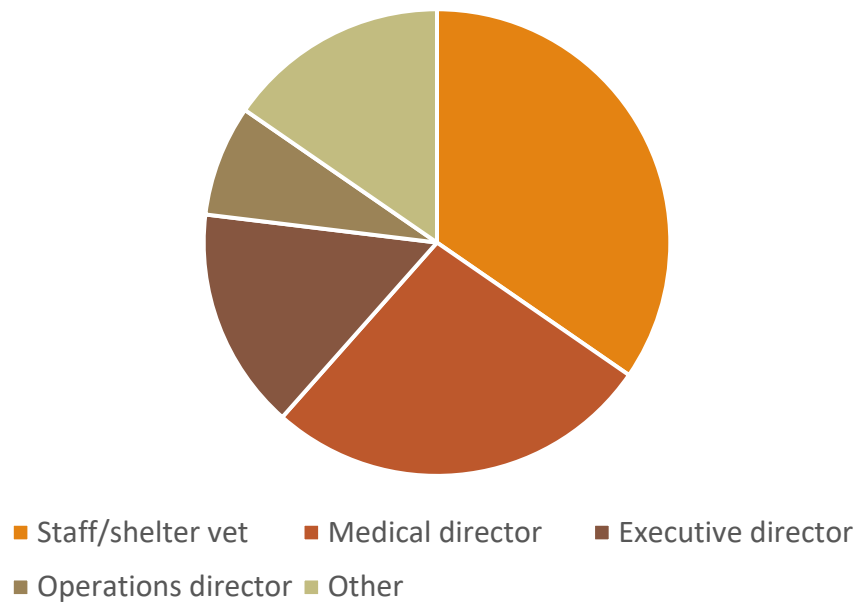


Vet on Staff

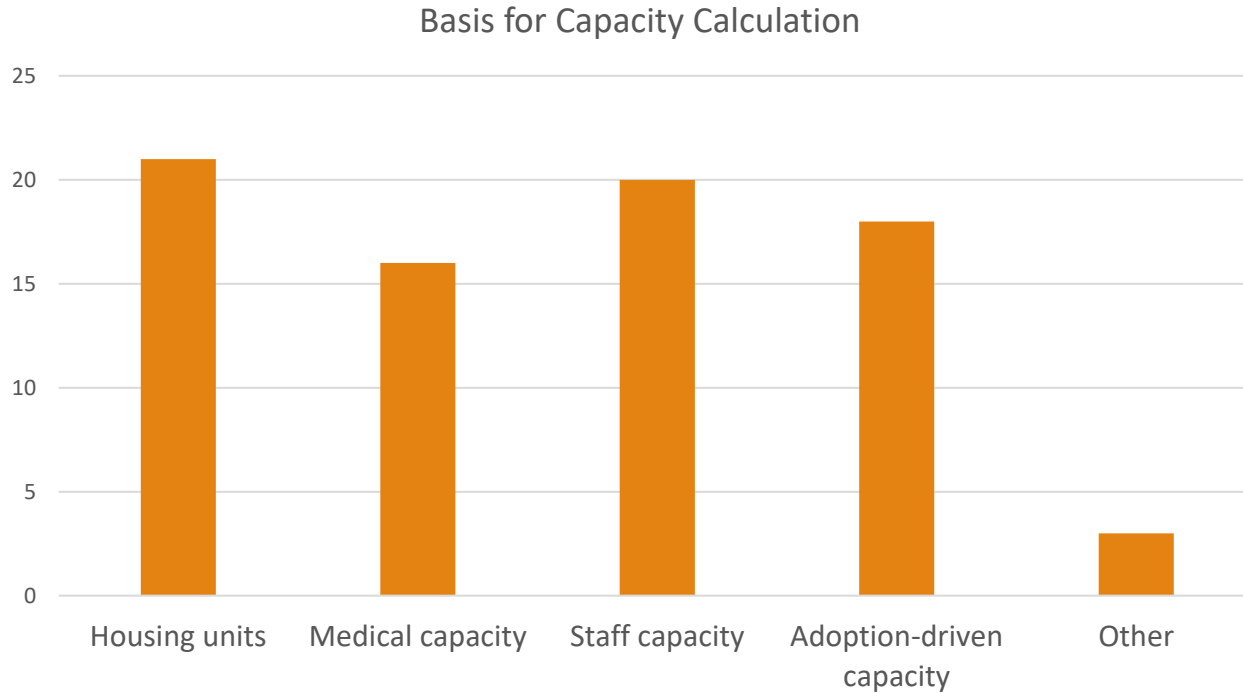


Who responded?

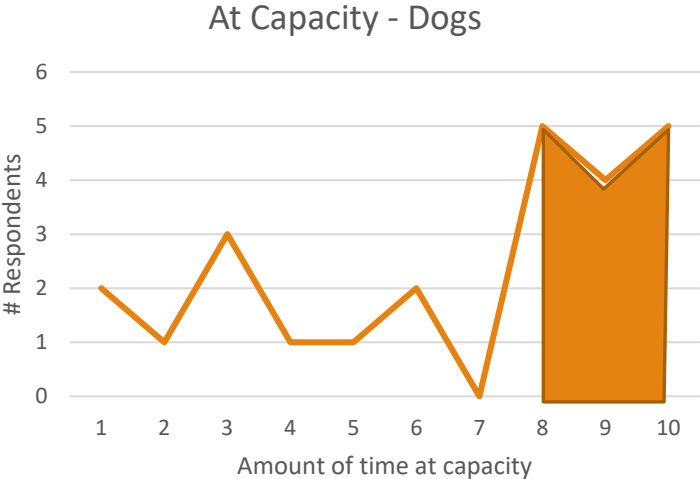
Respondee Role



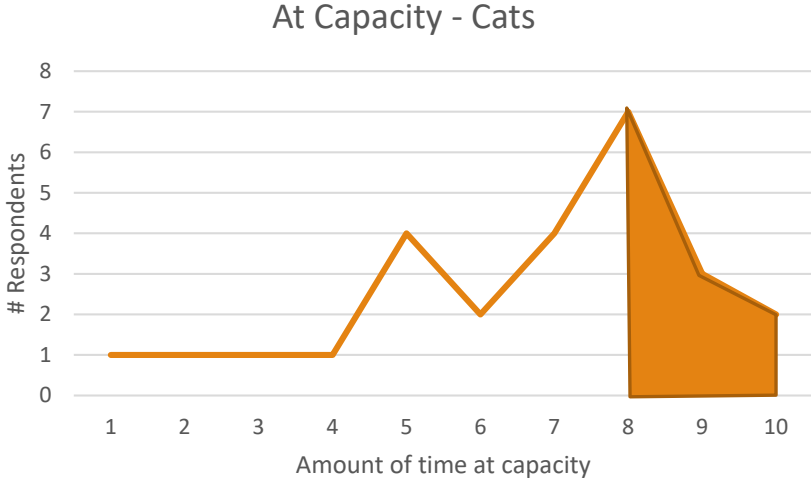
Where are we?



Where are we?



$14/24 =$
58%



$12/26 =$
46%

What got you started

- Wellness – human and animal
 - Disease outbreak/disease prevalence: 5/24 respondents
 - Reduction of staff stress/burnout: 6/24 respondents
 - “Sanity”
- Change in management/influence from outside sources: 10/24 respondents




Implementation process – how did they do it?

*“**Making changes one at a time**, sharing data and outcomes so people saw that it was working.”*

Implementation process – how did they do it?

*“Working with transfer partners- rescues and private shelters/humane societies. Start reaching out to local groups that are easy to stay in touch with, they enjoy making a difference for animals in their immediate community. **Establish close, personal relationships and trust one another.**”*



Implementation process – how did they do it?

*“Learn about it - do some research. **Then, take the plunge and portal all your kennels.**”*

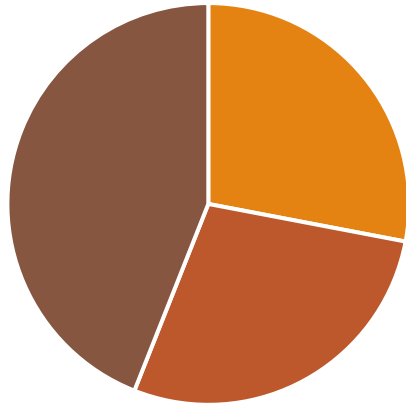
*“**We timed the official implementation with a large adoption event.** The biggest change that we made was giving every cat a double cage.”*

Implementation process – how did they do it?

*“Senior management meeting to discuss C4C and what each department can do to aid in implementation. Get buy in from everyone. **C4C is an entire shelter commitment, not just one department.**”*

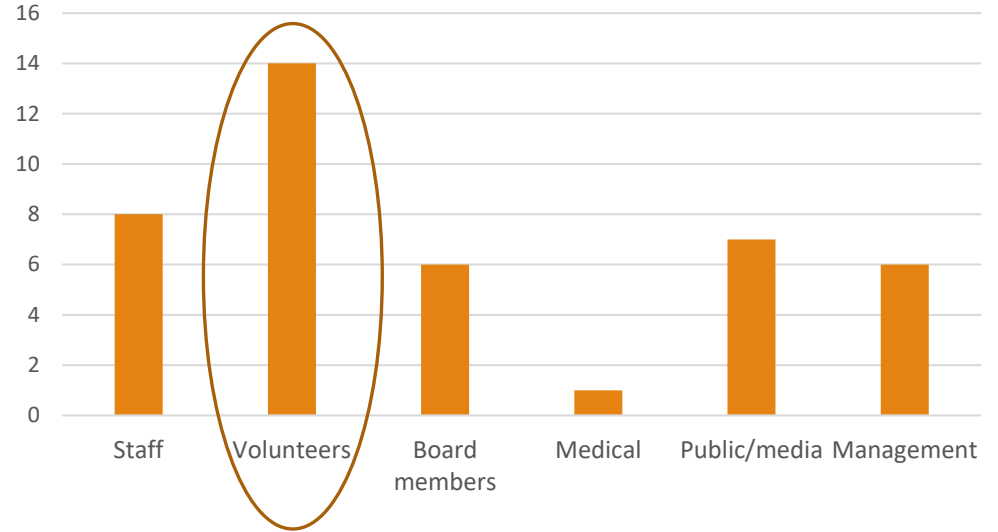
The notorious PUSHBACK

Pushback?



■ Not really ■ Yes, a little ■ Yes, a lot

From whom?



Struggles with C4C

*“[A]ccounting was averse to the lower adoption revenue and struggles to see that other **costs are reduced by moving the animals through faster**”*

*“[M]any volunteers, board members and staff who weren’t involved with the decision felt it just equated to restricting intake and ‘turning animals away.’ **People were scared to halve physical capacity by portalizing cages**”*

*“Was difficult to get all staff on board... **Difficult to get volunteer buy in.** Passionate volunteers that want shelter to intake every single cat to "rescue them". We had to continually strive for C4C and it was not an overnight process.”*

So what is stopping us?



Struggles with C4C

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One. Bad. Thing.

- Every shelter has their horror story
 - One bad story gets generalized and applied to every scenario.
- Fear of the unknown

- Do not let these scenarios control you and your policies
- Trust goes a long way!



Highways to C4C



Open Adoptions – Who is the perfect adopter??



Who is the ideal adopter???

- No children
- No other animals
- Experience with dogs
- Referral by veterinarian
- Young, but not too much. Old but not too much
- Landlord restrictions / Area restricted
- House with fenced-in yard
- Dog not left at home for more than 8-10 hours
- Wealthy?



So... in the end, who can adopt this dog?



Steve Ballmer!!

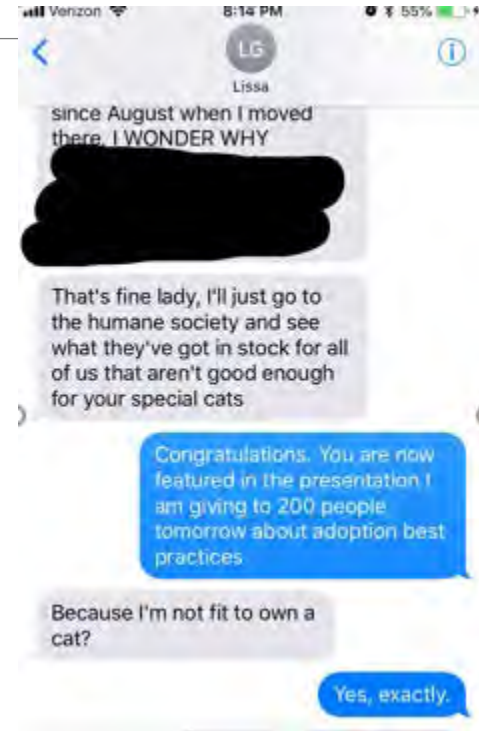
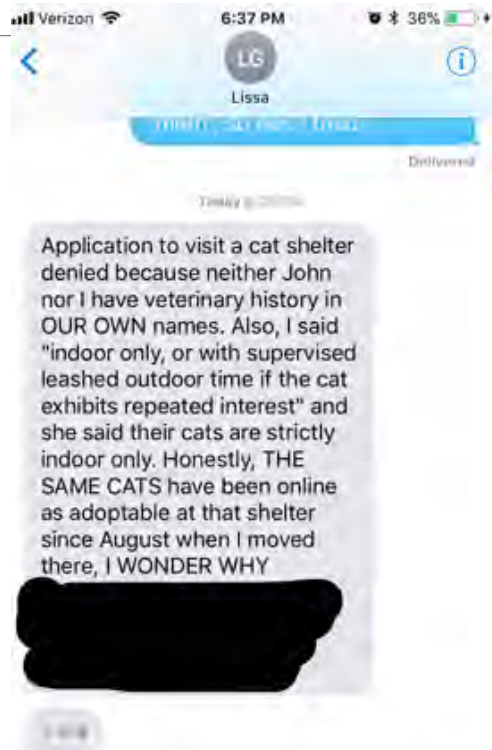
- Former CEO of Microsoft and owner of Los Angeles Clippers
- Has a decent net worth (Worth \$35B)
- Does not have any other pets
- His children are in college
- Lives in a decent neighborhood
 - Though maybe we would need to do a home check to be sure?



Open Adoptions – An ideology to live by

- Eliminating the self-imposed barriers to adoptions
- Paradigm shift
 - Conversations >> Application questionnaire
- Let ‘Yes’ be the go-to answer during adoptions
 - What can I do to make this work?
- Remember that it isn’t about our perspective, but about the animal’s!

A Real World Example!!



Make yourself Accessible

“We wanted to make it just as easy to pick up a cat from the shelter as finding a cat in the neighborhood”



Cute Stray Kitten Follows Us Around

Kuma Time • 663K views • 2 years ago

We were out filming the other day and found this cute stray kitten. He followed us around most of the day. We weren't able to take ...



Cute Cat Video - Friendly Feral Cat In My Yard - Meowing

Lucky Ferals • 34K views • 1 year ago

There's a friendly feral cat in my yard. Who doesn't like watching a cute cat? This one likes to meow. Thanks for watching and ...



Cute stray cat Kiwi in action!

Hanif Badarudin • 5K views • 3 years ago

She came two days ago, yet it seemed like we've know her for such a long time. She was very friendly right from the start.



Friendly Stray Cat Dances When We Pet Him

Whisker & Paws • 287K views • 11 months ago

Open Adoptions

- **Perfect is the enemy of good**
 - The perfect home is so hard to find. A good home is not.
- Adoptions should be the beginning of the relationship, not the end!
 - We strive for shelters to be a resource for their community, THE place they go to adopt a pet
- We don't need to force a match
 - Every day, people successfully adopt from other sources, without a counselor to match the pet to their needs.

Adoptions drive our Capacity

- If no one is leaving the shelter, LOS increases, it's basic math!

$$\text{LOS} = \text{Daily Population} / \# \text{ Daily adoptions}$$

- If you have 60 cats in the shelter, and you adopt out 60 cats/month, what is your LOS?
 - 1 month! ... So we have a 1 month 'supply' of cats in stock
 - Now what if you had only 30 cats?
 - 2 weeks!
 - Now only 30 cats and you adopt 120 cats/month?
 - 1 week!!!

If you say so...?



Put Simply

If $LOS = \frac{\text{Daily Population}}{\text{\# Daily adoptions}}$

Then $\downarrow LOS = \frac{\text{Daily Population}}{\text{\# Daily adoptions}} \uparrow$

And $\downarrow LOS = \downarrow \frac{\text{Daily Population}}{\text{\# Daily adoptions}}$

- You can only do so much to reduce your length of stay if your population of animals in the shelter remains high.

Open Adoptions – Mythbusters Edition


- # 1 Fear : Animals will be returned to the shelter more frequently.
 - So what?
 - More information on the animal
 - Had a short break from the shelter



Open Adoptions – Mythbusters Edition

- People will adopt animals who aren't a good match.
 - Everyday people adopt successfully from other sources
- How will we know they will take care of the animal?

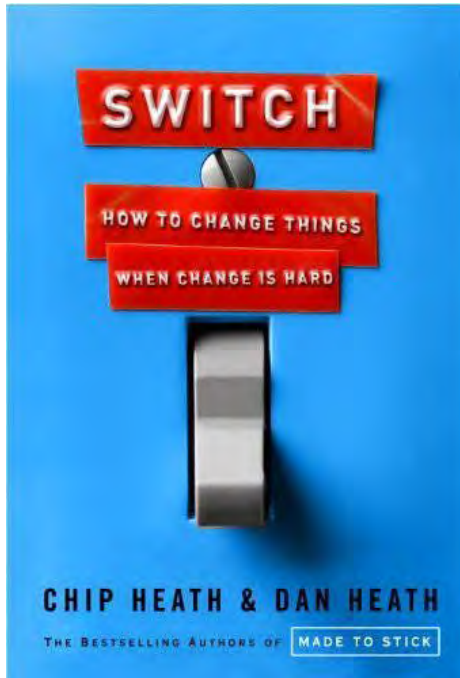
We Can Help!!!

Whether you are new to pet parenting or a seasoned life saver, the fact that you are considering adopting a homeless pet shows us you are a caring and compassionate person. Falling in love with a pet is easy but finding a life-long companion may seem overwhelming. Don't worry -  is here to help!

Fears with open adoption

- *“We have not had to sacrifice life-saving capacity with trying to manage C4C, but we have started doing open adoptions with our free adoption events [...] Our other animal welfare partners are uncomfortable with this as are we at times, but we feel that it is absolutely the right thing to do!”*

Yikes! Change...



- All change works on three levels:
 - Conscious
 - What is the big picture we are going for?
 - Emotional
 - How can we express the need for change in a visceral way?
 - Environmental
 - How can we make doing the right thing easy?

How to Get Started

- Starts with an honest and open meeting with staff
 - Sometimes hard to change habits ingrained in the culture
- In some cases, baby steps are required
 - Start by removing easy barriers
 - E.g. Removing landlord checks and veterinarian referrals
- Identify and acknowledge staff and volunteers' fears
 - Find avenues to mitigate/eliminate these fears
 - Propose it as a pilot project → Try it out!
 - Find another shelter who is doing it. What is working for them, how did they get it going?

Was it worth it?

Speakers – please stand!

Questions
