



ANIMAL CARE COMMUNITY OUTREACH COMMITTEE
ORANGE COUNTY, CALIFORNIA

Wednesday, October 27, 2021

At 11:30 a.m.

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

Pursuant to the provision of California Governors Executive Order N-29-20, issued on March 17, 2020, the Animal Care Community Outreach Committee will be conducting its meeting remotely.

While there will not be a physical location for the meeting, the public is invited to observe the meeting by dialing +1-415-655-0001, using Access Code 2459 195 0046.

In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting shall notify OC Animal Care at 714-796-6415 or Ariana.Mandujano@occr.ocgov.com by 5pm on Monday preceding the meeting. Please provide your name and contact phone number or email.

All supporting documentation is available for public review at <https://www.ocpetinfo.com/involve/outreach> under the Agendas and Minutes link or by calling 714-796-6415.

AGENDA

I. Call to Order

II. Roll Call of Members

Dr. Leslie Malo, Committee Member, 1st District
Peter Amundson, Committee Member, 2nd District
Kim Kane, Committee Member, 3rd District
Danielle Thomas, Committee Member, 4th District
April Josephson, Committee Member, 5th District

III. Minutes

Regular Meeting, July 28, 2021

Recommended Action: That the Committee approve the minutes of the July 28, 2021 regular meeting.

IV. Regular Business

1. Adoption Partner Program Administrative Report

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.

2. Public Education Program Report

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

Recommended Action: Committee receives and files the report.

AGENDA

3. Volunteer Program Administrative Report

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

Recommended Action: Committee receives and files the report.

4. Foster Program Report

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

Recommended Action: Committee receives and files the report.

5. 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.

V. 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 five (5) minutes per person, and twenty (20) minutes for all comments, unless different time limits are set by the Chairperson, subject to the approval of the Committee.

VI. Board Comments

VII. Adjournment

The next regular meeting will be January 26, 2022 at 11:30 a.m., in the Learning & Training Center located at 1630 Victory Road Tustin CA 92782.



SUMMARY ACTION MINUTES

ANIMAL CARE COMMUNITY OUTREACH COMMITTEE ORANGE COUNTY, CALIFORNIA

*Wednesday, July 28, 2021
At 11:30 a.m.*

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

Pursuant to the provision of California Governors Executive Order N-29-20, issued on March 17, 2020, the Animal Care Community Outreach Committee will be conducting its meeting remotely. While there will not be a physical location for the meeting, the public is invited to observe the meeting by dialing +1-415-655-001, using Access Code 177 616 7955.

Any member of the public wishing to speak should submit the following information no later than 9:30am the day of the meeting to Ariana.Mandujano@occr.ocgov.com or 714-796-6415:

- 1. The email subject line or voicemail must state the following:
Request to Provide Public Comment at Animal Care Community Outreach Committee Meeting on Specific meeting date.*
- 2. Name of Person Requesting to Speak*
- 3. Organization Represented or City of Residence*
- 4. **Phone Number that will be used to call into the meeting** (important)*
- 5. Specify Agenda Item Number or Topic*

In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting shall notify OC Animal Care at 714-796-6415 or Ariana.Mandujano@occr.ocgov.com by 5pm on Monday preceding the meeting. Please provide your name and contact phone number or email.

All supporting documentation is available for public review at <https://www.ocpetinfo.com/involve/outreach> under the Agendas and Minutes link or by calling 714-796-6415.

SUMMARY ACTION MINUTES

I. Call to Order

The meeting of the Animal Care Community Outreach Committee was called to order at 11:30 am this meeting was conducted remotely via phone.

II. Roll Call of Members

Present:

Dr. Leslie Malo, Committee Member, 1st District
Peter Amundson, Committee Member, 2nd District
Kim Kane, Committee Member, 3rd District
Danielle Thomas, Committee Member, 4th District
April Josephson, Committee Member, 5th District

Staff Present: Andi Bernard, Director; Cymantha Atkinson, OCCR Deputy Director; Tammy Osborn, Adoption Partner Specialist; Alexina Estrada, Foster Coordinator; Jill Prout, COT Supervisor and Ariana Mandujano, Staff Specialist.

III. Minutes

Regular Meeting, January 27, 2021

The Committee approved the minutes of the January 27, 2021.

It was moved by Committee Chair Kane, seconded by Committee Member Dr. Malo.

IV. Regular Business

1. Community Outreach Team Goals for 2021

This report summarizes the OC Animal Care Community Outreach Team 2021 goals, which includes overall team goals, Public Education Program goals, Volunteer Program goals, and Adoption Partner Program goals.

It was moved by Committee Member Dr. Malo, seconded by Committee Member Josephson.

AYES: 5

NOES: 0

The motion passed

SUMMARY ACTION MINUTES

2. Adoption Partner Program Administrative Report

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.

Committee Member Josephson inquired about the spay/neuter services before going to rescue groups.

Committee Vice Chair Amundson inquired about pictures of the sanctuary that took the cats.

Committee Vice Chair Amundson inquired impacts to adoptions due to COVID. Committee Member Thomas stated the information highlighted some incredible Committee Chair Kane inquired about a rumor of animals getting returned due to the lifted restrictions.

Committee Member Josephson stated she noticed more owner surrender and less adoptions since the COVID restrictions lifted.

It was moved by Committee Vice Chair Amundson, seconded by Committee Member Josephson.

AYES: 5

NOES: 0

The motion passed

3. Public Education Program Report

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

Committee Chair Kane inquired about reaching out to the rescues/companies for participation.

Committee Chair Kane inquired about the distribution process for the Kits.

Committee Chair Kane inquired if members of the committee could advertise the kits.

Committee Member Thomas stated the information in the Public Education Program is incredible.

Committee Member Josephson inquired about potentially reaching out for joint events with OCAC and the update on the PEO recruitment.

SUMMARY ACTION MINUTES

Committee Chair Kane recommended to utilize the COC members to reach out to the BOS staff for additional resources for Videographer, online tours etc.

It was moved by Committee Member Josephson, seconded by Committee Member Thomas.

AYES: 5

NOES: 0

The motion passed

4. Volunteer Program Administrative Report

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

Committee Chair Kane acknowledge OC Animal Care staff member Heatherly for a super job of remodeling the grooming room and small dog playgroup due to the contribution to the new Cell Dogs participates.

It was moved by Committee Member Josephson, seconded by Committee Vice Chair Amundson.

AYES: 5

NOES: 0

The motion passed

5. Foster Program Report

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

Committee Chair Kane inquired about the Petco foster program.

Committee Member Josephson inquired about the Foster track.

It was moved by Committee Member Josephson, seconded by Committee Member Thomas.

AYES: 5

NOES: 0

SUMMARY ACTION MINUTES

The motion passed

6. Director's Update

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

Committee Chair Kane inquired about the adoption appointment system and COVID procedures.

7. 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

Committee Member Josephson nominated Peter Amundson for Chair and Danielle Thomas for Vice Chair, seconded by Committee Chair Kane.

V. Public Comment

No public comments.

VI. Board Comments

Committee Member Josephson thanked Andi Bernard and Monica Schmidt for their meeting.

Committee Chair Kane thanked the COT staff for the reports.

Committee Vice Chair Amundson thanked management and staff for their work.

VII. Adjournment

The meeting adjourned at 12:53 p.m. The next regular meeting will be October 27, 2021 at 11:30 a.m., this meeting will be held remotely.



Staff Report

Department: Community Outreach Team – Adoption Partner Program

Prepared By: Tammy Osborn, Adoption Partner Coordinator

Staff Report Summary

Program updates

- COVID-19
- Staffing Changes

Adoptions

- Adoption Partners and local veterinarians adopted 187 animals (62 dogs, 121 cats, 4 exotic/other animals). These totals do not include shelter to shelter transports and adoptions to non-registered organizations. An additional 426 animals (46 dogs, 302 cats, 78 exotic/others) went to non-registered organizations and other animal shelters.
- 52 Registered Organizations adopted from us this quarter.

Shelter Medical Program

- 5 Pets selected for the Medical Program this quarter.

Success Story

- Rescue Success Story
- Transport Success Story



Wednesday, October 27, 2021



Staff Report

Department: Community Outreach Team – Adoption Partner Program

Prepared By: Tammy Osborn, Adoption Partner Coordinator

Staff Report Summary:

This report summarizes the OC Animal Care's 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.

Subject: Adoption Partner Program

Adoption Partner Program Updates

COVID-19

We continue to operate in accordance with our COVID-19 requirements. Our current procedure is to make appointments to visit any special needs pets our partners are interested in. We also continue to provide special information like additional photos, video and medical histories when possible. If the partner is ready to adopt a pet they have seen on our webpage, we arrange an appointment for pick up and aim to have everything ready when they arrive so there is limited interaction with others. As with all businesses we are practicing social distancing and requiring all visitors to wear masks when on site.

Staffing Changes

We have had a few staff changes in the Adoption Partner program. Juana Alejandre relocated to Texas last May. Audrey Yahn stepped in to help us temporarily and has now moved back to customer service. We appreciate their dedication to the program and the great service they provided. As of October 22, Alexina Estrada is officially in the Adoption Partner Coordinator position. She has been with the community outreach team since 2018 and previously worked in our Foster program and helped develop it into the great program it is today. She already knows many of our Partners and is excited to work with them and others to help get our pets most in need placed.





Staff Report

Partner Adoptions

In this quarter, OC Animal Care Adoption Partners and local veterinarians adopted 187 animals (62 dogs, 121 cats, 4 exotic/other animals). These totals do not include shelter to shelter transports and adoptions to non-registered organizations. An additional 426 animals (46 dogs, 302 cats, 78 exotic/others) went to non-registered organizations and other animal shelters. We welcome all groups and encourage them to become part of our Adoption Partner team.

During the past quarter, 52 registered organizations adopted from OC Animal Care. Many non-registered groups also adopted from us. While some groups may have more resources to help than others, we sincerely appreciate everyone’s efforts.

OC Animal Care continues to proactively work with the Adoption Partners who are promoting our animals through social media networks, such as Facebook. All sources of social media are welcomed as a means to promote our animals to rescue organizations and adopters.

Mailchimp Outreach

From July to September 90 promotional email requests were sent out to our adoption partners.

Petco

We have adopted out 117 kittens this quarter through our Petco Adoption Partnership. We are currently working with the new store manager to see how we can best work together to continue to help our cats. We know what a valuable resource this location is for us and appreciate their generosity in letting us be there.

Shelter Medical Program Sponsored by Noble Friends

We continue to use the Shelter Medical Pets Program to help injured pets that come into OC Animal Care. We continue to network with veterinarians and welcome their interest in participating.

Social networking continues to be a very important part of this program. We continue to rely on support from local rescue organizations and our Facebook followers. We promote these pets on our Facebook page so their progress can be followed from intake at the shelter to adoption. People enjoy seeing follow-up pictures and stories posted about them. With an amazing amount of networking all over the world, we are able to raise the funds to make these procedures possible.

During this quarter, 5 pets received the lifesaving care they needed through our Shelter Medical Program. Several pets from previous quarters completed their treatments and were able to come back for adoption:

Pet's Name	Medical Condition	Estimate for Medical Care
Belle	Fractured Pelvis	\$1,500
Orion	Fractured Elbow/Ulna	\$4,500
Hazel	Puppy Strangles	\$500
Anna Belle	Severe knee injury	\$1,500
Penelope	Fractured Leg	\$1,000



Wednesday, October 27, 2021



Staff Report

Rescue Success Story



Beautiful Andie was found tied to a fence in Fullerton. She was very scared and was barking and lunging at people who approached her. She came into OC Animal Care and was with us for about a week. The shelter was very stressful for her and when we were contacted by our friends at Southern California Golden Retriever Rescue, we had them come right down to meet her. She was very shy in her visit, but was eventually won over by some very tasty treats. She went to her foster home with them that day. We are glad to report that she has already found her forever home that will love her for who she is. Here is an update from the rescue group.

Andie and I drove back to LA, she went to AMC and then to first time foster Denise for 3 weeks where we confirmed that she was very dog reactive and would prefer to be an only dog in a quieter neighborhood.

Her new owners were very persistent. They assured me that Andie would have an oasis to herself on their acre of property complete with a swimming pool and never have to see another dog in her life if she didn't want to. Their adult son also lives at their home and they have relatives visiting frequently. Bob and Glenna came out to Santa Monica with their nieces Leslie and Linda yesterday afternoon. There was a pretty immediate connection for the four of them with Andie. A few of us strolled around the park before Andie lept right into the back of their SUV, with a little boost. This morning I spoke to Glenna who confirmed that they are all smitten with Andie, especially Bob (whom they fondly refer to as "Sunny"). Andie appears to be a "homebody" but also enjoyed exploring the property with her new family members, including drinking water from their hose. Turns out Bob and I have birthdays one day apart and this was the perfect early birthday gift for him. What spoke to me more loudly than Glenna's glowing review of the past 19 hours was the photo she sent me captioned: "a man and his dog." Who rescued who? Happily Ever After to Andie!



Staff Report

Transport Success Story



Ending July on a High Note

Kitten season was in full swing this quarter, and shelters in California, as well as across many parts of the country, experienced severe overcrowding. On July 31, OC Animal Care delivered 113 cats and kittens to Burbank Airport to board a special flight to the state of Washington. The kitties all had dedicated placement with 3 shelter partners in Washington that were experiencing a shortage of kittens and cats! We are grateful to our partners who were able to take some of our amazing cats as well as to our partners at Greater Good Charities for providing the flight for the cats to safely and quickly travel to their new destination.

There are still many wonderful kittens and cats waiting for their forever families at OC Animal Care. To see available kitties, please visit: <http://petadoption.ocpetinfo.com/Adopt#/list/CAT>.

Recommendation: Committee receives and files the report.



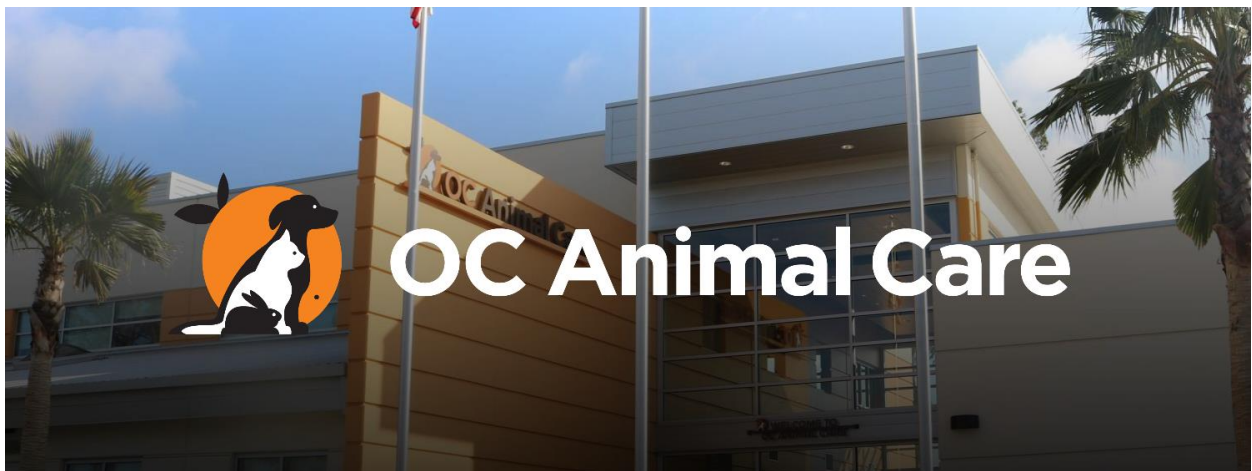
Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Staff Report Highlights:

- Education Through Social Media
- Promoting Pet Adoption
- Promoting Animal Health & Safety
- Community Events & Partnerships





Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Staff Report Summary:

This report summarizes the first quarter activities for OC Animal Care's Public Education Program. This includes Public Education & Outreach, Promoting Pet Adoption & Health, and Community Events & Partnerships.

Subject: Public Education Program

The primary focus of public education outreach is to foster a relationship with the Orange County community in order to effectively share valuable information regarding disaster preparedness, animal welfare, proper animal care, and responsible pet ownership.

Education Through Social Media:

OC Animal Care recognizes the importance of providing essential resources to our community. We continue to enhance OC Animal Care's main website, Facebook, Twitter and Instagram pages to make shelter announcements, promote education & adoption, community outreach and animal safety.

We launched our new website platform on May 10th. The new site has a much more uniform and modern look. It also has a user-friendly interface, which helps us to share information with the public clearly and concisely as well as the option to translate the website into Vietnamese, Chinese (traditional), Korean and Spanish! Our homepage featured our events and newsworthy items with the use of the slideshow, calendar and newsfeed. We have multiple rotating slides on the slideshow highlighting adoptable pets, upcoming events, and shelter programs and services. We continued to learn more about our new website platform this quarter and look forward to expanding our site's look and feel well into the new year!

We also featured these major online announcements:

07/05/2021- Lost & Found Community Pets

08/31/2021- Clear the Shelters

09/01/2021- Free Rabies Vaccine Clinic

09/04/2021- Large & Small Animal Evacuation Emergency Info

These announcements showcase OC Animal Care's continued support for the community and their animal companions, commitment to promoting animal safety, and providing essential programs and information to the public regarding animal welfare.



Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

OC Animal Care’s Facebook/Twitter/Instagram pages play an integral part in promoting our shelter pets for adoption and disseminating essential information to pet owners and the public. We continue to reach and engage thousands of viewers on our social media platforms.

OC Animal Care’s Facebook page remains an important part of promoting our shelter events and animals. We have 27,637 followers and our “friends” enjoy commenting and sharing their shelter experiences and success stories, which is 225 more followers than last quarter. We have 27,147 “Likes” which is over 168 more since last quarter. The highest viewed video was “Kittens Getting Settled at our Petco Adoption Suite”. The post reached 28,251 people with 1.3k post clicks, 551 reactions, comments and shares. Our highest viewed post was about “Bunny Basil”. It reached 20,443 people with 740 post clicks and 1.3k reactions, comments and shares. The OC Animal Care Facebook page has become a great platform for connecting with our followers to inform and educate our community!

Media Resources -

In an effort to continue to promote our shelter events as much as possible, staff worked with the CEO/Media Relations department to post upcoming shelter events on the County of Orange website (ocgov.com). We also featured some of our adoptable pets in the Orange County Register newspaper!

Board of Supervisors’ offices have been instrumental in the promotion of our shelter events and adoptable animals. This past quarter they posted our event details as well as featured animals on their twitter pages, websites and our newly formatted newsletter which is currently being sent to over 184 recipients!

SEPTEMBER 30, 2021



**PET OF THE WEEK:
MEET PUMBA!**

This happy boy is all smiles after finding his way to OC Animal Care. After much-needed veterinary care, TLC, and lots of love from volunteers and staff, Pumba is ready to find his forever home.



**Pet of the Week
Pumba!**

In May, Pumba was found roaming the streets of Anaheim in desperate need of medical attention. He was missing half the hair on his body, and his skin was clearly irritated and bright red with small sores present around his neck. Our officers immediately brought Pumba to the shelter. Our veterinary team gave him a complete health exam which showed

Download & Share!



[Pet of the Week Flyer: Pumba](#)

[Family Fur-st Pet Food Pantry Flyers](#)

[English / Spanish / Vietnamese](#)

[Low-Cost Dental Clinic for Dogs & Cats Flyer](#)

[Low-Cost "Drive-Thru" Dog & Cat Vaccine Clinic Flyer](#)

ocpetinfo.com

(714) 935-6848

[/ocanimalcare](https://www.facebook.com/ocanimalcare)

1630 Victory Road,
Tustin, CA 92782

[@ocanimalcare](https://www.instagram.com/ocanimalcare)

[@ocanimalcare](https://www.twitter.com/ocanimalcare)



Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Promoting Pet Adoption

Pet of the Week -

The Pet of the Week is promoted on all our social media platforms and website pages including the main page of our website, Facebook, and Instagram. In addition to this, the Pet of the Week information is sent to all our volunteers and foster caretakers to enjoy and further promote. All the pets below were adopted shortly after these promos!

OC Animal Care
Published by Jill Prout • September 13 at 5:09 PM

This sweet, sassy 2-year-old was surrendered to OC Animal Care in June because her owner no longer had time to care for her. Although she was adopted a month after arriving, her adopters quickly discovered that they were allergic to cats, and Miss Kitty had to be returned to the shelter. This gorgeous girl was adopted once again, but unfortunately, that home also did not last because Miss Kitty and their other cat did not get along. After sadly becoming a victim of circumstance for the third time, Miss Kitty was returned to the shelter, where she now remains, in search of a permanent forever home.

Miss Kitty adores people and is a social butterfly. She loves treats and enjoys good brushing sessions, which help keep her tortoiseshell-colored coat looking sleek! Miss Kitty will need to be the only cat in the home, that way she can get all the attention she both needs and deserves! Miss Kitty would love nothing more than to spend the last days of summer on the lap of her new owner. Could that be you? Please call 714-935-6646 to schedule an adoption appointment to meet her! ANIMAL ID: A1727343

4,523 People Reached 341 Engagements Boost Post

13 Comments 51 Shares

OC Animal Care
Published by Jill Prout • September 6 at 5:00 PM

Meet Hubba, the jolly 4-year-old Anatolian Shepherd mix. How did a handsome hunk like Hubba end up at OC Animal Care? This past May, a Good Samaritan discovered Hubba hiding in the bushes near a freeway entrance in the city of Anaheim. The caller reported that he looked tired, scared and had been running up and down the street for some time. Our officers swiftly responded to the scene and brought Hubba back to the shelter for care. After no owner returned to claim him, Hubba was placed up for adoption.

Hubba quickly became a staff and volunteer favorite! We discovered that he enjoys walks, treats, and good belly scratches from his friends. Hubba has even had a weight loss journey while in our care, going from a whopping 90lbs. to a slim-and-slender 71lbs.!

Hubba would love nothing more than to continue his positive progress with a new forever family. If Hubba sounds like the pup for you, please call 714-935-6646 to schedule an adoption appointment to meet him! ANIMAL ID: A1721172

5,625 People Reached 408 Engagements Boost Post

158 8 Comments 61 Shares

OC Animal Care

Pet of the Week
MOE!

OC Animal Care

Pet of the Week
Misha!

OC Animal Care

Pet of the Week
Jim!



Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Promoting Animal Health & Safety:

Let's Paws –

Our Let's Paws posts continue to educate pet owners and the community. This quarter we featured:

- Large and Small Animal Evacuation Emergency Kit and Contact List
- Living with Wildlife: Snakes in Summer
- Lost and Found Community Pets
- It's Hot Outside: Taking Precautions with Your Pet When Exercising, Watch Out for Signs of Heat Stroke and Hot Cars Aren't Cool.

LARGE AND SMALL ANIMAL EVACUATION EMERGENCY KIT *Let's Paws*

DO NOT leave your animals behind. Have an Evacuation Kit ready at all times.

Items included:

- HORSE/LIVESTOCK TRAILER OR CRATE/KENNEL
- WATER FOR 7+ DAYS
- FOOD FOR 7+ DAYS
- BOWLS or BUCKETS
- I.D. TAGS, MICROCHIP & ANIMAL IDENTIFICATION INFORMATION
- HALTER & LEAD OR LEASH & COLLAR
- ANIMAL MEDICAL RECORDS
- PET FIRST AID KIT & MEDICATIONS
- EMERGENCY CONTACT LIST
- COMFORT ITEMS: BLANKETS, BEDDING, TREATS, TOYS
- WASTE MANAGEMENT: TRASH/POOP BAGS, LITTER BOX/LITTER, DISINFECTANT, SHOVEL

For more disaster preparedness information, visit ocpetinfo.com

CREATE AN EMERGENCY CONTACT LIST

Where will you take your large or small animals during a disaster? Create an emergency contact list and include the address, telephone number and driving instructions for each contact.

Form fields:

FACILITY: _____
STREET ADDRESS: _____
CITY: _____ STATE: _____
PHONE #: _____
EMAIL: _____
DIRECTIONS: _____

IMPORTANT PHONE NUMBERS:

PERSONAL CONTACT FOR LARGE ANIMAL TRANSPORT #1: _____
PERSONAL CONTACT FOR LARGE ANIMAL TRANSPORT #2: _____
LARGE ANIMAL VETERINARIAN: _____
POLICE/SHERIFF DIAL 911 FOR EMERGENCIES: _____
ANIMAL CONTROL: _____

LIVING WITH WILDLIFE: SNAKES IN SUMMER *Let's Paws*

The warmer seasons tend to bring out a variety of creatures, including snakes! Follow the tips below to keep our sly friends away this summer!

COVER ALL HOLES LEADING TO HOUSES AND GARAGES

Snakes love slipping into dark hiding spots inside garages, underneath houses, etc. Keep doors closed and install screens on doors/windows to keep these unwanted guests out.

MAINTAIN A TIDY YARD

Keep a well-maintained garden, lawn, and shed. Ensure wood/rock piles are neatly stacked and dispose of lawn clippings to prevent snakes and rodents from seeking shelter in these areas.

DISPOSE OF FOOD SCRAPS

Use covered bins for trash and refrain from leaving pet food outside to discourage rats and mice - and therefore snakes!

For more information, visit ocpetinfo.com

For more disaster preparedness information, visit ocpetinfo.com and subscribe to AlertOC to stay informed of emergencies in Orange County.

Let's Paws OC Animal Care

LOST & FOUND COMMUNITY PETS *Let's Paws*

LEARN HOW YOU CAN HELP IF YOU HAVE LOST OR FOUND A PET IN THE COMMUNITIES WHICH OC ANIMAL CARE SERVICES

DID YOU FIND A LOST PET?

Please call us at (714) 935-6848 to make a found pet report

- Check for Dismal for missing.
- Take a picture and be ready to find a photo for Animal Control
- Ask your neighbors if they have seen the found pet before.
- Post found flyers in your neighborhood and on local lost and found pages on Facebook, Nextdoor, Pawsover and other social media platforms.
- Contact Animal Control at 714-935-6848 to report the found pet
- If you are able to do so, you can temporarily care for that pet, until the owner is found.
- A list of all found pets that are not currently at OC Animal Care but have been reported to animal control can be found on our website at: <http://petadoption.ocpetinfo.com/foundocac>
- Those who temporarily care for pets in their home may have the opportunity to adopt the found pet if it is returned by the owner.
- If you have located the owner of a found pet that you previously reported, please call Animal Control so they can update the website. If possible, remember to take the owner to proof of ownership through photos or previous vet records.

FRIENDLY REMINDER:

OC Animal Care accepts returned lost and found animals, underage kittens and stray dogs. Owner information is required.

OC Animal Care is only accepting stray cats and dogs. We are not accepting strays, please bring them to the shelter. We are not accepting strays that have been reported to Animal Control.

For more information, visit ocpetinfo.com or call (714) 935-6848

HOW CAN YOU REPORT YOUR LOST PET?

Please call us at (714) 935-6848 to report your missing pet

- Please be ready to provide Animal Control with a picture of your pet.
- Provide animal control with important information that will help locate your lost pet such as:
 - Where they wearing a collar? Did they have a microchip? Etc.
 - Make sure your neighborhood information is up to date.
 - Check with neighbors if they have seen your pet?
 - Post found flyers in your neighborhood and on local lost and found pages on Facebook, Nextdoor, Pawsover and other social media platforms.
 - Contact your local vet offices to see if someone has brought in your pet to be scanned for a microchip.
 - A list of cats that have been reported lost to Animal Control can be found on our website at: <http://petadoption.ocpetinfo.com/lostocac>
- If you locate your lost pet, please call Animal Control so they can update the website.
- If you find your pet at OC Animal Care, please call (714) 935-6848 to make an appointment to retrieve your lost pet.
- A list of all pets who are currently at OC Animal Care can be found on our website at: <http://petadoption.ocpetinfo.com/lostfound>

It's Hot Outside!

Take extra precautions when exercising with your pet!

- Exercise at dawn or dusk. Plan activities in the early morning and late evening to avoid the hottest part of the day.
- Watch out for hot pavement. If it's too hot for bare feet, it's too hot for paws!
- Be aware of special needs. Older, obese or short nosed dogs are less tolerant of the heat and should be kept indoors in air conditioning as much as possible.
- Take a break. Be sure your pet has frequent access to fresh water and shade to keep them cool and hydrated.
- Use pet shoes. Protect your pet's paws when going outside for a walk in warmer weather.

For more tips, visit www.ocpetinfo.com/edu/prepare/weather

It's Hot Outside!

Watch out for signs of heat stroke in your pet!

SIGNS OF HEAT STROKE

- Excessive Panting & Drooling
- Trouble Breathing
- Discolored Gums
- Mobility Problems
- Lethargy
- Vomiting & Diarrhea
- Seizures
- Unconsciousness
- Elevated Body Temperature

IF YOU SUSPECT YOUR PET IS EXPERIENCING HEAT STROKE:

- Contact your vet or local emergency clinic immediately!
- Move your pet into a cooler area.
- Apply 'cool' wet towels to their paws neck, and chest. (never use cold or ice water)
- Offer your pet small sips of room temperature water. Do not force them to drink.

Temperature scale: 107-109 HEAT STROKE, 104 HEAT EXHAUSTION, 100.5-102.5 NORMAL

For more tips, visit www.ocpetinfo.com/edu/prepare/weather

It's Hot Outside!

Hot cars aren't cool! Never leave your pet in a hot vehicle!

VEHICLE TEMPERATURES

OUTSIDE	INSIDE
70°	89° - 104°
80°	104° - 114°
90°	110° - 124°

Never leave your pet alone in a vehicle, even with the windows cracked; it only takes a few minutes for the temperatures inside your car to become deadly for your pets.

It's the Law! Under Penal Code 597.7 you can face fines or even jail time for endangering your pet!

If you see an animal in a hot car:

- Alert the management of the facility where the car is parked to page the owner.
- Record the vehicle information.
- Call 911 or your local Animal Control.
- Stay with the pet until help arrives.

For more tips, visit www.ocpetinfo.com/edu/prepare/weather



Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

4th of July Promos

Throughout the weeks leading up to Independence Day, we featured several promos to help bring awareness to our community about securing and supporting their pets.



Low Cost Clinics

OC Animal Care has partnered with H.E.A.R.T. to provide a Low-Cost Vaccination Clinic on the first Thursday of each month and a Low-Cost Dental Clinic for Dogs & Cats on the third Wednesday of each month.



FREE* RABIES VACCINE CLINIC

THURSDAY, SEPTEMBER 2ND @ 6:30 P.M. BY APPOINTMENT

Sponsored by the Noble Friends Foundation

EVENT LOCATION: OC ANIMAL CARE'S FRONT PARKING LOT
1630 VICTORY RD • TUSTIN • CA • 92782

The first 100 rabies vaccines will be free* with the exception of the:
• 3 year Purevax Feline Rabies Vaccines will receive a \$26 credit*
*(While supplies last. Limit 3 vaccines per household)

Valid at the September 2nd clinic only. To make a reservation, go to the "CLINIC SERVICES" page on heart4pets.org.

www.ocpetinfo.com • (714) 935-6848

Along with H.E.A.R.T., our non-profit partners The Noble Friends Foundation for OC Animal Care sponsored a free rabies clinic in honor of world rabies day! The event was held in the OCAC parking lot and helped cover the cost for the first 100 vaccinations!



Wednesday, October 27th, 2021



Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Community Events & Partnerships:

Community Service Projects -

We continue to collaborate with several Girl Scout/Boy Scout troops, schools, and community organizations, all of which have held donation drives on behalf of OC Animal Care. In addition to monetary donations, they create “kitten bags,” blankets, care packages and benches for our patrons. We also partnered with Crescent Landing Senior Center who made dog treats as their monthly in-service project!



Donations -

Throughout most of this quarter, in-person donations were suspended due to COVID-19. This past quarter we continued to promote our Amazon Wishlist(s) to help get the supplies we need for our shelter pets and for our community pet food pantry. Our Foster Program Wishlist helps with donations of basic needs of foster-care supplies needed in our Foster Care program. Our Pet Food Pantry Wishlist provides food donations for our monthly pet food pantry for the community. Additionally, we were able to partner with various groups such as Crescent Landing Senior Center and the Church of Jesus Christ of Latter-Day Saints, whose youth group raised \$2,564 to go towards our Pet Food Pantry event! Lastly, we continue to partner with Helen Sander’s CatPAWS, handing out kitten kits to our local community. This quarter we gave out 7 kits, which diverted the intake of 16 kittens!





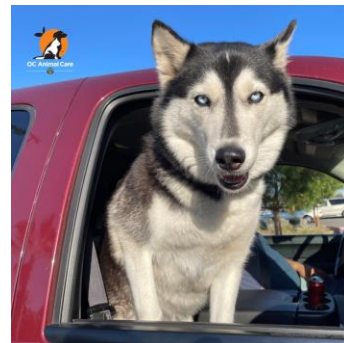
Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Family Fur-st Drive-Thru Pet Food Pantry –

OC Animal Care continued to host the Family Fur-st Drive-Thru Pet Food Pantry held on the second Saturday of the month. We received thousands of pounds of pet food donations and we were able to support hundreds of families during this challenging time. This past quarter we distributed 22,171 lbs. of pet food, helping 1,936 pets and their families through a total of 3 separate events.



We are so appreciative to everyone who made these events possible. Special thanks to our non-profit partners SCART, Animal Assistance League of Orange County, Shamrock Rescue Foundation, Helen Sanders Cat PAWS, San Diego Humane Society, Irvine Animal Care and many more!

Pet Food Pantry Stats

Event Date	Total # of Cars	Sml Dog	Lrg Dog	Puppy	Cat	Kitten	Rabbit	Bird	G-Pig	Total LBS Food Passed Out
07.10.2021	148	92	169	19	227	28	1	54	0	8,000 LBS
08.14.2021	157	104	166	15	237	22	22	59	0	5,671 LBS
09.11.2021	150	125	185	14	288	50	19	40	2	8500 LBS





Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Community Partnerships -



OC Animal Care partnered with Greater Good Charities to transport 113 cats & kittens to the Pacific Northwest to find their new adoptive home!



Additionally, we partnered with the 7 local branches of the group WeWork for their Community Initiatives campaign. They held donation drives at all 7 of their local branches and helped us gather hundreds of items for the shelter and Pet Pantry event.



This quarter we were able to resume our partnership with the group Cell Dogs! They were able to take two shelter dogs into the program, which works with inmates at the Theo Lacy Facility in the city of Orange. We are happy to report both dogs have been adopted by corrections officers at the facility!

OCREGISTER.COM
'Make sure they feel loved:' Women incarcerated at Orange County jail train dogs for adoption

We also developed a partnership with the Goodwill of Orange County. Upon request, Goodwill will gather donations of blankets and towels for the shelter animals and prepare them for easy pick up! This means that no animal will go without a comfort item while in our care.





Wednesday, October 27th, 2021



Staff Report

Department: Community Outreach Team - Public Education Program

Prepared By: Jill Prout – Community Outreach Team Supervisor

Clear the Shelters Promo – This year our organization had to pivot on our typical Clear the shelters on-site event due to the pandemic. Instead, we initiated a daily clear the shelters pet promo featuring some of our long-term residents.

From Facebook to a Forever Family for Freddy!



Recommended Action: The Committee receives and files the report.



Wednesday October 27th, 2021

Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

Staff Report Highlights:

- Volunteer Manual, Streamlining Programming and New Volunteer Coordinator
- Enrichment and Behavior Program Enhancements
- Volunteer Engagement and Exciting Opportunities
- Volunteer Outreach Ventures





Wednesday October 27th, 2021

Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

This report summarizes this quarter’s activities for OC Animal Care’s Volunteer Program and includes: Contribution Hours, Program Enhancements/Opportunities and Virtual Event Participation.

Subject: Volunteer Services

Contribution Hours:

July 2021 – September 2021

Total Volunteers with Service	65
On Site Volunteer Hours	3,136

Volunteers contributed to exercising, handling, grooming, training/socializing available animals, cleaning and socializing kittens in the nursery. This does not include hours contributed by our foster caretaker volunteers.

Volunteer Program Organization:

We are in the process of updating our volunteer manual. The manual will cover all aspects of the OCAC volunteer program and will help define all policies/procedures surrounding the program. In addition, we continue to update our volunteer system and are in the process of transferring our volunteer orientation over into a digital/virtual platform. All future trainings will be done in small groups and volunteers will be required to book in advance. Due to current COVID19 restrictions, we have temporarily suspended new orientations. Volunteers that previously completed orientation and simply missed their initial training are carefully being integrated into our program.



Wednesday October 27th, 2021

Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

Volunteer Program Updates & Highlights:

New Volunteer Coordinator, Dawn Maestas -

Dawn Maestas' background is from non-profits and ministry. Dawn has raised up hundreds of volunteer leaders and taught volunteering to thousands of people. She has always been an animal person and is a naturalist with the American Cetacean Society of Orange County. Dawn is happily married to her husband of 19 years and has two grown sons. She is also a dog mom to Maggie, a charcoal Labrador and a turtle mom to Ozzy the Western Painted turtle! We look forward to supporting Dawn to help OC Animal Care's volunteer program reach new levels of success!





Wednesday October 27th, 2021

Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

TLC Program – The TLC program is exclusively focused on dogs who need more time and effort to become adoption candidates. Our volunteer coordinator and kennel team managers have been working together to create a better means of communication for our experienced dog volunteers who are currently working under the TLC program. The new Chameleon generated “TLC Notes” page will be printed for each dog who falls under the program. When volunteers begin seeing changes in behavior, they now have a sharable space to report their findings with staff! The previously created TLC Facebook group will remain active but will now be a volunteer specific platform for participants to discuss the dog’s daily routines, share photos/videos etc. In addition, we have updated the kennel cards to reflect handling recommendations for our volunteers. We have also expanded how we document our enrichment notes to not only ensure that dogs are getting their enrichment, but also to help streamline communications between staff and volunteers. We continue to evaluate and expand upon these programs to help maximize the benefits to the shelter pets and our fabulous volunteers!

DOG VOLUNTEER COLORS

- WHITE CARD**
NOT AVAILABLE
- BLUE CARD**
OK TO WALK
- GREEN CARD**
JUMPY/MOUTHY - EXP HANDLERS ONLY
- ORANGE CARD**
TLC - MUST CONSULT WITH STAFF FIRST

Kennel Enrichment Log
for 09/02/2021

OG A1726235 **RYDER** 111
N
PIT BULL
LABRADOR RETR
BLACK
WHITE

AVAILABLE
9/1/2021

SUN	MON	TUE	WED	THUR	FRI	SAT

SPECIAL ENRICHMENT

W-WALK T-TOY TR-TREAT K-KONG B-BALL V-VISIT PG-PLAYGROUP PB-PUZZLE BALL
WB-WOBBLER JB-JOLLY BALL IKE-LIST ACTIVITY BATH Y-YARD PW-PACKWALK
FT-FROZEN TREAT S-SCENT OF THE DAY BB-BUBBLES KR-KENNEL ROUTINE
VV-VOLUNTEER WALK

www.chameleonbeach.com



Wednesday October 27th, 2021

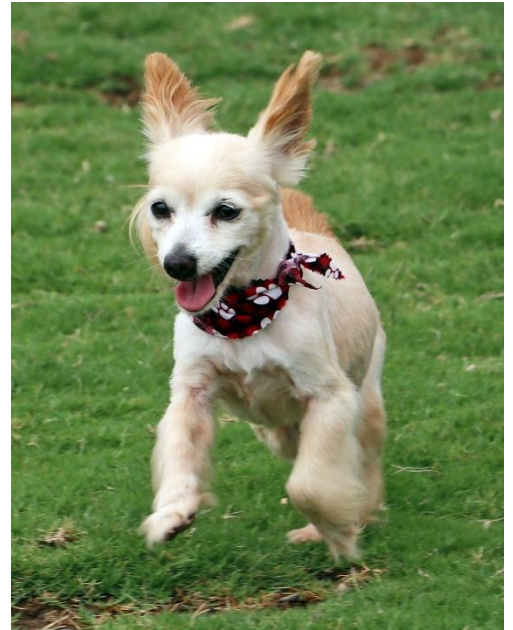
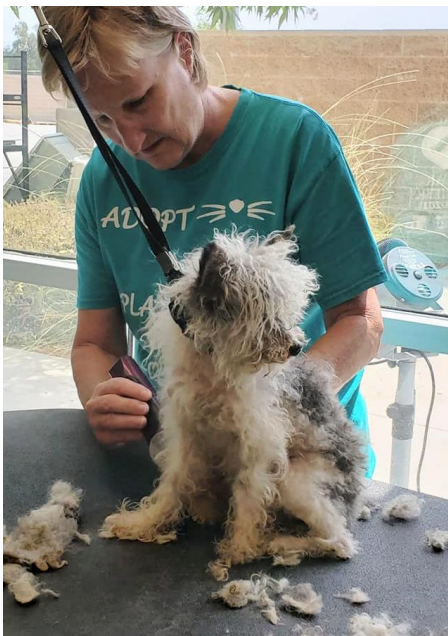
Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

Doggie Playgroups & Grooming - Small dog playgroup continues to occur 3 times weekly. This volunteer run enrichment activity is a great place for our Level 2 (shy/fearful) dogs to come out of their shy shells and blossom into stellar adoption candidates! Our kennel team continues to host large dog play groups and volunteers are utilized as ‘runners’ to ensure the most dogs get out to play as possible! Our volunteers also take both playgroup and non-playgroup pups to our grooming ‘salon’ area for refreshing baths and doggie pedicures!





Wednesday October 27th, 2021

Volunteer Program Staff Report



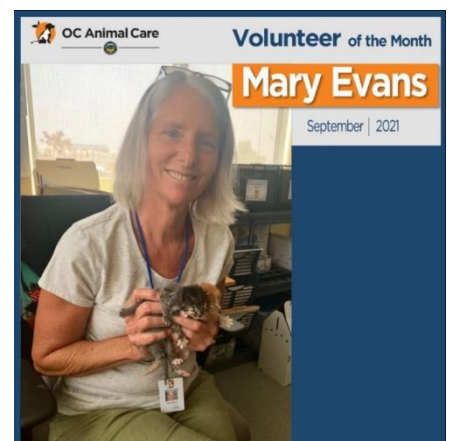
Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

Volunteer Facebook Page – We continue to utilize the Volunteer Facebook Page as a place to communicate directly with our volunteers as well as allowing volunteers to connect with one another! We recently performed an audit of the page and there are 113 volunteers subscribed to our Facebook group and an additional 37 who participate on our dog TLC page.



Volunteer of the Month – We continue to recognize the great work of our dedicated volunteers each month both on our social sites as well as in our lobby! We have updated our VOM graphics and have added a slideshow to our main page on Ocpetinfo.com.





Wednesday October 27th, 2021

Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

Volunteer Related Events – With the assistance of our dedicated volunteers, we were able to host several educational outreach events for local scout troops and community groups. The participants were presented with information on OC Animal Care Services and educational information about spay/neuter etc. In addition to Supervisor Chaffee’s Fourth District Kids Fishing Derby, we were able to host another in-person event, USC’s Yearly In-Service Day. Participants brought materials to make blankets for the shelter pets and helped clean the exterior windows of the shelter. It was wonderful that these programs were still able to reach our community despite the on-going pandemic!





Wednesday October 27th, 2021

Volunteer Program Staff Report



Department: Community Outreach Team - Volunteer Program

Prepared by: Jill Prout – Community Outreach Team Supervisor

Partnership with Stanbridge College - We have continued our intern program with our partners at Stanbridge College. These interns help support our medical team by working hands-on with the shelter animals. From the period of July to September, interns have worked 250+ hours of service! The county recognizes interns at a rate of approx. \$25.00 per hour... that is a cost savings of over \$6,275 in labor AND it results in more time for our staff to assist our community and the animals in our care – a true win, win! As it becomes safe to have the program expand, we will be working to place interns into other areas that will benefit both the shelter staff and our animals!

Petco Cattery – Our off-site adoption center at Petco continues to see a huge number of adoptions ever since the start of the pandemic. This volunteer run center has helped find homes for over 117 cats/kittens between July and September.



Recommended Action: The Committee receives and files the report.



Wednesday October 27th, 2021

Staff Report

Department: Community Outreach Team – Foster Program

Prepared By: Alexina Estrada, Foster Coordinator

Report Highlights:

- **Between July and September, we fostered out 766 animals including 7 puppies, 1 dog, 744 kittens, and 1 cat. (During the first 6 months of this year, we fostered out 723 animals).**
- **In July, the Foster Team was excited to have 18 adoption-ready foster kittens included as part of the transport to the Pacific Northwest Region.**
- **We updated forms for efficiency including the Foster Activity Form and the Foster Phone Adoption Form.**





Wednesday October 27th, 2021

Staff Report

Department: Community Outreach Team – Foster Program

Prepared By: Alexina Estrada, Foster Coordinator

Staff Report Summary:

This report summarizes the last quarter of activities for OC Animal Care’s Foster Care Program and includes: Foster Program Overview, Foster Program Enhancements and Updates, and COVID-19 related items.

Subject: Foster Program

Foster Program Overview:

As some of you may know, the Community Outreach Team is growing. We are happy to share with all of you our newest team member, Carrie Bain! Carrie and Sarah will be the Foster Program Coordinators moving forward starting Friday, October 22nd. Alexina meanwhile will be transitioning into her new role as the Adoption Partner Coordinator. Below is the welcome message that was shared about Carrie with our foster caretakers.

Carrie Bain

Hi everyone, I’m so happy to join the foster team! I’m excited to meet all the wonderful foster caretakers. For the past five years, I have held the positions of Rescue & Transport Coordinator and Volunteer Coordinator for the city of Long Beach Animal Care Services. In my position, I sent out fosters, evaluated shelter pets for behavior recommendations, and participated in many adoption events. I also coordinated over 400 animal care volunteers. Bottle kittens hold a special place in my heart. In my spare time I enjoy camping and hiking with my two rescue pups, “Tori” my Dobie, and “Bruce” the Staffordshire.





Wednesday October 27th, 2021

Staff Report

	July – September 2021
Total New Animal Fostered	766

Animals are placed into foster homes for a variety of reasons: they are too young or too sick for adoption, they are receiving treatment for an injury, recovering from surgery, or may just need a break from the shelter environment. OC Animal Care’s foster caretakers take these animals into their homes and provide food, shelter, socialization, and affection until the animal is ready for adoption. The foster caretakers are credited with the success of the foster program as their efforts continue to save lives. Kittens remain the most common shelter pet placed into foster homes as the vast majority of cats impounded at the shelter during the summer months continue to be underage kittens. They are not old enough for adoption and need specialized care for several weeks until they are adoptable. The only option, other than euthanasia, for these kittens is to find placement in a foster home.

OC Animal Care foster caretakers also continued to partner to support the Medical Pets Program funded by the Noble Friends Foundation caring for recovering medical animals. Pets that have recently undergone surgery, usually orthopedic in nature, are sent to a foster caretaker for recovery. These foster caretakers are educated about any special treatment or medication the animal is to receive. Once the pet has fully recovered, they are made available for public adoption and placed into adoptive homes.

Foster Program Enhancements & Updates:

New Forms

As we continued adoptions through the foster program, staff updated one of the forms to gather more information in one place and efficiently organize paperwork. Staff also updated the Foster Activity Form to include more information for staff purposes and included a section for foster caretakers to know when their foster animals are next due for a visit.

Facebook Group for Foster Caretakers

While the Foster Caretaker Facebook group has been utilized in the past, we have updated it with new group rules. These rules have assisted in keeping the group relevant, friendly, and a place where foster caretakers can get support. Staff monitor the group as much as possible making sure that all information is accurate and that foster caretakers are adhering to the new rules.

Guardian Foster Program

Our innovative Guardian Foster program has continued to grow. This list has helped save so many kittens in the past, assisted staff tremendously, and helped our program to succeed. This program also allows foster caretakers who cannot commit to long-term fostering to still make a difference and take kittens overnight or through a weekend.

This quarter, staff initiated the development of Guardian bags to help support our Guardian Fosters. These bags are filled with supplies for overnight care that one might need if they were to take kittens. These bags help the Guardian Caretaker with supplies and streamlines the pickup process by having supplies ready to go.

The Foster Team also started partnering with dispatch staff more closely this quarter to ensure that bottle kittens get the overnight care they need. Our Dispatch Team coordinates guardian placement and pickup after hours.



Wednesday October 27th, 2021

Staff Report

Social Media Presence

Fridays are our favorite days in the foster department because we have begun posting on OC Animal Care's social media platforms. On Fridays, staff will do their best to put together a quick post for Instagram, Facebook, and Twitter that will either highlight the program, a foster animal returning for adoption, or a foster program-related announcement. Our posts aim to educate people about the program and how they can assist. Each post is created to draw attention and offer insights that people may not be able to get about the program without an example. As kitten season has progressed foster staff has been limited in postings but are partnering with interns and foster caretakers to create/ prepare posts for future Fridays.

Transport

This July, OC Animal Care had an amazing opportunity to partner with other departments for a transport. This transport was to send adoption ready kittens and cats to the Pacific Northwest Region. This transport helped to decrease the numbers of cats and kittens at the shelter waiting to be adopted. In this transport, 18 foster kittens got to fly and find their forever homes! This was an exciting opportunity for the kittens, foster caretakers and foster staff.

Interns and Volunteers

The foster program was fortunate to have an intern and a volunteer in the office assisting staff. Both were trained and assisted with checking in appointments, bottle feeding kittens waiting for placement, educating foster caretakers who were new or new to bottle kittens, scheduling appointments, and maintain an organized and clean office. This critical help allowed the foster staff to respond to emails in a shorter time frame and place animals in need of foster sooner between appointments.





Wednesday October 27th, 2021

Staff Report

COVID-19 Related:

Foster Appointments

For the safety of everyone, foster caretakers have been instructed that when they arrive for an appointment, they can check in with the Intake doorbell. From there, they are asked to wait in front of the building under the large tree for someone to come meet them. This helps to reduce the number of people that may be waiting at intake for assistance, maintains social distancing, and provides the privacy that may be needed for the appointment. Once checked in, the caretaker is asked to wait in their car. This allows the caretaker to comfortably and safely wait while the appointment is running.

Adoptions Through Foster Caretakers

We are fortunate to have amazing foster caretakers who promote their foster animals for adoption to friends and family before returning them to OC Animal Care. Foster staff collaborated with Customer Service staff to create a process that works for both departments. When a foster caretaker finds an adopter for their animals, they coordinate with the foster team who works with the adopter and Customer Service to facilitate the adoption paperwork via email/phone and set a time for pickup. This streamlines the administrative process and allows the animal to go home with their family immediately after surgery. A win-win for all! This quarter, 86 foster animals found forever families through their Foster Caretakers! On average, this is about 7 adoptions a week the last quarter.



Recommendation: Committee receives and files the report.