



# AGENDA

## OC ANIMAL CARE COMMUNITY OUTREACH COMMITTEE ORANGE COUNTY, CALIFORNIA



*Wednesday, April 24, 2024, at 11:30 a.m.*

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

**Kim Kane**  
Chair  
Third District

**Dr. Leslie Malo**  
Vice Chair  
First District

**Danielle Thomas**  
Committee Member  
Fourth District

**Vasila Ahmad**  
Committee Member  
Second District

**Elizabeth Cowan**  
Committee Member  
Fifth District

The Orange County Animal Care Community Outreach Committee welcomes you to this meeting. This agenda contains a brief general description of each item to be considered. The Committee encourages your participation. If you wish to speak on an actionable item contained in the agenda, please complete a Speaker Form identifying the item(s) and return the form to the Clerk of the Committee prior to the Item you wish to speak on being called. If you wish to speak on a matter which does not appear on the agenda, you may do so during the Public Comment period. Except as otherwise provided by law, no action shall be taken on any item not appearing on the agenda. When addressing the Committee, please state your name, or a pseudonym if you do not wish to give your name, prior to providing your comments.

The OC Animal Care Community Outreach Committee shall not hold a meeting unless the number of members participating constitutes a quorum of the OC Animal Care Community Outreach Committee.

In compliance with the Americans with Disabilities Act, those requiring accommodation for this meeting must notify OC Animal Care at least 24 hours prior to the meeting at (714) 796-0212.

*All supporting documentation is available for public review at OC Animal Care 1630 Victory Road, Tustin, CA 92782 during regular business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday  
[www.ocpetinfo.com/get-involved/community-outreach-committee](http://www.ocpetinfo.com/get-involved/community-outreach-committee)*

# AGENDA



## ANIMAL CARE COMMUNITY OUTREACH COMMITTEE ORANGE COUNTY, CALIFORNIA



*Wednesday, April 24, 2024  
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

Kim Kane, Chair, 3<sup>rd</sup> District  
Dr. Leslie Malo, Vice Chair, 1<sup>st</sup> District  
Vasila Ahmad, Committee Member, 2<sup>nd</sup> District  
Danielle Thomas, Committee Member, 4<sup>th</sup> District  
Elizabeth Cowan, Committee Member, 5<sup>th</sup> District

III. Minutes

Regular Meeting, January 24, 2024

Recommended Action: Committee approve the minutes of the January 24, 2024, regular meeting.

IV. Regular Business

1. Community Outreach Team Goals for 2024

This report summarizes the OC Animal Care Community Outreach Team 2024 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.

2. Public Education Program Report

# AGENDA

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.

## 3. Foster Program Report

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

Recommended Action: Committee receives and files the report.

## 4. Volunteer Program Report

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

Recommended Action: Committee receives and files the report.

## 5. Adoption Partner Program 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.

## V. Interim Director's Comments

## VI. 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.

## VII. Committee Comments

## VIII. Adjournment

The next regular meeting will be July 24, 2024, 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 24, 2024, 11:30 a.m.  
 Learning & Training Center Room 100  
 OC Animal Care  
 1630 Victory Road, Tustin, CA 92782

I. **Call to Order** – The meeting of the OC Animal Care Community Outreach Committee called to order at 11:30 a.m. in the Learning and Training Room located at 1630 Victory Road, Tustin, CA 92782.

II. **Roll Call of Members**

Kim Kane, Chair, 3rd District EXCUSED  
 Dr. Leslie Malo, Vice Chair, 1st District PRESENT  
 Vasila Ahmad, Committee Member, 2nd District PRESENT  
 Danielle Thomas, Committee Member, 4th District PRESENT  
 Elizabeth Cowan, Committee Member, 5th District PRESENT

III. **Minutes**

Approve the Summary of Minutes of the meeting held on October 25, 2023.  
 Motion to approve minutes: Elizabeth Cowan  
 Motion was seconded: Danielle Thomas  
 All in favor: Vote was unanimous.

IV. **Regular Business**

1. **Public Education Program Report** – Alexa Pratt, Public Information Officer

Discussed the importance of building strong connections with the community. Animal Care serves by providing valuable information and resources through various platforms such as Animal Care website, social media and Community events.

Events	Adoptions
Subaru Adoption event	5
UCI Medical Center Adoption event	2 dogs 6 cats
ACI Jet Adoption event	0
Cypress Community Festival Adoption event	1
Irvine Home for the Holidays	6 adopt, 1 transfer

- Hosted 3 Katy Cares and Heroes in Animal Care presentations in addition to numerous school projects, fundraisers, and outreach activities.
- Pooches on the Patio - Programs that was affected by the Hanger fire. This quarter, 7 large dog adoptions. Through this program, potential adopters see 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. Volunteers are an extension of the diligent shelter team, as they meet with potential adopters, show our shelter dogs, and provide support for the adoption process.

- Petfood Pantry Event - which was one of the favorite events that was affected by the Hanger fire. In November and December, they had community members send an email with the number of pets, types of pets, and the city they live in. Patrons would come to the shelter to pick up the food. By pivoting, OCAC was still able to help feed over 1,200 animals and give out over 22,00 pounds of food.
  - Additional Community Events – **OCAC participated in 40 community events this quarter.**
- 2. Foster Program Report** – Alex Su shared how Animals are placed into foster homes for various reasons. They may be too young or too sick for adoption, they could be receiving treatment, they may need additional socialization, or a break from the shelter as they wait for their forever home. OC Animal Care’s foster caretakers offer sanctuary for these animals in their homes, and provide around the clock care, comfort, and socialization until the pet is ready for adoption. They are selected by staff based on 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.
- The Foster Program hosted the quarterly Coffee with Fosters on October 21, 2023, to discuss upcoming foster program initiatives, program ideas & foster program enhancements.
  - The Dog Foster Staycation Pilot Program launched on June 24, 2023 and during this quarter there were a total of 127 placements of dogs into a foster home and 58 of those placements resulted in adoptions.
  - The Foster team continues to seek out events in the community to recruit new foster caretakers. On October 28, 2023, we attended a Community Health Fair where a booth was set up with educational brochures about the Foster Program. The Foster team will continue to focus on recruitment opportunities of foster caretakers.
  - On December 20, 2023, the Foster Program hosted the annual Foster Appreciation Gathering, to which more than 50 fosters attended. All attendees received a participation certificate, an appreciation enamel pin, blender bottles for puppy/kitten formula and an entry into a raffle for a chance to win prizes.
- 3. Volunteer Program Report** – Sandy shared how dedicated volunteers play a crucial role in supporting our pets. They engage in various tasks, including exercising dogs, grooming pets, and socializing animals. Additionally, they provide enrichment for the animals and assist with supportive services such as spot-cleaning, laundry, donation sorting, and kitten nursery support. Volunteers also actively participate in events, both on-site and off-site. In total, 208 volunteers have generously contributed 5,307 hours at the shelter during this quarter:
- Dog volunteer hours: 4,952 hours
  - Cat volunteer hours: 1,761 hours
  - Event volunteer hours: 122
- Monthly volunteer orientations, recruitments, and trainings - This quarter 72 people attended an orientation class, and many are in various stages of training specific to their chosen areas of service. Our volunteer coffee gatherings offer a chance for volunteers to interact with staff from various programs within the shelter. In this quarter, we were honored to have San Blankenship, the Shelter Services Manager, and Dr. Jones, the Chief Veterinarian, as our special guests. Staff hosted the Quarterly Volunteer Roundtable and shared treats and baked good. The Field Services Team shared a presentation of their daily duties, shelter updates were provided, and the Roundtable concluded with an open q&a session. This quarter 3 volunteers were recognized for their contributions to OCAC. Volunteer groomers made a huge impact this quarter with a total of 156 hours volunteered. The Petco Cattery in Orange adopted out 30 kittens this quarter and total of 171 kittens in 2023. Twenty-two volunteers were added to Petco Cattery.
- 4. Adoption Partner Program Report** – Tammy Osborn shared that the Adoption Partner Program collaborates to find suitable placements for animals requiring rehabilitation or additional support. This report highlights efforts to enhance adoptions and communication between OC Animal Care and Adoption Partners. During this quarter, the Tustin Hangar Fire significantly impacted our operations. We received immense support from local, state, and national partners. Notably, the ASPCA played a crucial role by flying 109 dogs to their recovery center in Ohio and transporting 41 cats to their adoption center in California. Our local and state-wide sister shelters also stepped up, taking in dogs and cats during the local state of emergency. This quarter over 600 pets were placed through rescue

groups, local veterinarians, or partnerships with other municipal and/or humane organizations and over 90 postings were sent to our partners and networkers to ask for assistance with special needs pets.

- Shelter Medical Pets Program - The Shelter Medical Pets Program at OC Animal Care assists injured pets that enter the shelter. Actively collaborate with veterinarians and encourage their involvement. During this quarter, 11 pets received outside medical treatment, with an estimated cost of \$21,800. Thanks to the support from the Noble Friends Foundation for OC Animal Care, private donations, and participating surgeons who generously discounted surgeries, we've been able to provide specialized care, enhancing these pets' adoptability.

**V. Let's Paws - Daily Adoption Options, Jeffrey Nguyen and Alex Su**

- Launched January 17, 2024
- Open Daily 11-5 for walk in or scheduled adoption visits with Daily Viewing hours added between 2-5 PM where visitors are able to walk through kennel areas to see ready to go adoptable animals; expanded viewing hours and number of dogs on display.
- Emphasis placed on meet and greets with dog in a yard with staff and adoption counseling services to ensure a proper fit and make a meaningful connection and ensure a great fit for each family
- Data and feedback from community was collected:
  - Reviewed Kennel Connections (dog and cat) vs Current Adoption Model and return rates.
    - Wed/Sat AM- current adoption model resulted in more adoptions.
    - Cats- Pilot program slightly higher than current adoption model
    - Return rate: no significant finding; demonstrated that regardless of type of visit, required meet/greet necessary for adopters to determine if a pet is a good fit for them.
  - While majority of adoptions do come from current adoption model, multiple components are considered to balance smart, effective programs with community and stakeholder interest.
  - Expanding current adoption model to include **daily** viewing hours for the community to browse unescorted through kennel areas.
  - Media alert shared, dedicated website landing page with an FAQ created, and info was messaged out to stakeholders to spread the word, fliers provided in multiple languages.
  - OCAC is open 7 days per week; continue to consistently stay above 90% dog save rates.
  - Questions:
    - Who is included in stakeholders' communications? How are they notified? How are you communicating with stakeholders?
      - Members of the public, volunteers, Board of Supervisors, City Partners, OCAC Staff are examples of stakeholders.
      - Shared at a variety of quarterly meetings, examples include:
        - Volunteers – Feedback, started back in June.
        - All-Hands meeting with entire OCAC staff.
        - COT Committee Meetings with the public.
      - Up to date communication with everyone:
        - Sharing to volunteers and staff
        - Shared with media contacts to amplify getting the word out.
        - Utilized own social media and website.
        - Sent messages to all stakeholders.
          - Rescues & 501 C(3) partners
          - Board of Supervisors and City Partners

**VI. Interim Director Comments:**

Interim Director Monica Schmidt gave an overview of the Tustin fire incident and the amazing work by the OCAC **team**. Thanked volunteers and the community for stepping up to help. Tustin hangar fire on November 7 was a little over 1200 ft from shelter property. OCAC was incredibly impacted and worked with County Health Officer and IMT for guidance for duration of the incident. OCAC had to think about not only humans and staff but also about protecting animals in our care. Operations are pretty much back to normal minus walking dogs off property. Shelter team has expanded enrichment and exercise activities throughout our 10-acre campus. There are no restrictions on time out of kennels, play yards, side yards, grooming rooms or promenade space. Added bench and table in parking lot for quiet space for

volunteers and dogs. OCAC is incredibly grateful to the number of partners who reached out to help including several shelters who offered to take a few dogs each, the ASPCA disaster team who chartered 2 planes to take over 100 medium or large dogs and sent their cat team the following week to help 41 cats, Annenberg Pet Space who helped 38 cats and kittens to empty our kitten nursery, and many individual rescue who helped by taking dogs and cats into their programs.

Really proud of this team and our community! The Hangar fire incident was an unprecedented emergency, and everyone worked together to figure out how to take care of animals and staff during these times. OCAC used the Learning and Training room to continue daily meet and greet adoption visits, and visitors were grateful the shelter was able to continue to provide services. Kennels team pivoted early on when we needed to keep dogs on inside portion of kennels to keep them safe from pollutants in the air while still finding ways to provide high value enrichment. Thanks to volunteers, dogs had Kongs to provide stimulation. We also turned end cap rooms in each building to mini enrichment rooms where they could work on training, scent work, and other activities. We went through multiple Kong distributions daily and we were fortunate to have so many partners and community members who donated additional Kongs and supplies for our animals.

## **VII. Public Comments**

Speaker #1 - A 35-million-dollar shelter does not have an effective emergency plan. Maybe this is a time to revisit the emergency plan to have a quicker reaction time. Tustin is asking for reimbursement for costs they had, and the shelter is joining in. Speaker mentioned Los Angeles shelters are open 8-5pm, 6 days a week. Glad some hours of the shelter were extended. Would like to see some of the statistics on what is being done with counseling how many returns and is it effective. As Orange County sees items in the newspaper like the Grand Jury Report that shows that the shelter is unacceptable. The Grand Jury Report is being ignored by the Board of Supervisors. Speaker wants to know what things in the Grand Jury report the shelter is addressing, improving, considering improving and what things are taking a major change.

Speaker #2 Speaker states OC Animal Care has been mismanaged and under fire for decades, but changes have been significant since the lawsuit Logan vs. OC Animal Care has been settled. At the time of the lawsuit OC Animal Care had a euthanasia rate of over 30% for good dogs which is unconscionable. At one point OC Animal Care euthanized around 5,000 dogs annually. Since 2018 the euthanasia rate has decreased significantly. General public keeps hearing from a few that the euthanasia rate for dogs has increased 187% at animal care. That percentage rate of 187% annually literally translates to 68 dogs. That doesn't sound half as bad or alarming as 187%. It is intentionally misleading to judge OC Animal Care by one single metric.

Speaker #3 commented why can't the shelter be made a no-kill shelter, everybody is trending that way. 26 dogs are up for euthanasia this week. People don't want to bring an animal here because they say they will just get killed. The speaker would like to advocate for a low-cost, or no cost, spay/neuter clinic. People cannot afford \$500 plus to get their animals spayed and neutered. Need to control the animal population. The low-cost spay/neuter clinics are still \$300, \$400. If the shelter had a clinic, it would be huge to controlling the population.

Speaker #4 commented on TNR. Helped with a hoarding situation in Costa Mesa with 32 cats being taken in. Have been finding that there were not a lot of programs that would take the cats. People are so inundated. Appreciate the hours changing but people work and that is such a limited window. Speaker asked that this continue to improve.

Speaker #5 commented that the entire analysis presented is wrong, Kennel Connection has 30-40 dogs available for adoption. The general population of which the morning adoptions happened was 200+ dogs, once you do the calculation of that percentage Kennel Connection was actually successful. Speaker thinks the majority of the dogs that were adopted in the mornings under the appointment system were puppies and small dogs. Kennel Connection only had large dogs. What kind of comparison is that? Speaker asked the public to provide him with their email to provide his data.

Speaker #6 commented that they partnered with RSM Cares Bell Tower Foundation to be their pet pantry provider. Would like to partner with Animal Care as much as they can to get the word out and share resources for people who

may not be able to come here. Secondly, thrilled ASPCA took 100 plus dogs because it has reset to population to what it was around March 2022 and has steadily been increasing since then. April 5th, South County Pet Expo in Lake Forest, partnering with OC Animal Care but looking for anyone who can help.

Speaker #7 commented to please stop saying the shelter is open. Stop telling the public, the Board of Supervisors, telling State Senators it is open. The lobby is open for appointments from 11am – 5pm, the shelter is not open. Thank you for calling it viewing hours. Shelter is not open, please stop lying. Concerned of number of videos received of dogs not being able to get out of their kennels. It's increasing, and fewer and fewer dogs are being able to get out. Speaker presented examples of dogs on the euthanasia list whose reason for being on the list were behavioral problems. Proposed to entertain the idea of bringing in some sort of intervention program.

**VIII. ADVISORY COMMITTEE COMMENTS**

Dr. Malo – All you have in life is time and nobody knows how much time you have left. I'm deeply appreciative towards the volunteers for them coming in everyday, giving their time to help animals at OCAC.

- Adjourn the meeting.

Next meeting is April 24, 2024



**Staff Report Summary:**

This report identifies the 2024 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 media communication with OC Animal Care
2. To participate in events targeted to specific demographics and creating partnerships with various internal and external organizations
3. Update OC Animal Care's flyers to ensure all program information is accurate and in various county approved languages

**Foster Program**

1. Increase education and resources available to fosters
2. Identify and develop methods of increased foster volunteer communication to promote information distribution, transparency, and a positive participation
3. Develop standardized training for common foster needs such as bottle feeding of kittens

**Volunteer Program**

1. Identify set volunteer opportunities to create a structured schedule for volunteer participation which coincides with shelter needs and maximizes the benefit of volunteer hours to animal guests at the OC Animal Care Shelter
2. Increase and promote various volunteer and internship opportunities across different OC Animal Care teams
3. Increase positive volunteer engagement on private social media group platforms

**Adoption Partner Program**

1. Engage in new professional partnerships with rescue organizations and promote more expedited adoption
2. Enhance Rescue Track's foster webpage to ensure information is accurate and easily located
3. Review and update application processes as needed when renewing or becoming a new rescue partner

**Recommended Action:** The Committee receives and files the report.



### Staff Report Summary:

Highlights and Updates for following:

- Public Education Program
- Foster Program
- Volunteer Program
- Adoption Partner Program



## Public Education Program

Our Public Education Program is about building strong connections with the community we serve. Through sharing valuable information on disaster preparedness, proper pet care, and responsible ownership, we aim to empower our community members. We're committed to providing essential resources, attending events, and keeping our community informed through our website, digital media, and traditional media. From shelter announcements and education to adoption, community outreach, and animal safety, we're here to make a positive impact together.

This quarter OC Animal Care shared New Year's resolutions for pet owners, cold weather tips for winter storms, the importance of microchipping your pets, and Pet Safety Tips for Easter.

**NEW YEAR'S RESOLUTION FOR YOU AND YOUR PET**



**Stay Active Together**  
Daily walks and playtime are enriching and healthy for both you and your pet!

**Schedule a Vet Check-Up**  
Schedule a visit at least once a year to make sure your pet is happy and healthy!

**Learn About Pet Safety**  
Learn something new like Pet CPR or check out Pet Safety Tips on our website to learn how to keep your pet safe in all environments!

**Add Enrichment Activities to Your Pet's Day**  
Create an environment that is fun and stimulating for your pet!

**Help Animals in Need**  
Check out the "Get Involved" page on our website to find out how you can make a difference in homeless animals' lives!

Learn pet safety tips and check out the "Get Involved" page on [ocpetinfo.com](http://ocpetinfo.com)

*Let's Paws*

**PET SAFETY TIPS COLD WEATHER**



**Make Some Noise**  
A warm vehicle engine can be an appealing heat source for outdoor cats. Check underneath your car and bang on the hood before starting the engine.

**Outdoor Walks**  
Shorten walks and be mindful of elderly pets who may have difficulty walking in colder weather.

**Cold Vehicles**  
Cold cars are just as dangerous, and pets should not be left unattended.

**Frostbite and Hypothermia**  
Whining, shivering, and slowing down are signs of frostbite and hypothermia.

**Injury Prevention**  
Check your pet's paws for signs of cracked paw pads or bleeding due to cold weather.

**Poisons Frequently Used in Winter**  
Antifreeze and rock salt are poisonous. They're not common in Orange County, but be mindful when traveling.

Learn pet safety tips and check out the "Get Involved" page on [ocpetinfo.com](http://ocpetinfo.com)

*Let's Paws*

**IMPORTANCE OF MICROCHIPPING**



**1 in 3 pets will get lost. Without an ID, 90% won't return home.**

Learn pet safety tips and check out the "Get Involved" page on [ocpetinfo.com](http://ocpetinfo.com)

**What is a Microchip?**  
Microchips are the size of a rice grain and are implanted with a quick injection between the shoulder blades. A handheld scanner detects the microchip number and, with one quick phone call to the microchip company, a shelter or clinic will be in contact with you.

**Why Use a Microchip?**  
Collars and ID tags can break or slip off. A microchip is permanent, inexpensive, and can be purchased at almost every veterinary office.

**Remember to Update!**  
Be sure to keep the address and phone number on file updated. If you move or change your phone number, update your contact information with the microchip company.

*Let's Paws*

**PET SAFETY TIPS FOR EASTER**



Learn pet safety tips and check out the "Get Involved" page on [ocpetinfo.com](http://ocpetinfo.com)

Bunnies, chicks, ducks, and other small animals are adorable, but they quickly grow into adults and require daily specialized care.

Don't leave your chocolate at paw's reach! The caffeine and theobromine in chocolate can cause vomiting, diarrhea, seizures, and even death, when pets ingest it. Xylitol, an additive in many sugar-free candies, is also toxic to pets.

Easter decorations, such as plastic grass, are dangerous to animals if ingested. The grass can become twisted within a pet's intestines and can be fatal.

Remember where you hide your plastic and real eggs, so your pet doesn't ingest them causing upset tummies or potential intestinal blockages.

Many types of lilies, including Easter lilies, are severely toxic to cats and can be fatal if ingested. Look for pet-safe bouquets or plants instead.

*Let's Paws*



# OC Animal Care



## Social Media Statistics (January - March)

### Facebook

- 12,000 content interactions
- Up 30.7% from last quarter
- 30,946 total followers
- Added 308 followers from last quarter

### Instagram

- 23,200 content interactions
- Up 60.8% from last quarter
- 17,758 total followers
- Added 285 followers from last quarter

## Adoption Promotions

From January through March, the adoption promotion was extended to waive fees for dogs 25+ pounds.





# OC Animal Care



On January 17, 2024, OC Animal Care began offering Daily Adoption Options. The shelter is now open for daily Adoption Visits from 11 a.m. to 5 p.m. and open for Viewing Hours from 2 to 5 p.m.

**BEGINNING JANUARY 17, 2024**

ocpetinfo.com

**Daily Adoption Options**

**Adoption Visits**

**Daily**  
11 a.m. - 5 p.m.

- Scheduled Adoption Visits available for the convenience of adopters
- Walk-in Adoption Visits welcome and provided next available time slot
- To pre-schedule a visit, call 714-935-6848
- Phone line open daily from 8 a.m. - 5 p.m.

**Viewing Hours**

**Daily**  
2 - 5 p.m.

- OC Animal Care is open daily for visitors to drop by to walk through
- Visitors can view ready-to-go-home dogs and cats during Viewing Hours

At OC Animal Care, we know how important it is to get to know a pet before you make the final decision to adopt. That's why one-on-one "meet-and-greets" are a critical part of the OCAC adoption process.

In February 2024, OC Animal Care was featured as the cover story in Fountain Valley Living magazine, just in time for Valentine's Day. Long-time volunteers and Fountain Valley residents, Jeanne and Sarah helped invite the community to discover their perfect match by fostering or adopting a furry companion from OC Animal Care.





# OC Animal Care



On February 7, 2024, OC Animal Care shared a media alert about the winter storms triggering an influx of lost dogs into the shelter. Information shared included guidance for pet owners, lost and found pets currently at the shelter, and how the community can help.



**1-year-old Pit Bull Mix found on the street alone in Fullerton on 2/7/24**



**1-year-old Pit Harrier Mix found running down the street in Brea on 2/6/24**



**3-year-old Belgian Malinois found alone in a dog park in Anaheim on 2/5/24**

On February 21, 2024, OC Animal Care public information officer, shelter programs manager, and 8-year-old German Shephard, Hanna, were live on air with ThisDay, Laguna Woods Village. Information was shared on Daily Adoption Options, the upcoming Free Microchip Clinic, and urged anyone interested to visit OC Animal Care to foster or adopt Hanna.





# OC Animal Care



On Saturday, February 24, 2024, OC Animal Care hosted the first ever Free Microchip Clinic for dogs and cats. Thanks to sponsorship by the Noble Friends Foundation for OC Animal Care, over 80 dogs and cats were microchipped free of charge, which included the registration of owner information during the event.

**FREE\***  
Microchip Clinic  
for Dogs and Cats

**DATE:**  
Saturday, February 24

**TIME:**  
8 - 11 a.m.

**LOCATION:**  
OC Animal Care  
1630 Victory Rd.  
Tustin, CA 92782

Free microchip clinic for the first 100 dogs and cats  
Limit 2 pets per household; all pets must be 8 weeks of age+  
For safety purposes, all pets must be well-socialized  
Dogs must be on a 6-foot leash or shorter at all times (no retractables)  
Cats must be in a secure pet carrier at all times (no feral traps)

For more info:  
OCastinfo.com  
714-955-0848

\*Attendees must reside in an OC Animal Care contract city. A California ID or photo ID with a utility bill, rental/lease agreement, or similar document providing proof of residency in a contract city needed to participate in this event.

Contract cities include: Anaheim, Brea, Cypress, Fountain Valley, Fullerton, Huntington Beach, Lake Forest, Orange, Placentia, San Juan Capistrano, Santa Ana, Tustin, Villa Park, Yorba Linda, and the County unincorporated areas.



Beginning March 15, 2024, OC Animal Care partnered with the city of Lake Forest for their ongoing dog leash campaign, Leash Up Lake Forest, to promote responsible pet ownership and Orange County leash laws. OC Animal Care was present at a number of parks and community events to educate the residents about the importance of keeping dogs on a leash and share information about OC Animal Care.

**#LEASHUPLF**  
CITY OF LAKE FOREST'S DOG LEASH CAMPAIGN

**SAFETY FIRST: KEEPING TAILS WAGGING, NOT TEMPER FLARING!**  
Unleashed dogs pose risks to themselves, other pets, and humans. Prioritizing safety ensures a harmonious environment for all residents and their furry companions.

**UNLEASH THE FUN: EXPERIENCE CANINE JOY IN DESIGNATE PLAY ZONES!**  
Discover the excitement of off-leash play at Burke Ranch and Portola Dog Park, where responsible pet ownership is celebrated through cleanliness and respect for leash regulations, fostering a vibrant and inclusive community atmosphere.

**PET SAFETY PARTNERS: ENSURING A PET-FRIENDLY COMMUNITY WITH ORANGE COUNTY ANIMAL CARE SUPPORT**  
Lake Forest proudly partners with Orange County Animal Care (OCAC) to provide essential patrol, licensing, and shelter services, ensuring the well-being of pets and promoting responsible ownership. Let's work together to maintain a safe and harmonious environment for all members of our community.

JOIN US ON OUR MISSION TO KEEP OUR COMMUNITY SAFE AND LEASH-TASTIC

**#LEASHUPLF**  
JOIN US IN KEEPING THE CITY SAFE & LEASH-TASTIC!

**WIN PRIZES CHALLENGE**

POST PICS AND VIDS ON SOCIAL MEDIA

**MOST CREATIVE WINS**

USE #LEASHUPLF

VISIT OCAC PET SAFETY BOOTHS AT THE PET EXPO, APRIL 6



## Community Events and Partnerships

This quarter we had the opportunity to participate in the Anaheim Mobile Family Resource Center events, where the City of Anaheim's Community Services Department partners with various organizations to provide resources to underserved communities. During the Mobile Family Resource events, we provided free pet tags sponsored by Noble Friends, educational handouts, and other resources for pet owners. We attended 20 of these events during this quarter and look forward to continuing this partnership and providing resources to the community.



We had the pleasure of attending a multitude of community events such as:

Events	Adoptions
Puppy Bowl Adoption event	1

Additionally, we hosted 3 Katy Cares and Heroes in Animal Care presentations, in addition to numerous school projects, fundraisers, and outreach activities.







# OC Animal Care



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

<u>Date</u>	<u>Event</u>	<u>Location</u>
01/05/24	Presentation about Animal Care Careers for California Online Public Schools	OC Animal Care Shelter
01/09/24	Anaheim Mobile Family Resource Center	Anaheim
01/11/24	Anaheim Mobile Family Resource Center	Anaheim
01/13/24	Pet Food Pantry	OC Animal Care Shelter
01/16/24	Anaheim Mobile Family Resource Center	Anaheim
01/18/24	Anaheim Mobile Family Resource Center	Anaheim
01/23/24	Anaheim Mobile Family Resource Center	Anaheim
01/25/24	Anaheim Mobile Family Resource Center	Anaheim
01/30/24	Anaheim Mobile Family Resource Center	Anaheim
01/31/24	Anaheim Mobile Family Resource Center	Anaheim
02/06/24	Presentation about Responsible Pet Ownership at Santiago STEAM Magnet Elementary School	Lake Forest
02/08/24	Teen and Volunteer Workshop	Cypress
02/10/24	Pet Food Pantry	OC Animal Care Shelter
02/11/24	Puppy Bowl Adoption Event at Tustin Legacy Animal Hospital	Tustin
02/13/24	Anaheim Mobile Family Resource Center	Anaheim
02/15/24	Anaheim Mobile Family Resource Center	Anaheim
02/21/24	Anaheim Mobile Family Resource Center	Anaheim
02/22/24	Anaheim Mobile Family Resource Center	Anaheim
02/23/24	Katy Cares Presentation for Pacific Academy	OC Animal Care Shelter
02/24/24	Microchip Clinic	OC Animal Care Shelter
02/27/24	Anaheim Mobile Family Resource Center	Anaheim



# OC Animal Care



---

<u>Date</u>	<u>Event</u>	<u>Location</u>
02/28/24	Anaheim Mobile Family Resource Center	Anaheim
02/28/24	Team Kids Debrief for Helen Estock Elementary	Tustin
02/29/24	Anaheim Mobile Family Resource Center	Anaheim
03/01/24	Team Kids Carnival for Tustin Memorial Academy	Santa Ana
03/02/24	Cal Optima Community Resource Fair	Orange
03/05/24	Katy Cares Presentation for John Adams Elementary School	Santa Ana
03/06/24	Platt College Vet Tech Career Fair	Anaheim
03/07/24	Team Kids Debrief for Tustin Memorial Academy	Santa Ana
03/09/24	Supervisor Chaffee Kids Fishing Derby	Placentia
03/09/24	Pet Food Pantry	OC Animal Care Shelter
03/12/24	Anaheim Mobile Family Resource Center	Anaheim
03/13/24	Equus Workforce Solutions Community Resource Fair	Anaheim
03/13/24	Anaheim Mobile Family Resource Center	Anaheim
03/21/24	Anaheim Mobile Family Resource Center	Anaheim
03/23/24	Bunny Blast	Lake Forest
03/27/24	Lake Forest Leash-Up Campaign	Lake Forest
03/28/24	Presentation for Girl Scout Troop 8621	Lake Forest
03/30/24	Fountain Valley Easter Egg Hunt	Fountain Valley
03/30/24	Cypress Spring Egg Hunt	Cypress



# OC Animal Care



## Pet Food Pantry

The success of the Family Fur-st Pet Food Pantry not only lies in providing essential resources, but also in fostering a sense of community. This past quarter, over 89 volunteers from Cornerstone SoCal, MMA Insurance, Boeing, LatinX, and EP Wealth Advisors volunteered more than 356 hours to staging, directing traffic and giving great customer service, taking stats, offering education opportunities, and handing out over 67,900 pounds of food to people in our community to feed over 3,790 animals in need.





## 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, they may need additional socialization, or just a break from the shelter as they wait for their forever homes. OC Animal Care's foster caretakers offer sanctuary for these animals in their homes, and provide around the clock care, comfort, and socialization until the pet is ready for adoption. The pets chosen for foster are specially selected by our veterinary and shelter staff and the foster caretakers are a vital piece of the OC Animal Care family. This quarter, there has been a total of 257 animals placed into foster care. Our foster caretakers are saving lives!

### Dog Foster

The Dog Foster Program provides shelter dogs a much-needed break from their routine by enjoying a "Stay-cation" in a foster parent's home. Our fosters complete an application and are paired with a shelter dog based on preference and abilities. Fosters are provided the essential supplies (i.e. martingale collar, ID tag, food, and leash) and support from our Foster team with weekly check-ins, training guidance, and resources.

Foster dogs are continuously promoted as available for adoption on our website and through social media from photos, videos, and information gathered during our weekly check-ins. Our foster dogs are provided extra opportunities to find their forever homes by attending off-site adoption events. On February 11, 2024, four of our foster dogs attended the "Puppy Bowl Adoption Event" hosted by Tustin Legacy Animal Hospital in the City of Tustin. Jack attended with his foster parents who bragged about how great Jack has been in the home, how he is well potty trained, and absolutely loved his Husky sister. Jack won the hearts of many visitors with his sweet personality and found his forever home!





## Foster Recruitment

The Foster team continues to seek out events in the community where we can recruit new foster caretakers. On March 6, 2024, we attended the Platt College Vet Tech Career fair, where we had a booth, and talked about shelter services, internship, volunteer, and foster opportunities. We had educational brochures, about the shelter and our Foster Program. In the upcoming quarter, the Foster team will continue to focus on recruitment opportunities at events such as these, for foster caretakers.

## **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 contributed to exercising, grooming, handling, training/socializing, and enriching available animals, as well as cleaning, laundry, socializing kittens in the nursery, and volunteering at our monthly Pet Food Pantry. Volunteers are also responsible for showing dogs at our numerous offsite Adoption and Educational events.

This quarter 274 volunteers have provided 5,820 hours at the shelter.

- Dog volunteer hours: 4,752 hours
- Cat volunteer hours: 1,531 hours
- Event volunteer hours: 51.5

## New Volunteers

This past quarter we continued to onboard new volunteers with monthly volunteer orientations and recruitments. This quarter we have brought on 101 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 heads to connect. Volunteer coffee is going strong as our departmental 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: Sam Blankenship, Shelter Operations



# OC Animal Care



Manager; Dr. Jones, Chief Veterinarian; and the Quarterly Volunteer Roundtable which included current volunteers along with staff including: Monica Schmidt, Director of Animal Care; Jamie Link, Operations Manager; Frank Foran, Chief of Animal Services; Sandy Pantoja, COT Manager; and Dr. Chau and Dr. Chung, OC Animal Care Veterinarians. We will continue hosting our monthly coffee chats and Quarterly Volunteer Roundtable events.

## Volunteer of the Month

We continue to celebrate our volunteers' contributions by awarding Volunteer of the Month. Our Volunteers of the Month for this quarter are:



## Grooming

Grooming is essential for getting our shelter pets adoption ready. The stepped-up efforts of our volunteer groomers have made a huge impact this quarter. In addition to regular grooming, bathing, hair cutting, and nail trimming, our groomers have treated animals with skin conditions with medical baths and a double dose of TLC. Grooming volunteers racked up 204 hours this quarter.





## 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 homes. This report also reviews steps being taken to increase and improve adoptions and communication between OC Animal Care and Adoption Partners.

### Partner Adoptions

This quarter, almost 500 pets were placed with non-profit rescue groups, local veterinarians, or with partnered municipal and/or humane organizations. We sent over 80 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.



### Transports

This quarter we planned two out of state transports. Our first trip was for four large breed dogs going to a breed specific rescue. When planning out of state transports, it is so important to be sure the pets are safe for their journeys. We have been so lucky to work with the compassionate people who donate their time to fly pets for Pilot N Paws. These pilots are so amazing and do everything they can to help pets in need get to safe places where they have the best chances at finding homes that are right for them. Every pilot we have worked with is 100% dedicated to the animals. It takes a lot of planning to be sure everyone is in place and ready to go on time and they are always accommodating of our traveling pets' needs.



# OC Animal Care



Our second transport was a large group of dogs that our own dedicated shelter teams organized. Transports like this take a lot of planning to be sure all the pets are ready to go. The rescue partner team consults with the receiving group to match up the best pets to go on the trip, the veterinary staff provide all the vaccines and medical care needed, the veterinarian enters and signs the health certificates, the customer service team completes the paperwork and then the kennels team and our field officers then load up the dogs and take them on their journey across multiple states. We know it is a lot of work, but it is so worth it to help our animals find a positive pathway.







## 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, two pets received outside medical treatment, and the estimated cost for care of those pets was \$3,000.

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.

Suki	femur fracture	\$	1,500.00
Carrot Top	femur fracture	\$	1,500.00



Carrot Top was just a tiny kitten when she came in. She came into the shelter with a badly broken leg that had not been treated. We sent her to one of our amazing surgeons for care. She was so cute one of the veterinary technicians at the hospital is currently fostering her. Once she recovers, she will be up for adoption.



## Success Story



Rex is enjoying his new life where it snows and he has friends to play with. We love seeing our dogs getting to live in an environment they will thrive in. Rex was one of our special case dogs. His owner was not providing him proper care in the home. We took Rex in and put him in our Pawtection Program. This program is focused on getting dogs like Rex into a safe place and in some cases it involves moving them out of state. We are so happy for Rex and stories like his are our favorites.

**Recommended Action:** The Committee receives and files the report.