



# PROGRESS ON IMPLEMENTATION OF AMERICAN HUMANE ASSOCIATION RECOMMENDATIONS

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# INTRODUCTION

- June 2015 - American Humane Association (AHA) presented a comprehensive assessment of County Animal Services
- September 2015 – Public Health presented a report to the Board on progress implementing recommendations
- Today, we return to provide an update report as requested by the Board

# APPROACH TO IMPLEMENTATION

- An Oversight Team was created and met 12 times in 2015
- All 464 recommendations were reviewed and categorized
- 10% (45) of recommendations have been implemented and 22% (101) are already being done
- There is more in depth discussion of more complex and important topic areas

# OVERSIGHT TEAM MEMBERS

- Charlotte Alexander, SMV Humane Society
- Jill Anderson, Shadow's Fund
- Dr. Barnes, Veterinarian
- Amy Black, Volunteer
- Chris Erskine, Volunteer
- Robbie Filkorn, CAPA
- Jan Glick, Animal Services
- Linda Greco, Animal Care Foundation
- Shirley Jansen, DAWG
- Susan Klein-Rothschild, PHD
- Pete Miller, Animal Services
- Dr. Relly Nadler, Facilitator
- Angela Rockwell, ASAP
- Phil Seymour, BUNS
- Nancy Vasquez, Project Manager
- Dr. Takashi Wada, PHD
- Janelle Ward, K-9 PALS

# NEW POSITIONS

- Registered Veterinary Technician
- Director of Shelter Medicine
- Behavior and Enrichment Coordinator
- Operations Manager (in hiring process)

# EXAMPLES OF COMPLETED RECOMMENDATIONS

- Using Chameleon track reasons for owner surrender
- Conduct rounds on a daily basis
- Maintain accurate records of feral cats and kittens handled by SBCAS
- Ensure that all equipment that comes in contact with animals are readily disinfected or discarded

# EXAMPLES OF COMPLETED RECOMMENDATIONS

- Replace radio equipment during rebanding, radios should be integrated into county sheriff dispatching system
- Engage internal and external partners in problem solving and restructuring relationships
- Mitigate employee stress by hosting compassion fatigue seminars, ensuring adequate breaks, assessing staff levels, and removing disruptive volunteers

# EXAMPLE OF IN-DEPTH DISCUSSION

## Intakes by Appointment

- Consensus on an approach to have people and a list of resources at each shelter to offer resources when owners considering turn in
- Creation of a sub-committee with stakeholders and staff to draft policy and procedures
- Draft will be brought back to the Oversight Team



# COMMITMENT TO 5 AGREEMENTS

- Encourage communication
- Maintain integrity
- Embrace change
- Yes we can
- Moving forward together

# MOVING FORWARD

- Scheduled compassion fatigue/resilience workshops for internal and external stakeholders
- Continued work on complex and long-term issues
- Use of sub-committee structure and engagement with internal and external partners
- Commitment to long-term process and success

# QUESTIONS

