

Maintaining live outcomes during the COVID-19 pandemic ...and beyond

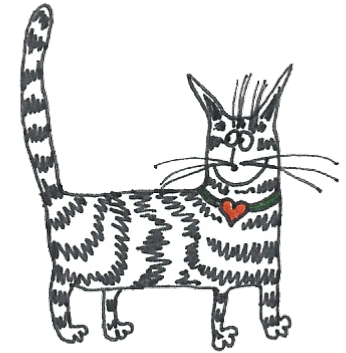
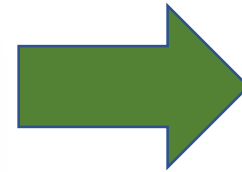
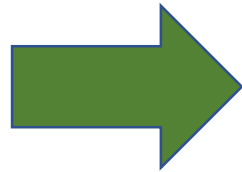
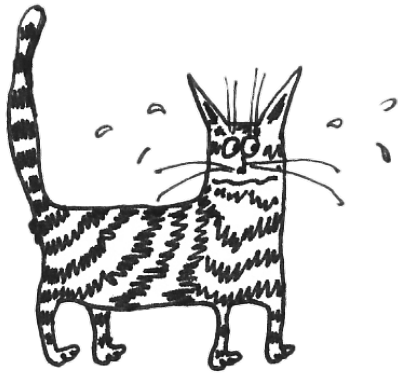
Kate F. Hurley, DVM, Dip. ABVP (Shelter Medicine)

www.sheltermedicine.com

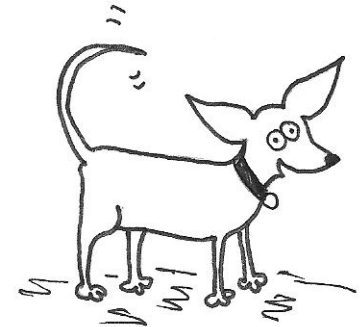
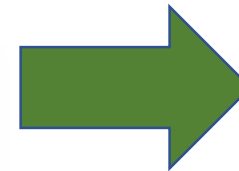
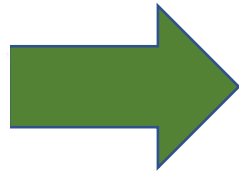
sheltermedicine@ucdavis.edu

Maintaining balance between
intake and outcomes

Basic principle



In MUST = Out



Managing intake is key

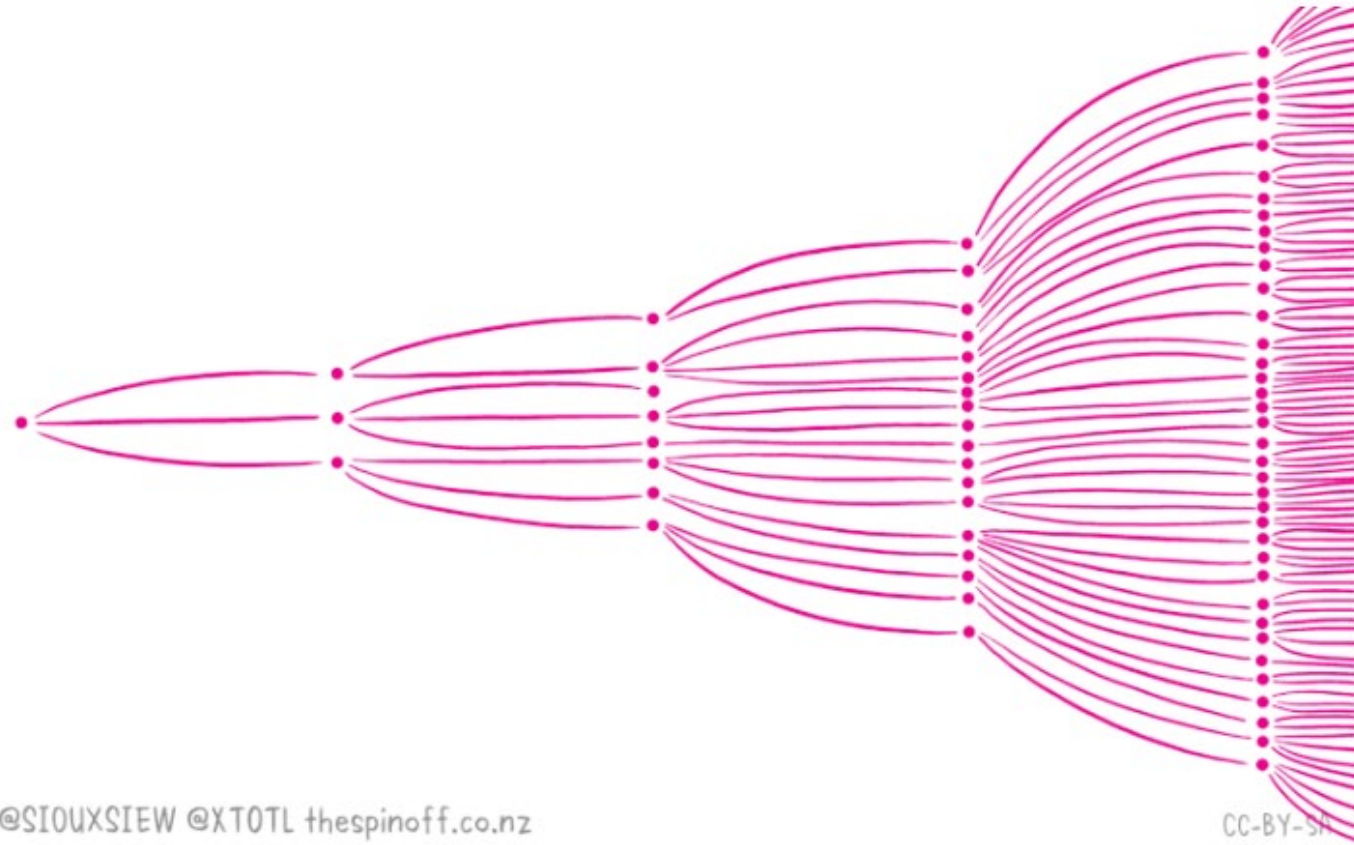


Non-essential services to discontinue *for now*

- Training, events, gatherings
- In-person pet licensing (online or phone options should be considered)
- Spay and neuter services for community and shelter pets
- Community outreach
- Community medical or microchip clinics
- Trapping of companion or wildlife animals that are not public safety concerns
- TNR/SNR
- Intake of healthy cats and kittens
- Pick up and/or intake of healthy, friendly stray animals who are not in immediate danger

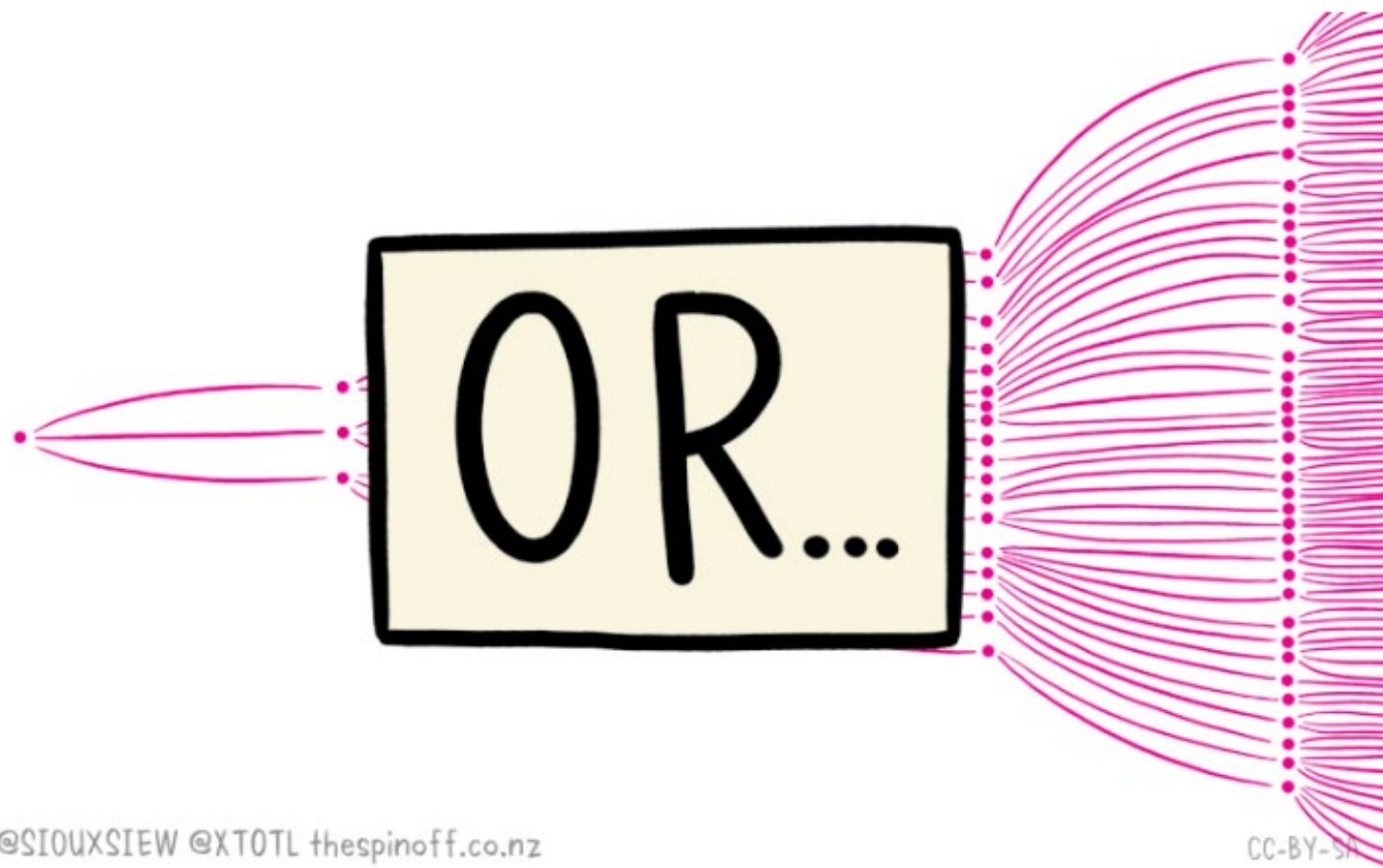
<https://www.nacanet.org/wp-content/uploads/2020/03/4.Essential-Animal-Services-During-COVID-19.pdf>

Hypothetical spread



Courtesy of The Spinoff

<https://www.vox.com/future-perfect/2020/3/26/21193851/coronavirus-covid-19-staying-home-social-distancing?fbclid=IwAR36sjbfQ5JhWQwWOM-25FNb1ET5FoQmQuJSv62SQc07I-AeQg9NWGxisol>

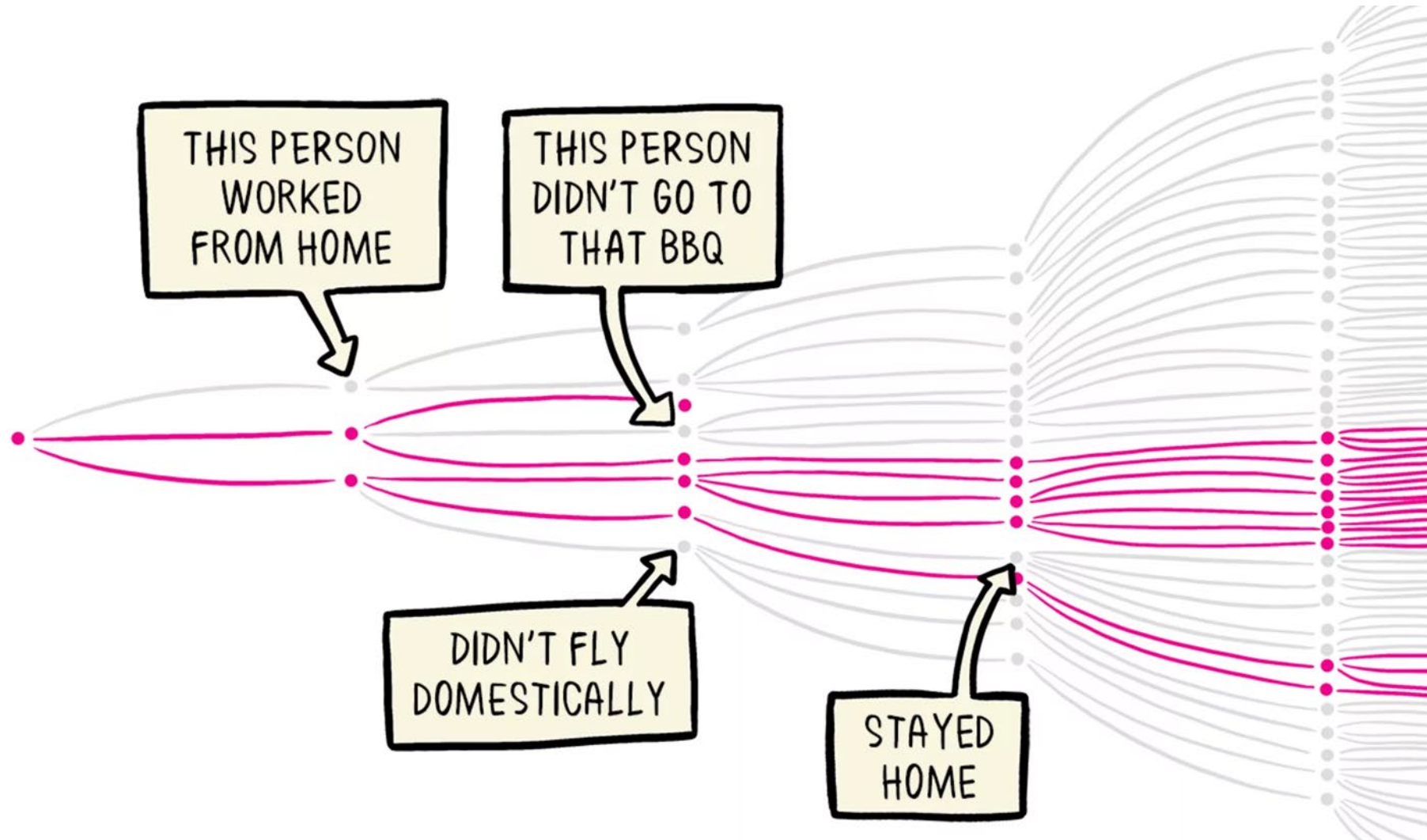


@SIOUXSIEW @XTOTL thespinoff.co.nz

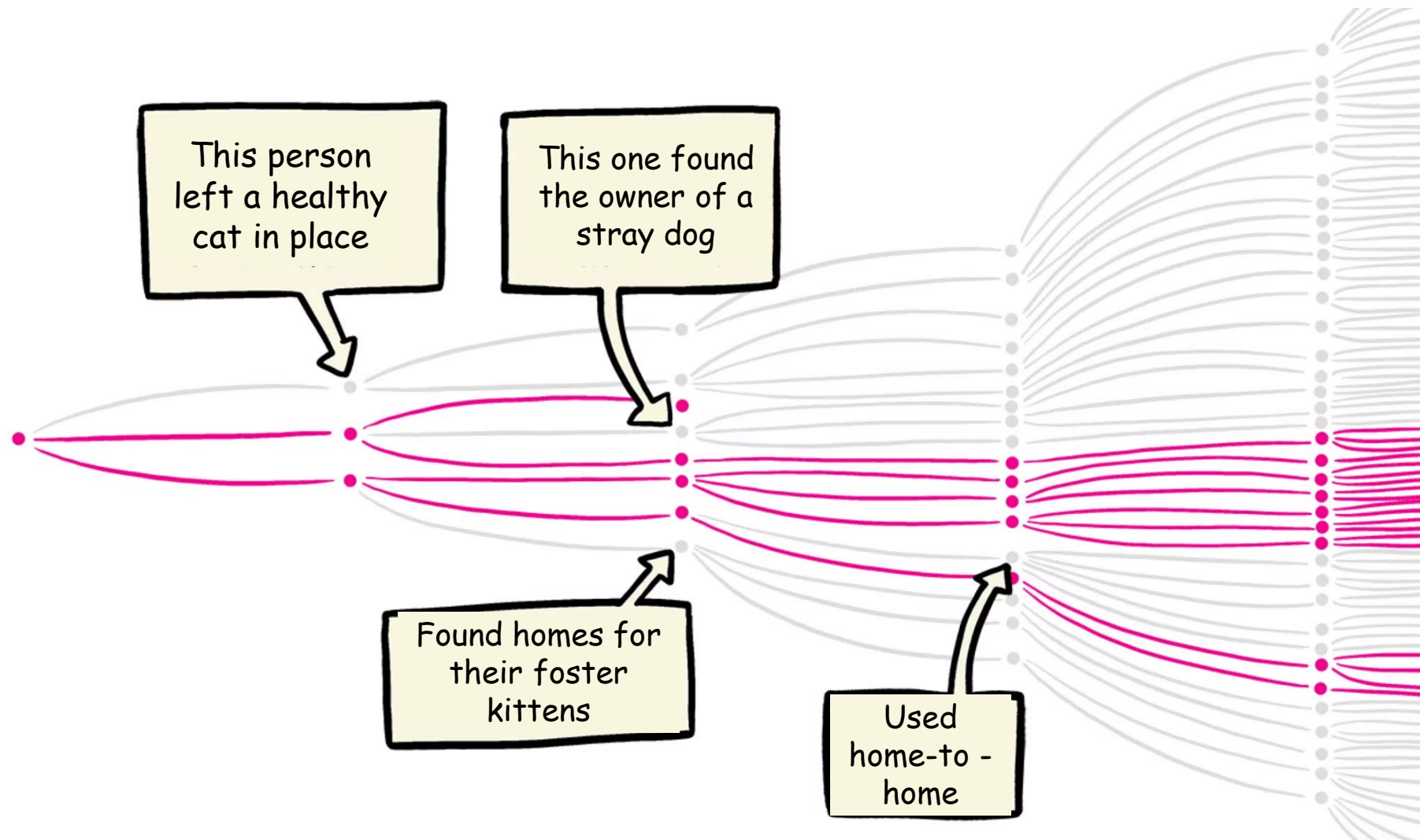
CC-BY-SA

Courtesy of The Spinoff

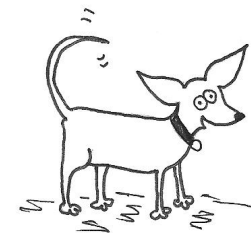
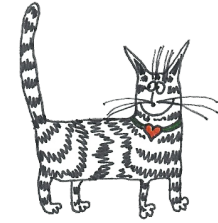
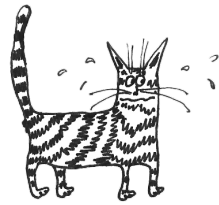
A series of small choices



Go team!!!



But even with lower intake, outcomes must match



Even a little adds up

- Current goal for shelter capacity is $< 25\%$ of housing full
- Allow for lower staffing, greater effort/care for handling and safety, capacity for COVID response if needed
- A few more animals in than out will quickly pass capacity
- *Appropriate* outcomes need to keep pace



Say no to a vicious cycle

- Deferring live outcomes when intake continues means increased length of stay (LOS)
- Increased LOS → increased disease and behavioral risk
- Sick and stressed animals require higher level of care and longer stays
- More animals getting sicker and staying longer will tend to compromise ability to provide care and seek appropriate outcomes




Get out ahead and stay there instead



Stanislaus Animal Services Agency
11:53 AM · 🌐

Lookie, lookie! We have had such a high rate with fostering during the Covid-19 pandemic that the staff on duty today could not find an empty kennel. A HUGE thank you to all that have fostered and will foster. You all are the reason we can do this!

 **Kern County Animal Services**
March 27 at 11:48 AM · 🌐

We wanted to take a moment to recognize you, Kern County. With as much adversity as we all are facing, it is important to recognize actions that remind us that we are all part of a community. We put out a plea over a week ago to help us find temporary foster homes for shelter animals, and the response we've received has been nothing short of uplifting. Between all 3 Kern County Animal Services, our team is caring for 100 animals. You, this community, have kept in a kennel for 100 of them, to help them be, and provide them with their home right now. Thank you Kern County!

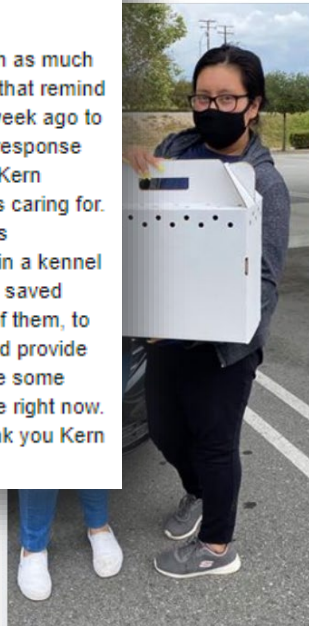
 **Weng Horak**
19 hrs

Never in the history of the City of St. Louis Animal Care & Control facility (managed by CARE STL) have we had an animal population as low as it currently is! Up until recently we were usually averaging a total of approximately 250 animals daily, but in the last two weeks we are down to an average of 35!



 **Riverside County Animal Services**
23 hrs · 🌐


Garry (A1581025) the cat was adopted today. He went home safely in a cat carrier with his new family. Thank you for adopting! Please keep in mind new animals become available daily. We also encourage you to check out our needs rescue dogs. One of them is for you!... See More



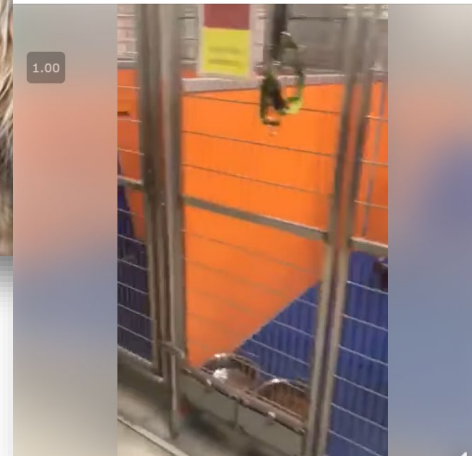
 **Renee Gutierrez**
April 1 at 11:59 AM

Empty cat cages makes my heart PURRRR. Our deferred intake is working and our community is abiding by the shelter in place orders. Thank you Solano county



 **Pinellas County Animal Services** is 🥰 feeling grateful.
April 13 at 2:36 PM · 🌐

All of the staff and volunteers here at Pinellas County Animal Services want to say THANK YOU to our amazing community in helping us completely clear out our dog adoptions! Our director has a special message for everyone showcasing our EMPTY adoption kennels. 🥰 Thank you, thank you, thank you!!!! #WeAreInThisTogether #StrongerTogether

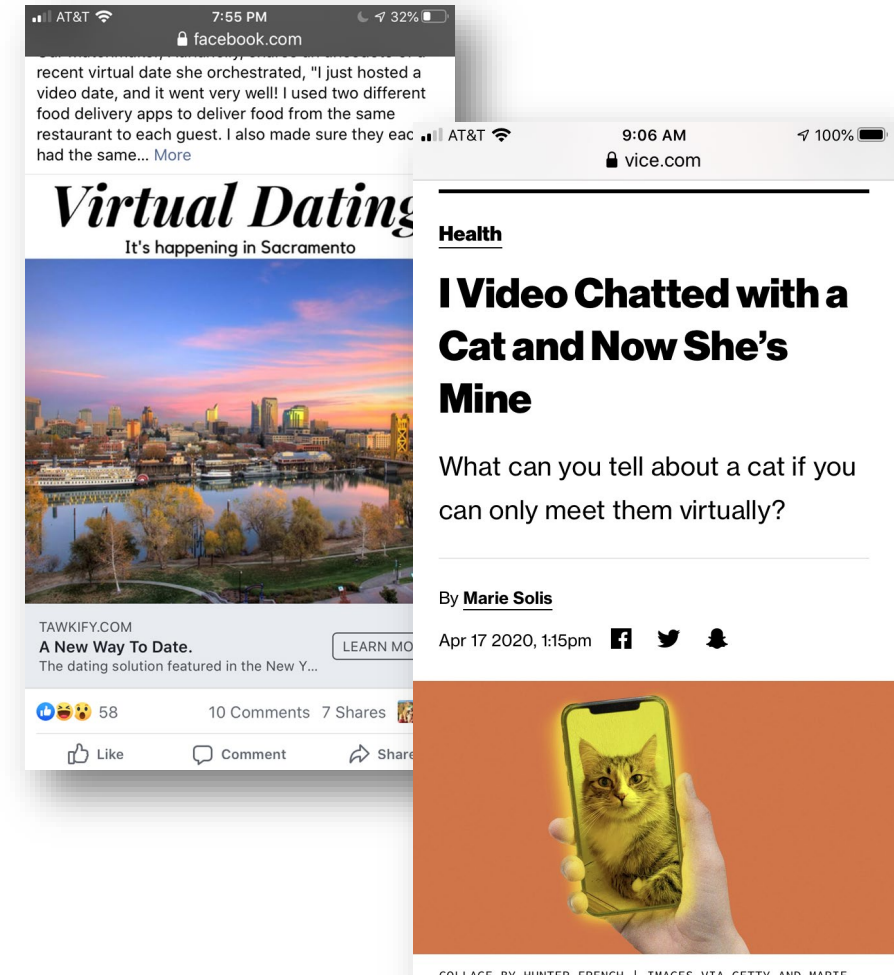


Maintaining live outcomes safely

And potentially improving efficiency, customer experience and matchmaking success in the process 😊

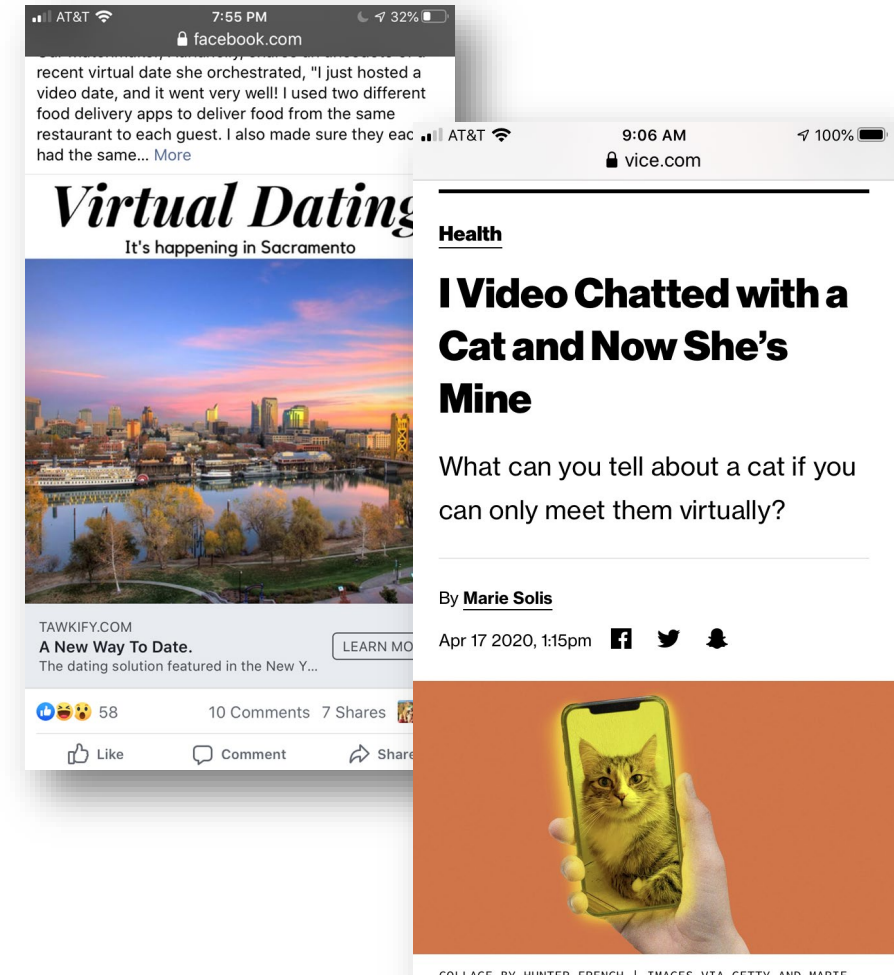
Outcomes in the time of COVID

- Appointment based process
- Online forms and payment
- Virtual meet and greet
- Phone counseling ahead of time
- Socially distant handoff or delivery
- Provide follow-up support instead of trying to solve everything up front



Outcomes ~~in the time of COVID~~

- Online training available ahead of time
- Appointment based process
- Online forms and payment
- Virtual meet and greet
- Phone/video counseling
- ~~Socially distant handoff or delivery~~
- Provide follow-up support instead of trying to solve everything up front



Laying the groundwork: online
resources for fosters, volunteers
and adopters

Online training resources

- Fosters, volunteers, maybe even adopters and post adoption support
- Invest now for streamlined, more flexible process on an ongoing basis
 - Saves staff time
 - Allows more flexibility for potential fosters and volunteers
 - Facilitates rapid deployment when needed



Keeping Up With COVID-19, 3/17: Take Foster & Volunteer Training Online

THE ASSOCIATION / LEADERSHIP, NEWS / MARCH 17, 2020

Written for the COVID-19 Shelter Kit by Katherine Shenar and Kim Alboum

<http://blog.theaawa.org/keeping-up-with-covid-19-3-17-take-foster-volunteer-training-online/>

Online training resources


- Offer a mix of video and written materials
 - Aggregate good stuff already out there
 - Create your own specific to your policies
- Can blend recorded and live interactions
 - E.g. view material ahead of time then attend live Q and A if needed
- Use one on one interactions and follow up to solve for less common issues



Logistics of live outcomes:
appointments, forms and
payment

Appointment based process

- Ideally for all non-emergency transactions
 - Owner surrender, healthy stray cat/TNR intake, RTO, adoption, foster pickup...
- Encourages phone/email first
- Allows for filling out forms and explanation of process ahead of time
- Allows for preparation of animal to the extent possible (intake/outcome)
- Coordinated with shelter and clinic capacity
- More efficient use of staff and client time


 **COVID-19 Updates**

A Message from Our President and CEO

Temporary Changes in Services


All San Diego Humane Society shelters will be open from 10 a.m. – 4 p.m. **by appointment only**. To schedule a pre-adoption phone call with an adoption counselor, please use the provided link below.

Here at San Diego Humane Society we are working hard to save animal lives while protecting our staff, volunteers and guests. Our employees and volunteers are all wearing masks while interacting with each other and the public. We appreciate the community wearing masks and adhering to social distancing when visiting our shelter to protect our team who is working on the front lines. Together, we can Flatten the Curve.

 **Book a Callback Appointment**

At the time of your pre-adoption phone call, please be ready with the name and Animal ID Number of the pet(s) you are interested in discussing.

▼ Services that will continue to be provided to our community

 CLOSE

Appointment systems

- Consider # of locations, appointment types, built in reminder functions, integration with common calendars
- Shelter/clinic software built in scheduling function or...
- Acuity, Waitwhile, Calendly, Google Calendar
- Costs easily offset by increased efficiency

Curbside Slumber Party Pick Up

30 minutes

Thank you for your interest in fostering-to-adopt! To help our animals find the perfect home while practicing safe social distancing, we are offering curbside slumber party pick ups. We'll bring your new best friend and all of your supplies right to your car!

Make sure you fill out the Slumber Party Interest Form to help make this process as smooth as possible. Please understand that we cannot guarantee any specific animal will be available at the time of your appointment. For more info, call 601-544-663

< April 2020 >						
S	M	T	W	Th	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Online forms

- Adopters (and fosters) still welcome 😊
 - Focus on soliciting questions and facilitating matchmaking
- Consider need for signature, ease of integration with animal/client record
- Integrated with shelter software or...
- Jotform, docuSign, google forms...
- Bonus – easy to store electronically, no need to scan or file
- Credit card or paypal, venmo, other online payment system
 - Or waive fees/ask for donation

What kind of activities do you want to do with your dog?

Additional preferences

Check all that apply

☐ I'm open to an older dog

☐ I'm open to a dog with medical needs

☐ I'm open to a dog with a special need

☐ I'm open to a dog with a buddy

☐ I'm open to any and all dogs!

Is there anything else you want to know?

[Find My Dog Match!](#)

I am comfortable with an animal that has special medical needs.

☐ Yes

☐ No

☐ Possibly, I would like to learn more

I am comfortable with an animal that has special behavior considerations (example: shy/fearful, anxious, in need of basic training, etc.)

☐ Yes

☐ No

☐ Possibly, I would like to learn more

If the pet(s) I am interested in is not a good match, I would like the adoption counselor to help me find a better fit:

☐ Yes

☐ No

Please write any additional comments below that you would like our staff to address or consider at the time of your consultation: *

I would like to know more about:

☐ Housetraining

☐ Crate Training

☐ Litterbox Issues

Considerations for RTO (return to owner)

RTO considerations

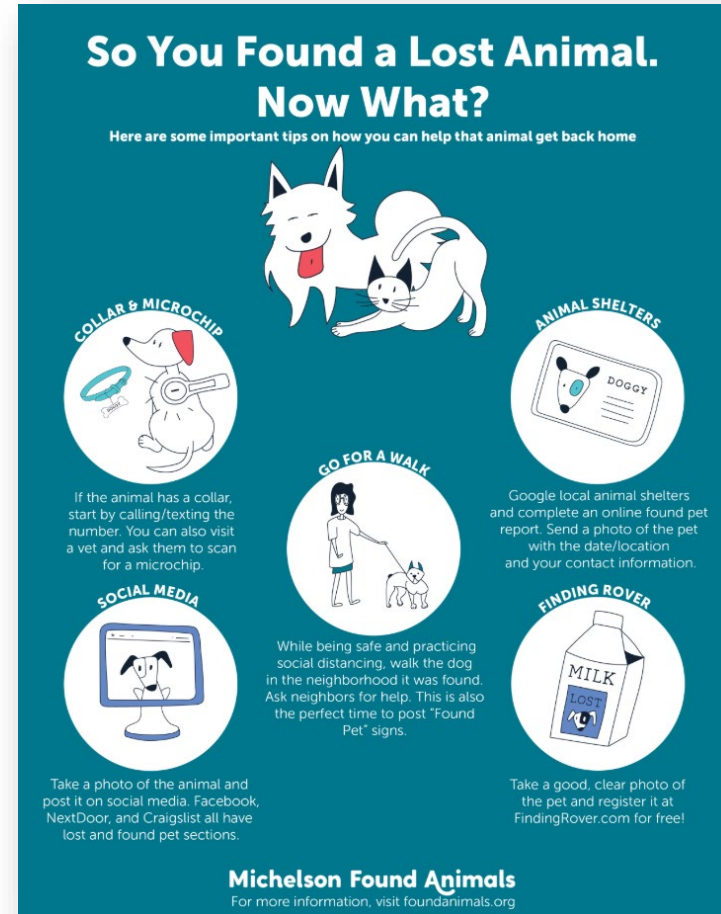
- Now more than ever, the best place for an animal is *back in the home they already had*
- Stop the cycle of rehoming pets that already have homes, only to have those homes obtain new pets from a non-shelter source
- Improve community and pet health and safety by increasing care of pets in the homes they have
 - Increase our slice of the pie
- Save new homes for pets that truly need them



HSUS 2014 Pets for Life Report

RTO before the shelter

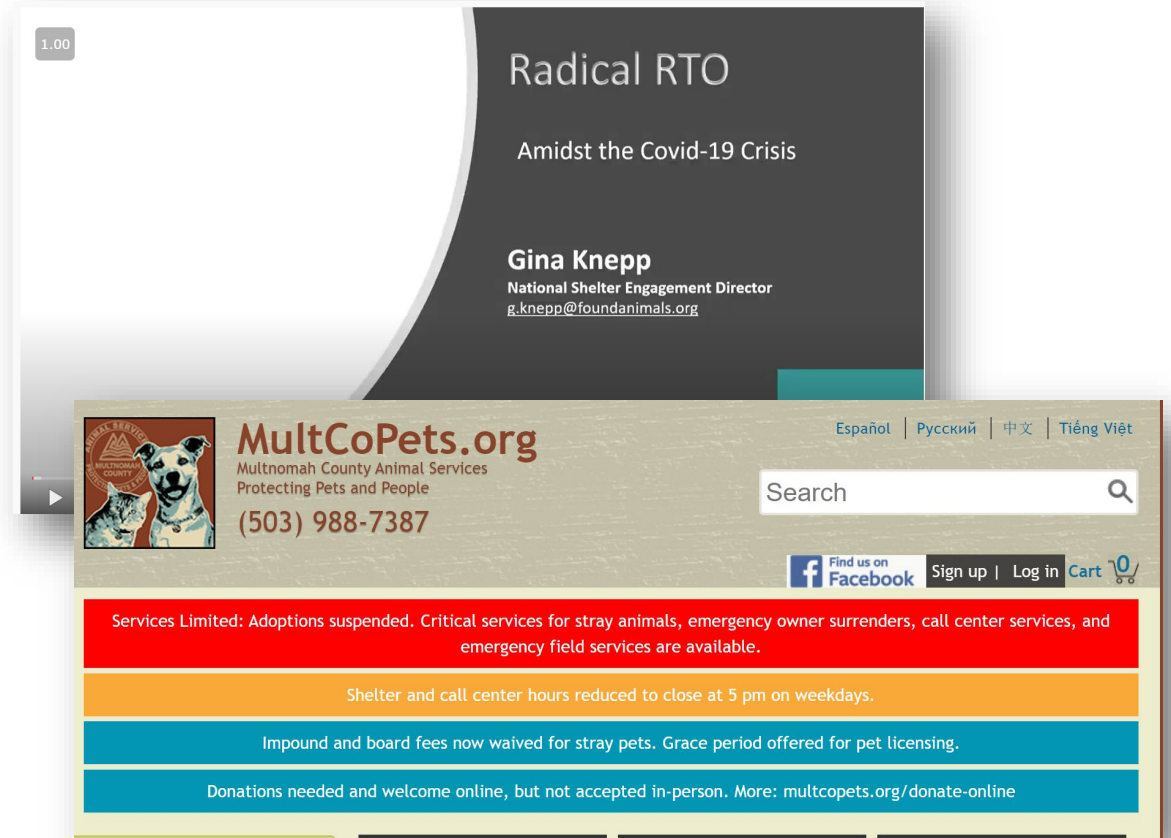
- By finder whenever possible
- In field next best choice
 - Scan for chip and look up:
<http://www.petmicrochiplookup.org>
 - Call and text, start found pet alert if chipped, ask neighbors, take a quick pic and post to lost pet pages
 - Consider neck band/door tag if home is known and animal can be safely re-confined
- Follow up with ID tag/licensing



<https://www.foundanimals.org/found-pet-poster-download/>

RTO from the shelter

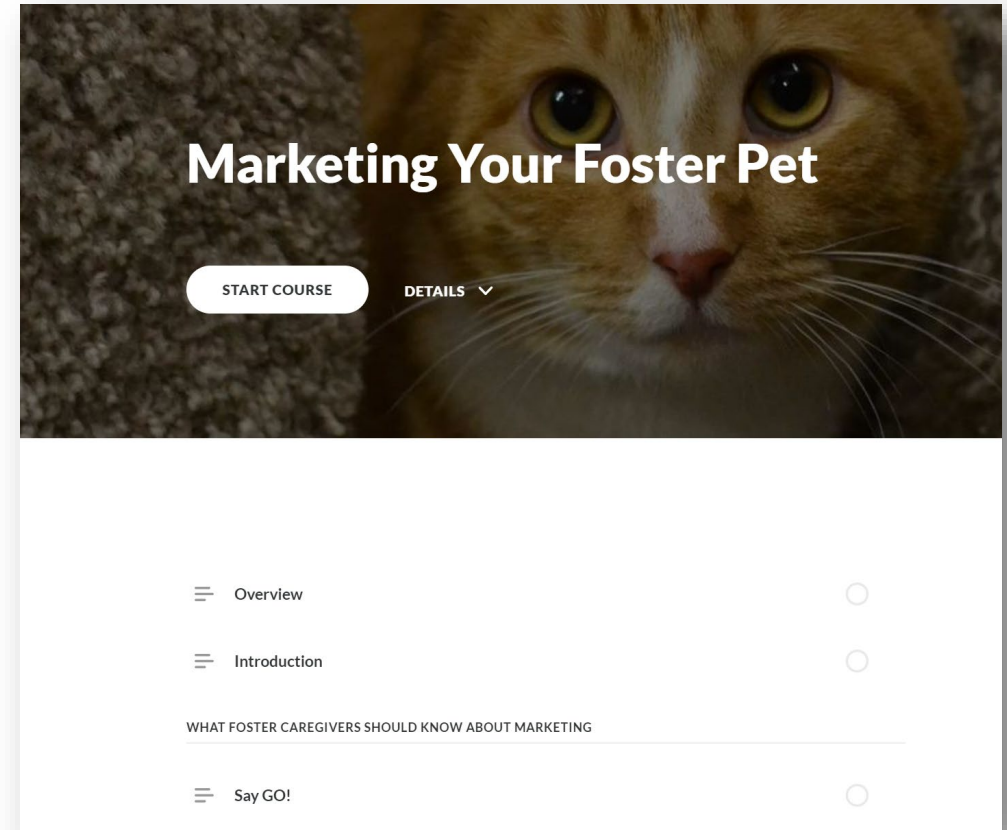
- Seek owners through multiple channels
- Waive impound and board fees, grace period for license
 - For first offenders if need to limit
- Recover revenue by getting more dogs into licensing system and out of shelter quickly
- Send home with ID and education – improve the care of dogs in the community
 - Rabies vaccination and S/N as possible



Considerations for adoption

Virtual matchmaking

- For home to home, foster to adoption, shelter pets
- Allows better showcasing of personality
 - Shy animals can be comfortable with known caretaker, wiggly animals can take time to settle down
 - Potential for more natural setting without a bunch of strangers parading through home
- Way easier to schedule and saves adopter time in traffic even post COVID



<https://www.maddiesfund.org/marketing-your-foster-pet/#/>

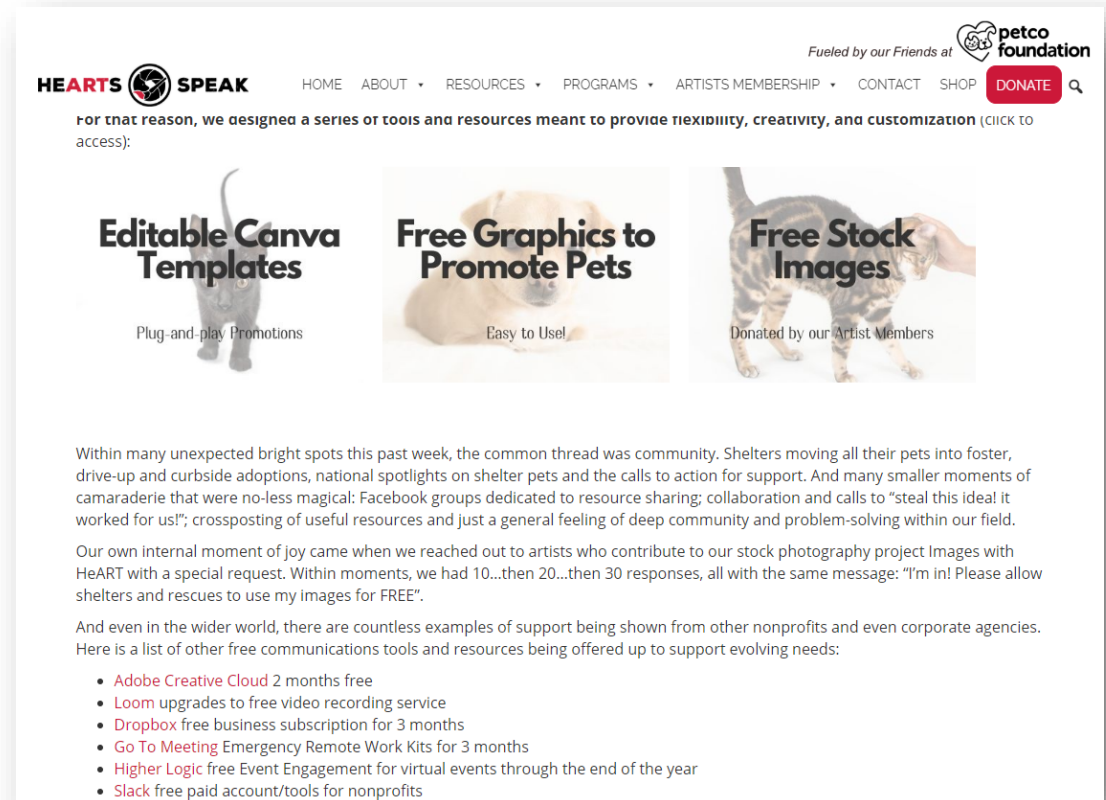
Standing out from the crowd

- Even post-COVID, especially for potential “slow trackers”
 - Proactive versus reactive – don’t wait for them to linger
- Mitigate hard-to-access shelter locations and housing issues
 - E.g. animals under treatment for mild illness
- Especially with curbside pickup or deliver, overcome reluctance or fear of shelter



Options for promotion

- Live meet and greets
- Online video
- Social media, shelter website, third party websites
- Readily available technology

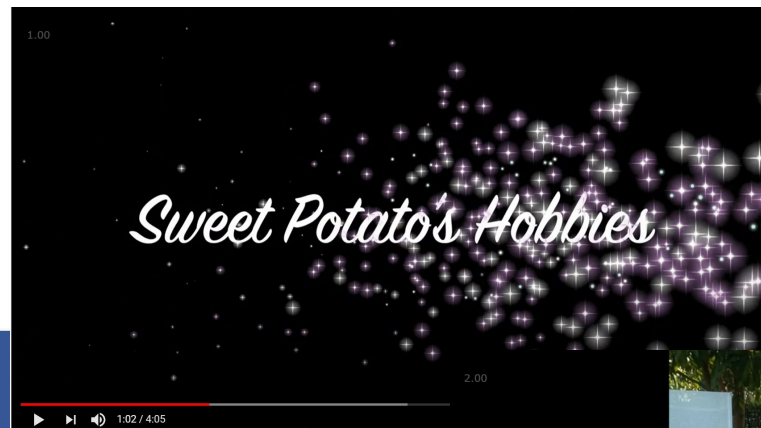




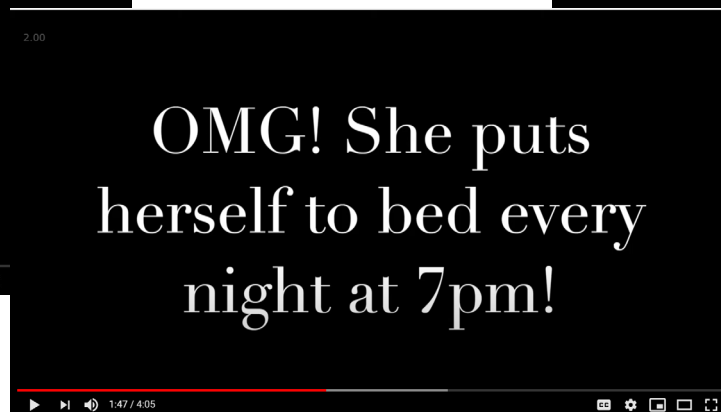
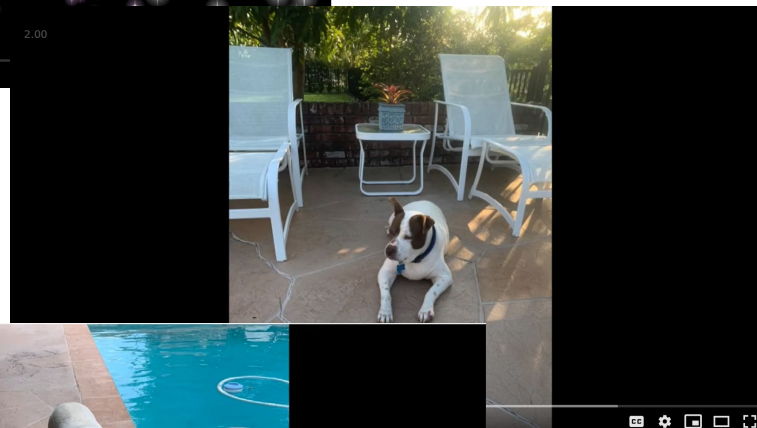
Video matchmaking

- Own the narrative
- Tell the animal's back story if there is one
- Highlight the positive
- Add a jaunty soundtrack and fun font
- Get into details in adoption counseling





Potato was left at the Broward Co. Animal Care and Adoption Center in FL as a stray in October of 2019. In April of 2020 we learned about Potato and brought her home to foster and find her an awesome home!



Studies show...

- Pets acquired as strays or with minimal planning are *less likely* to be relinquished to a shelter
- There is *no difference in attachment levels* or perception of shelter between adopters of full price and fee-waived cats
- There is *no difference in subsequent care* or attachment levels between adopters using a policy-based versus conversation-based process



A Comparison of Attachment Levels of Adopters of Cats: Fee-Based Adoptions Versus Free Adoptions

[View full text](#)
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Should Dogs and Cats be Given as Gifts?

Emily Weiss^{1,*}, Emily D. Dolan², Laurie Garrison³, Julie Hong⁴ and Margaret Slater⁵

[Authors' affiliations](#)

Received: 12 September 2013 / Revised: 2 October 2013 / Accepted: 3 October 2013 / Published: 16 October 2013

[View Full-Text](#) | [Download PDF](#) [63 KB, uploaded 16 October 2013]

Simple Summary
The fact that
overarching
was not as
suggest the

Do Policy Based Adoptions Increase the Care a Pet Receives? An Exploration of a Shift to Conversation Based Adoptions at One Shelter

Emily Weiss, Shannon Gramann, Emily

Shelter Research and Development, Community
Animals (ASPCA®), New York, USA
Email: emily.weiss@aspcan.org

Characteristics of Shelter-Relinquished Animals and Their Owners Compared With Animals and Their Owners in U.S. Pet-Ownning Households

John C. New Jr. , M. D. Salman , Mike King , Janet M. Scarlett , Philip H. Kass & Jennifer M. Hutchison
Published online: 04 Jun 2010.

Support for fosters and adopters

- Focus on support in the home versus anticipating every possible concern before the animal is placed
- Take advantage of phone/web/email options for staff working from home
- Remember a return is not the end of the world

Behavior Helpline - Toss your Community a Lifeline in the COVID-19 Era

🕒 Wednesday

PRESENTER:
Tiff Shao, C
Western M



Webinar Registration



Topic	PetPro Connect
Description	Let's talk TELEMEDICINE! Boehringer Ingelheim has a cool web-based portal/app that gives clients access to their pet's key medical and vaccination history, supports telemedicine, and integrates seamlessly with most veterinary practice management platforms. This is a great platform to stay in touch with your foster community and new adopters with live video consultations.
Time	Apr 24, 2020 10:00 AM in Pacific Time (US and Canada)



Considerations for transport

Transport

- *Manage intake and evaluate local options first*
- Prioritize established partnerships
- Identify transfer candidates ahead of time to greatest extent possible – use video as for adoptions
- Evaluate route to avoid high risk areas
- Stock transport vehicle to limit need for stops along the way
- Limit number of people involved
- Maintain social distancing between transporters and shelter staff
- Wear masks, maintain hand sanitation, change after transport



SF SPCA Transport Protocol During COVID-19 Outbreak

Transport from source shelters should be supported in implementing the recommendation to limit intake to only essential situations (e.g. sick, injured, or endangered). Transport may be considered when a source shelter lacks the capacity to provide necessary care for an animal admitted appropriately on an emergency basis. For example, some shelters may lack the medical capacity to provide necessary care for a sick or injured animal. Even in such cases, opportunities for care within the community should be sought prior to transport (such as at another shelter or private veterinary clinic). When local options have been exhausted, transport partners should observe the same precautions for maintaining social distancing and limiting personnel exposure as have been developed for the release of animals to adoption, foster, etc. We must acknowledge that each exception carries risks for humans. Transports should not travel to areas that do not yet have significant numbers of COVID-19 cases, or to states or communities that have asked for specific travel restrictions.

As an alternative, transfer between shelters in the same community is encouraged because it promotes live releases while maintaining recommended social distancing guidelines. Be respectful of [#saferathome](#) orders in each state and municipality. While shelters and clinics have been identified as essential organizations, not every service or function of a shelter is essential. It is our obligation to reduce our activities. When intake is decreased to essential only, the capacity to find a lifesaving outcome within the community is increased. This is why it is so essential to follow NACA guidelines for intake reduction and call response.

Transport Best Practices During COVID-19 Outbreak

The hands-free handoff

Maintaining social distancing for animal delivery

Hands free hand offs

- Straight from foster to adopt where possible
- Use crates, leashes and carriers to maintain distance
- Wear masks on both sides
- Offer drive up or delivery options if possible to limit entry into shelter and uncontrolled wandering about
- Apps available to let people know when pet is ready for pickup
 - E.g. qless <https://www.qless.com/L>



What's missing?

Hello National Shelter Medicine Rounds attendees,

Today we will be hosting National Rounds at the usual Tuesday time of 3pm CST with a Q&A discussion. Please feel free to send any questions or topic requests to this email in advance of rounds today or come prepared with questions you may have. Thursday we will be hosting a webinar with UC-Davis Koret Shelter Medicine Program in place of rounds, but still using the same National Rounds link. Here are the details for Thursday's webinar:

Topic: How are you getting animals out the door safely and effectively?

Time: Apr 23, 2020 02:00 PM Central Time (US and Canada)

Join us for a roundtable discussion with four shelters that have streamlined their programs and are thriving amidst the crisis. From virtual adoptions to taking payments online, innovative scheduling and curbside drop offs, we're exchanging the tips and tricks behind the new sheltering programs already off and running.

National Shelter Medicine Rounds is held on the same Zoom link for every session:

<https://zoom.us/j/520278731>

Meeting ID: 520 278 731

One tap mobile

+19292056099,,520278731# US (New York)

+16699006833,,520278731# US (San Jose)

COVID-19 Rounds info:

We will be more regularly offering National Shelter Medicine Rounds short term to discuss COVID-19 impacts on shelter medicine on Tuesdays from 3-4pm CT (1pmPT/2pmMT/4pmET) and Thursdays from 2-3pm CT (12pmPT/1pmMT/3pmET). You are welcome to email questions or topics you hope to be discussed during rounds in advance to nationalsheltermedicinerrounds@vetmed.wisc.edu and you are always encouraged to come prepared to unmute to ask questions and participate in discussion at any point. I will be sending email reminders of upcoming rounds in advance. Note: Rounds is typically held the 2nd and 4th Tuesdays of the month and will return to that format once the need for regular COVID-19 discussion passes. Recordings will not be available during COVID-19 discussions but can be accessed from previous regular rounds and will again be available once we return to the usual format.

This group is made up of shelter veterinarians, shelter vet trainees, and upper level shelter leadership. If you know anyone that would like to be added to the national shelter medicine rounds email list to regularly receive scheduling updates moving forward, please have them email a request to be added to the email group to nationalsheltermedicinerrounds@vetmed.wisc.edu.

More supporting materials coming soon

- www.sheltermedicine.com
- www.uwsheltermedicine.com
- <https://mailchi.mp/animalwelfare/redigest/subscribe> to stay in the loop



Everything you need to know about animal welfare and COVID-19 TODAY...from your friends at:



The above organizations have committed to compiling and sharing accurate, timely COVID-19 information through this daily digest, rather than burdening your already-too-full email in-box. The Daily Digest publishes Monday through Friday, providing you and your teams with the most current resources

Thank you for your service to the people and animals of your community. Use this form below to subscribe to the Daily Digest. Your information will remain confidential and will not be shared.