



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

Past Recordings on Maddie's Pet Forum:

- <https://forum.maddiesfund.org/communityconversations>

This Meeting's Recording:

- This Meeting's Recording on Maddie's Pet Forum:
<https://maddies.fund/ShelterRescueSupportCall32822>
- Maddie's Fund Box Link to Recording File:
<https://maddiesfund.box.com/s/dxs5dwiqrtpjbz3aihlo5a8bxczk2oex>

Monday Meeting Registration Link (for shelter staff and committed volunteers)

- https://maddies.fund/Register_ShelterRescueSupport
- https://us02web.zoom.us/meeting/register/tZUqc-6spj0jHtES3GWxrpaG6L3HcbMh_dCu

Friday Meeting Registration Page

- https://maddies.fund/Register_AWLeadershipRoundup
- <https://us02web.zoom.us/meeting/register/tZEud-2orzMrHtLTuNo0GbrSNeCQIQkdWKAp>

156 Attendees

— — —

Agenda

- **Welcome – Bobby Mann:** bobby.mann@americanpetsalive.org

Question of the day: Where are you from and what do you love to do OUTSIDE of work?

- **National Updates:**

Maddie's Fund Monthly Giveaways! Enter here for a chance to win CA\$H in a random drawing:

<https://www.maddiesfund.org/monday-community-conversations-mar22-giveaway.htm>

Open to all who are watching live or on-demand! Be sure to enter each week you attend!

BIPOC-Led Operating Support Grant:

<https://www.maddiesfund.org/bipoc-led-operating-support-grant.htm>

HeARTs Speak has a new fun (galactic!) adoption promotion template for anyone looking for a quick graphic or flyer to promote an adoption special:

<https://heartsspeak.org/space-themed-adoption-promotion-templates/>

Big Dog Master Class – free on March 29 and 30 10am PT to 5pm PT:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

https://maddiesfund-org.zoom.us/webinar/register/WN_uydm2Ka_RSye_dVgVJg4Bw

Full description with sessions and speakers

<https://maddiesmillionpetchallenge.org/big-dog-master-class/>

Topic: Did you miss part one of the [Removing Barriers from your Adoption Process](#) Webinar? Well, you are in luck because we are coming back for round two! This panel of experts will discuss how you can reduce barriers to increase adoptions, connect more pets with people, and solve adoption program challenges.

The panel will be led by Abbie Moore, CEO of Adopt-a-Pet.com, and will include experts Clare Callison, Maddie's® Director of National Pet Supply and Demand at American Pets Alive!; Allison Cardona, Deputy Director of Los Angeles County Animal Care and Control; Stephanie Frommer, Senior Director of Operations at Humane Rescue Alliance; Luis Quintanilla, Executive Director of Humane Society of Harlingen; and Alisha Vianello, Program Director at Gateway Pet Guardians.

Adoption Requirements vs. Open Adoptions: a Conversation:

<https://www.humananimalsupportservices.org/webinars/adoption-requirements-vs-open-adoptions/>

California for All Animals: <https://www.californiaforallanimals.com/>

HASS Supply & Demand Adoption Toolkit:

<https://docs.google.com/document/d/1uimxw4guRMrH5vI6TPD4Ik0p9PMMAwNc1MW8qb8vyU8/edit#>

Please reach out if you want to talk more about this! ajcardona@ucdavis.edu

- Abbie Moore, CEO of Adopt-a-Pet.com
- Clare Callison, Maddie's® Director of National Pet Supply and Demand at American Pets Alive!
- Allison Cardona, California State Director, UC Davis Koret Shelter Medicine Program
- Stephanie Frommer, Senior Director of Operations at Humane Rescue Alliance
- Luis Quintanilla, Executive Director of Humane Society of Harlingen
- Alisha Vianello, Program Director at Gateway Pet Guardians



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022



CHAT SESSION

10:52:37 From Anne George to Everyone:

Good Morning!

11:00:48 From Ashley Rodriguez to Everyone:

Awesome change going on in the RGV! Way to go Donna!!

11:01:17 From mark wysocki to Everyone:

Great Job Donna! We just held our first free Vax and Microchip event of this year. We did four (4) last year. And even had some repeat visitors this year.

11:01:24 From Kelly Clardy to Everyone:

WOW! Way to go Donna!

11:01:32 From Amber Freiwald, Maddie's to Everyone:

Question of the day: Where are you from and what do you love to do OUTSIDE of work?

11:01:35 From Ingrid Norris to Everyone:

Woot! Woot! Donna.

11:02:19 From Jess Roper to Everyone:

Kanab, UT — I love to go hiking! I'm also a yoga teacher 😊

11:02:20 From Lindsay Damron to Everyone:

Alvarado Texas. I decorate cakes on the side

11:02:22 From Kirsten Lindsay to Everyone:

I'm from Pennsylvania and I like to read and go on hikes

11:02:32 From Kelsey Keys to Everyone:

Cameron!! 🏃

11:02:32 From Amber Freiwald, Maddie's to Everyone:

Question of the day: Where are you from and what do you love to do OUTSIDE of work?

11:02:44 From Cory Ferguson to Everyone:

Driftwood, TX - Anything outdoors, ride horses, run, hike with our dogs, and go to events.

11:02:45 From Suzette Moschetti to Everyone:

Ithaca, NY—Hot air balloon Chase Crew

11:02:45 From Leslieanne Pratt to Everyone:

Bella Vista Arkansas and I love knitting.

11:02:46 From Rebecca Marsh to Everyone:

Pacifica, California, spend time on the California Coast

11:02:47 From Hilary Shurtleff to Everyone:

Austin, Texas - I like to cook!

11:02:55 From Kathleen Leary to Everyone:

Southern NJ, Hang at the beach hang out with my kids and farm animals

11:02:57 From Amber Freiwald, Maddie's to Everyone:

This meeting is being recorded. Find past recordings and links from the chat within 24 hours



Community Conversation: Shelter & Rescue Support **Monday, March 28, 2022**

on Maddie's Pet Forum: <https://forum.maddiesfund.org/communityconversations>.

After the call you'll be able to find this meeting's recording (3/28) here:
<https://maddies.fund/ShelterRescueSupportCall32822>

11:02:59 From mark wysocki to Everyone:

Mark Wysocki, Montgomery County Animal Services (Texas). There is "time" outside of work?! lol

11:03:01 From Ingrid Norris to Everyone:

South Carolina, hiking.

11:03:03 From Tracy Brad to Everyone:

I'm from Bothell, Washington, and love to ride horses and write popular science.

11:03:04 From Lailani Newell to Everyone:

I'm in the Atlanta area, and love to read, hike, and paddleboard outside of work!

11:03:04 From Hope Winograd DVM (she/her) to Everyone:

Way to go to clean the beach

11:03:05 From Caitlin Quinn to Everyone:

I'm from Poughkeepsie, NY and I love to garden, hike, or read in my free time

11:03:07 From Javier Gutierrez to Everyone:

Los Angeles California, coach youth sports

11:03:14 From Ann Valentine to Everyone:

Riverside, Iowa. I'm retired from higher education and I love my little orchard.

11:03:15 From Hannah Jaques to Everyone:

I'm from Ellicott City, MD and outside of work I like to draw, mostly graphite

11:03:16 From Kim White to Everyone:

Ft. Walton Beach, FL & I enjoy horseback riding, knitting, gardening & reading

11:03:23 From Donna Casamento to Everyone:

I'm from Missouri. I like to read, knit, and spend time with my kids.

11:03:24 From Becky Costner to Everyone:

I am from Wadena MN and with Let Love Live. I am part of our City Library promoting a passion for reading within our community!

11:03:24 From Kelsey Keys to Everyone:

Dallas, TX - I love teaching yoga, hiking and am currently getting SCUBA certified!

11:03:25 From Ashley Rodriguez to Everyone:

I am from Brownsville, Texas and I love crafting and journaling. <3

11:03:26 From Allison Cardona to Everyone:

Los Angeles, CA, anything outdoors and jigsaw puzzles

11:03:36 From tanya dominguez to Everyone:

Huntington Beach Ca..... I love to read

11:03:43 From Mary Flores to Everyone:

Originally from Okanogan WA. Now in Tucson AZ after traveling the world. I love to be with my 8 grandkids. I also love to ride my motorcycle!

11:03:44 From Kevin Jantsch to Everyone:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

I am from Kansas City and I like to ride bikes and listening to podcasts

11:03:53 From Amy Woodman to Everyone:
Woodstock, VT. I love to go rockhounding with my hound! (husky actually) :P

11:03:54 From Tasha Haug to Everyone:
Fargo, ND - I enjoy spending time in the great outdoors!

11:03:55 From Allison Cardona to Everyone:
Yes, Javier!

11:03:56 From Kelly Clardy to Everyone:
I'm in Hayward, CA (Bay Area), and during the pandemic, I got back into cross-stitching!!

11:03:59 From Kay Joubert to Everyone:
Pacific Northwest - hiking with the dogs and hubby, hanging with family & friends, visiting mountains, listening to audio books, nurturing native plants and trees on our property

11:04:00 From Lana Lesley to Everyone:
El Paso, TX / Houston TX, Austin TX - big backpacker / camper and theatre artist.

11:04:13 From Hope Winograd DVM (she/her) to Everyone:
Atlanta & love going to festivals, esp hot air ballooning & photography of them!

11:04:34 From BJ Andersen to Everyone:
Scio Oregon gardening and attending natural horsemanship clinics with my Appaloosa gelding

11:04:37 From Sara Price to Everyone:
Shout out to WASART (WA Animal search & rescue) who I also spend some of my time off working with!

11:04:41 From Lydia Krupinski to Everyone:
Chicago - enjoy hiking, reading, and drinking lots of coffee.

11:04:51 From Allison Cardona to Everyone:
Javier walks the walk! He is out there with his team on the daily.

11:05:30 From Tasha Haug to Everyone:
Awesome, Javier!

11:05:45 From Jess Roper to Everyone:
Tofu, yes!

11:05:47 From Jess Roper to Everyone:
Love it

11:06:00 From Misty Valenta to Everyone:
Tofu of this conversation! Stealing this!

11:06:21 From Bobby Mann to Everyone:
yay!!!

11:06:38 From Irene Chansawang to Everyone:
Maddie's Fund Monthly Giveaways! Enter here for a chance to win CA\$H in a random drawing:
<https://www.maddiesfund.org/monday-community-conversations-mar22-giveaway.htm>
Open to all who are watching live or on-demand! Be sure to enter each week you attend!



Community Conversation: Shelter & Rescue Support **Monday, March 28, 2022**

11:06:41 From Irene Chansawang to Everyone:

<https://www.maddiesfund.org/bipoc-led-operating-support-grant.htm>

11:06:54 From Amber Freiwald, Maddie's to Everyone:

BIPOC-Led Operating Support Grant

11:07:07 From Sharon Fletcher to Everyone:

Enter each meeting or watch on demand...encourage your coworkers and colleagues to enter and join these calls!!

11:07:23 From Caitlin Quinn to Everyone:

No real announcement from HeARTs Speak but we have a new fun (galactic!) adoption promotion template for anyone looking for a quick graphic or flyer to promote an adoption special:

<https://heartsspeak.org/space-themed-adoption-promotion-templates/>

11:07:40 From Amber Freiwald, Maddie's to Everyone:

Big Dog Master Class – free on March 29 and 30 10am PT to 5pm PT:

https://maddiesfund-org.zoom.us/webinar/register/WN_uydm2Ka_RSye_dVgVJg4Bw

Full description with sessions and speakers

<https://maddiesmillionpetchallenge.org/big-dog-master-class/>

11:08:20 From Amber Freiwald, Maddie's to Everyone:

First session: Adoption Requirements vs. Open Adoptions: a Conversation:

<https://www.humananimalsupportservices.org/webinars/adoption-requirements-vs-open-adoptions/>

11:08:36 From Amber Freiwald, Maddie's to Everyone:

listening to Abbie Moore, CEO of Adopt-a-Pet.com

11:09:47 From Amber Freiwald, Maddie's to Everyone:

Stephanie Frommer, Senior Director of Operations at Humane Rescue Alliance

11:11:54 From Ann Valentine to Everyone:

The term "open adoption" has a very particular meaning to those of us who have adopted children. It means that the child, birth parents, and adoptive parents will maintain a relationship throughout the years.

11:12:12 From Jess Roper to Everyone:

Exactly, Ann! I'm glad we're looking at this language

11:12:43 From Peter Wolf to Everyone:

LUIS!

11:12:56 From Amber Freiwald, Maddie's to Everyone:

Abbie Moore, CEO of Adopt-a-Pet.com

Clare Callison, Maddie's® Director of National Pet Supply and Demand at American Pets

Alive!

Allison Cardona, California State Director, UC Davis Koret Shelter Medicine Program

Stephanie Frommer, Senior Director of Operations at Humane Rescue Alliance

Luis Quintanilla, Executive Director of Humane Society of Harlingen

Alisha Vianello, Program Director at Gateway Pet Guardians

11:13:02 From Bobby Mann to Everyone:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

What a rockstar group!!!

11:13:17 From Ashley Rodriguez to Everyone:

Two of my adopted kiddos have come from Harlingen! Love the team out there! Elaine is just awesome!!

11:14:11 From Amber Freiwald, Maddie's to Everyone:

Q: Do open adoptions include a visual home check?

11:14:41 From Lindsay Damron to Everyone:

We do a yard check but not a home check.

11:15:11 From Amber Freiwald, Maddie's to Everyone:

@ABBIE: Can you speak to 'yard checks'?

11:15:40 From Amber Freiwald, Maddie's to Everyone:

thank you for bringing up yard checks @lindsay

11:16:40 From Staycee Dains to Everyone:

I love the strong statement.

11:16:47 From kriss Harrigian to Everyone:

Meeting other pets in the home is useful

11:17:48 From Lindsay Damron to Everyone:

We have had multiple people say they have a fenced yard but then we ask for a short video of their yard and all of a sudden they tell us, they don't actually have a fence yet but they were planning on putting one up.

11:18:01 From Sarah AGUILAR to Everyone:

I have been on the "home inspection" side of facetime, and I guarantee you that you can also easily avoid sharing every part of your home.

11:18:26 From Caitlin Quinn to Everyone:

I love that advice, Clare, to ask people what they'd like tips on and what support they might need in the transition. It shows mutual respect and trust that will help build a longer term relationship

11:18:52 From Jess Roper to Everyone:

Agreed, Caitlin! When adopters ask if we do a home check, I tell them no, but I'd be happy to consult with them if they're worried about anything.

11:19:03 From Sarah Hayes to Everyone:

Do they need a yard to be a successful adopter? Or are they lying to you about having a fenced yard because they know that is the only way they will get a dog and they plan to go on long walks for exercise anyway?

11:19:31 From kriss Harrigian to Everyone:

We do large breeds and don't care about size of yard, size of home, we approach it as educational for all and also to get more personal interaction with people, not ome

11:19:32 From Sharon Fletcher to Everyone:

Isn't that the time you needed a dog the most, when you are dealing with something uncertain and sad?

11:19:54 From Abbie Moore to Everyone:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

Yes, Sharon!!! I love that.

11:20:56 From Staycee Dains to Everyone:

I used to work at a shelter that made counseling optional. Not everyone felt they needed it and some people really wanted it. It helps us use our time wisely. All the important information we wanted to share was put into the adoption packet.

11:21:00 From Amber Freiwald, Maddie's to Everyone:

I live in a city. We don't have a 'secure' yard and we have a large dog. We go for walks, dog parks, he lives inside. Our yard doesn't dictate our level of care.

11:21:10 From Amy Woodman to Everyone:

I wouldn't pass my own orgs application and I'm the manager! Pets not UTD (one cant be, medically) and landlord would probably say no if asked but would be fine if they just appeared lol

11:21:18 From Augusta Farley to Everyone:

Dogs don't need fenced yards. They need people who follow local laws re pet keeping and can keep them and the public safe and happy.

11:21:27 From Sarah AGUILAR to Everyone:

@staycee -- what org? I would love more info on that

11:21:35 From Sharon Fletcher to Everyone:

@Kriss Harrigan - so good to hear. I have always had Bernese Mountain Dogs and there is a misconception that I must have a huge yard. My dogs would never be in the yard without me. Same with a home or apartment... my dog just wants to be with me no matter the size of where I am.

11:21:44 From Amber Freiwald, Maddie's to Everyone:

Q: Do you adopt to people who had previously surrendered a pet to you? Or surrendered to others??

11:21:49 From Sarah Hayes- Anti-Cruelty to Everyone:

Yes! Circumstances change!

11:22:22 From Amy Woodman to Everyone:

yes! case by case. almost always a good reason for the return

11:22:33 From Staycee Dains to Everyone:

@Sarah - San Jose Animal Care Services. Leadership has completely turned over so I am not sure if they are doing it any more.

11:22:48 From Sarah AGUILAR to Everyone:

Thank you!

11:24:01 From Cory Ferguson to Everyone:

I think there are a couple of points that allude to using some caution and judgment regarding:

1.) Yards don't necessarily determine the standard-of-care.

2.) You certainly want to try to get a successful adoption, as returns create an even larger issue.

11:25:26 From Lindsay Damron to Everyone:

Thank you

11:25:30 From Staycee Dains to Everyone:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

We absolutely welcome returns. It demonstrates trust in our services. And it's a really nice break for a dog most of the time. Avoiding returns maybe shouldn't be the goal

11:25:39 From Josh Fiala to Everyone:

Well said Bobby

11:26:00 From Irene Chansawang to Everyone:

Growing up, our dog ran away from our fenced yard all the time. He dug holes to find his girlfriend.

11:26:40 From kriss Harrigian to Everyone:

Returns can sometimes feel like a failure on my part so my ego can get in the way. Really trying to let that go

11:27:19 From Allison Cardona to Everyone:

Thank you for sharing that, Kriss. I relate.

11:27:57 From Amy Woodman to Everyone:

I deal with that feeling too Kriss... trying to reframe

11:28:07 From Ann Valentine to Everyone:

Respectfully, please try to use a term other than 'open adoption', as noted above. 'Conversation-based' or 'barrier-free' would be preferable to those of us across the country who have adopted children.

11:28:10 From Amanda Gray to Everyone:

I ask about declawing on the application and if the applicant says yes or maybe to whether they will declaw, I follow up with a conversation and explaining what declawing does to cats and try to come up with alternatives

11:28:17 From Jess Roper to Everyone:

I think we should treat each animal and each adopter as an individual, and realize that people (and animals) change over time, so we should work with them in the current context, using the past as information that is helpful.

11:28:22 From Kim White to Everyone:

We are a cat only shelter and have a no declaw contract as part of our adoption process. We discuss this with every adopter and most people who want to declaw don't understand what it actually entails. Our job is to educate. There's so many ways to keep cats from clawing without actually declawing, so we share that information

11:29:41 From Jennifer Rivera to Everyone:

Here at Homeward Bound Pet Adoption Center in Blackwood, NJ, if anyone states they are for declawing we do not adopt too. We will educate and explain the reasons why you should not declaw.

11:29:47 From Amy Woodman to Everyone:

most vets in my area won't declaw anyways

11:30:02 From Sara Price to Everyone:

We have a no declawing clause in our adoption contract also. We work on education and information if people mention it

11:30:36 From Ann Valentine to Everyone:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

Thank you!

11:31:16 From Anne George to Everyone:

Sorry, meant that for everyone.

11:31:31 From Cameron Moore to Everyone:

Most people do not understand what declawing is. When you have that conversation most agree this isn't something they want to do. When you show them how easy it is to trim their nails, maybe offer to trim the nails for them, people agree. Also, even when you have that conversation, you cannot control what someone does once they get that pet home. All you can do is try to share why it isn't a good idea for them or the cat.

11:32:02 From kriss Harrigian to Everyone:

We give examples of behavior and ask about experience or adopters ideas on how to deal, or if they ask for advice.

11:32:07 From Bobby Mann to Everyone:

I just got goosebumps from that beautifully modeled behavior between Abbie and Allison <3

11:32:12 From Anne George to Everyone:

Encourage adoption of available declawed cats!

11:33:37 From Jess Roper to Everyone:

Absolutely, Anne! I've worked with adopters who, for instance, have a blood disorder that makes it very dangerous for them to be scratched, so we found them an already declawed cat.

11:34:21 From Amber Freiwald, Maddie's to Everyone:

Great example @jess!

11:35:20 From kriss Harrigian to Everyone:

What about asking for an apartment/rental agreement?

11:35:35 From Becky Costner to Everyone:

We have to trust that each adopter has the same best interest for each pet that matches ours ❤️

11:35:56 From Sara Price to Everyone:

If we have a potential adopter who insists on a declawed cat, we'll keep them on a list for when we take in a declawed cat and contact them then

11:36:25 From kriss Harrigian to Everyone:

We have a Facebook group for our adopters

11:36:48 From Rebecca Stewart to Everyone:

Email at 2 and 45 days. One FTE who handles any questions/concerns from replies to these emails.

11:36:50 From Ashley Rodriguez to Everyone:

We do a 2-week follow-up email just to see how things are going and give any support that is needed.

11:36:58 From Caitlin Quinn to Everyone:

Such a great point, Allison -- and people have all kinds of preconceived ideas of what the adoption process may be like which can increase that intimidation factor even before they interact with us. When we consider that, it's such a brave and exciting choice for people to choose adoption



Community Conversation: Shelter & Rescue Support **Monday, March 28, 2022**

from the get go.

11:37:17 From Sara Price to Everyone:

We do follow up, and it gives us the opportunity to head off any potential issues with settling in, such as introductions with other pets etc. We're a private shelter but we're bringing volunteers on to help with volume of follow ups

11:37:33 From kriss Harrigian to Everyone:

We have a 6 month card with a before and after picture of dog and offer help and ask for volunteering

11:37:52 From Sarah AGUILAR to Everyone:

We do so much follow-up! We provide lifetime behavioral support so the earlier that we can connect with people and identify challenges, the better

11:38:13 From Kim White to Everyone:

We are absolutely a resource for our adopters for the life of the kitty. At time of adoption, we give them all the ways they can reach out to us. But we don't have time to follow up with each adoption. The only time we do this is when we have a cat adopted with a medical condition. Then it's just checking in on them to be sure their condition is being maintained and they don't need help.

11:38:43 From Anne George to Everyone:

Our County zoning will not allow more than three dogs per household unless you live in a rural area. Would you deny if they revealed they already have three?

11:38:43 From Amber Freiwald, Maddie's to Everyone:

Maddie's Pet Assistant (MPA) managed by Pethealth, Inc. is a free mobile app created to follow up with adopters and foster caregivers and give advice re: common concerns.

11:38:49 From kriss Harrigian to Everyone:

We ask if the adopter can keep the pet until a foster or new home is found.

11:41:38 From Kirsten Lindsay to Everyone:

We don't adopt out any dog that is not already neutered. In an over-population area, that seems like it would help. After all the dogs/cats that you adopt out will not be contributing to the over-pop problem

11:41:44 From Megan Alexander to Everyone:

link for the giveaway from Maddie's Fund?

11:41:51 From Irene Chansawang to Everyone:

Remember to enter for a chance to win money from Maddie's Fund! Complete the entry form here: <https://www.maddiesfund.org/monday-community-conversations-mar22-giveaway.htm>

Open to all who are watching live or on-demand! Be sure to enter each week you attend!

11:42:50 From Allison Cardona to Everyone:

californiaforallanimals.com

11:43:00 From Amber Freiwald, Maddie's to Everyone:

reminder: This meeting is being recorded. Find past recordings and links from the chat within 24 hours on Maddie's Pet Forum: <https://forum.maddiesfund.org/communityconversations>.

After the call you'll be able to find this meeting's recording (3/28) here:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

<https://maddies.fund/ShelterRescueSupportCall32822>

11:45:30 From Staycee Dains to Everyone:

Almost everyone isn't high income!

11:45:37 From Amy Woodman to Everyone:

seriously! I'm "low income"

11:45:48 From Ashley Rodriguez to Everyone:

Ain't that the truth!

11:46:03 From Kirsten Lindsay to Everyone:

I definitely don't have the income for my pets. It's hard but I make it work

11:46:07 From Amber Freiwald, Maddie's to Everyone:

Q: Appropriate to ask about income on 'applications'?

11:46:24 From Amy Woodman to Everyone:

no

11:46:53 From Staycee Dains to Everyone:

The very most important factor in adoption success is that the pet is wanted. Unwanted pets are on the path to neglect. People will do almost anything for their wanted pet. That's why it's important to adopt the pet to the person that they want, not the one we talk them into taking.

11:47:02 From Hope Winograd DVM (she/her) to Everyone:

That's eventually where my nonprofit will come in. But...the near future, goal will be to get vet med insurance on shelter adoptions, so they don't wind up in that position

11:47:09 From Holly Guild to Everyone:

I think it's really important to look at things from the pet's point of view. They don't care if they live in a big house with fancy furniture and a beautiful fenced in yard. They just want to be loved and treated with respect and that is not determined by how much money someone has.

11:47:25 From Sarah AGUILAR to Everyone:

Give examples: I have never "paid" to adopt a pet. I have seen wealthy people who treat their pets like an accessory and don't actually spend time with them. I have seen people who are experiencing homelessness ensure that their pets have everything first. I have seen pets abandoned, hoarded, and a huge variety of other things, from across the income spectrum.

11:47:30 From Tracy Brad to Everyone:

Hospice care for my beloved dog was \$10k+ last autumn. I'm fortunate that I had pet insurance on him so that finances didn't have to dictate the treatment that he received.

11:47:33 From Sarah Welch to Everyone:

Becky! That dog LOVES you!

11:47:43 From jessie sullivan to Everyone:

When I started as an Adoption Manager, we made a lot of changes to our adoption questionnaire and process. We sat down as a team and, line by line, talked about why we asked a question to an adopter and what we were trying to achieve. I got buy-in to make changes for a 90-day trial and then we would regroup and talk about how it went. After 90 days, we had a number of really positive adoption stories that helped the staff feel good about the new process.

11:47:47 From Staycee Dains to Everyone:



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

@Sarah I think your my sister from another mister

11:48:17 From Cameron Moore to Everyone:

I wonder how often that actually happens. Seems like people experiencing homelessness often already have pets or find them during their travels.

11:48:30 From Corissa Arndt to Everyone:

I think you can argue the other side about that and it does take more than love to provide adequate care for a pet. Annual wellness care provided by a DVM. Preventative care (heartworm, flea, tick). These things matter too and in my opinion can't be overlooked. I think potential adopters need to be screened to show they are financially prepared to provide necessary care for an adopted pet.

11:48:37 From Sarah AGUILAR to Everyone:

<3

11:49:18 From Sharon Fletcher to Everyone:

@Javier - love all of that!! waiving fees and providing supplies

11:49:34 From Augusta Farley to Everyone:

Our local shelter allowed a homeless man to foster a puppy. I fostered the puppy until we could get it spayed so he could have it in the co shelter accommodation. I just saw them and both look radiant.

11:49:40 From Staycee Dains to Everyone:

These could be great forever foster situations too

11:49:42 From Ashley Rodriguez to Everyone:

I don't believe that we have had a situation like this, but we have had several situations where we have helped homeless individuals with spay/neuter, vaccines, and waived fees.

11:49:58 From Hilary Shurtleff to Everyone:

Cameron - It may not be super common, but it does happen. There were a few individuals I assisted in finding a dog who would fit their lifestyle who had insecure housing. Each of those individuals already knew what resources to utilize for their pet's care and really prioritized their needs

11:50:40 From Sarah AGUILAR to Everyone:

I have worked at a municipal org - we required an address and that's it

11:51:00 From Staycee Dains to Everyone:

@ Sarah A - samesies

11:52:01 From Sarah AGUILAR to Everyone:

Invite them to sit down with you for coffee and talk to them!

11:52:33 From Sara Price to Everyone:

Conversation & education :-)

11:52:46 From Sarah AGUILAR to Everyone:

Open conversations and transparency. You can turn the angry "advocates" into your most beneficial supporters.

11:53:09 From Hilary Shurtleff to Everyone:

Yes Sarah!!!!



Community Conversation: Shelter & Rescue Support **Monday, March 28, 2022**

11:53:15 From Albert Yau to Everyone:

As a rescue, we work closely with the local shelters and find ways to support each other

11:53:32 From Hilary Shurtleff to Everyone:

Also, "piloting" might be more approachable

11:53:33 From Staycee Dains to Everyone:

This is not new. Boulder Valley Humane literally wrote the book on this topic almost 20 years ago. The orgs not doing this are laggards on the change curve.

11:53:40 From Cameron Moore to Everyone:

I would hope that rescue/transfer partners are also incorporating conversational adoptions in their own programs. This isn't 'shelter exclusive'.

11:53:56 From Anne George to Everyone:

I have had several friends that wanted to adopt dogs which were older or had medical issues and they were refused. The shelters were looking for rescues to take them.

11:54:01 From Sarah AGUILAR to Everyone:

Ask what they want you to do, tell them what you need in order to do those things, help them be the voice to your elected officials in order to get more financial and political support

11:54:05 From Cory Ferguson to Everyone:

We have a list of supplies and care that are needed when you adopt and through a pet's life cycle. It serves as a guide to help them not only in the decision process, but also as a guide to help them after they get home. This has been extremely helpful to first-time adopters, as we realize that we take so many things for granted and that so many people are just not as knowledgeable as we are.

11:54:06 From Ashley Rodriguez to Everyone:

As a municipal facility, we are not a "money" making department for the city. They understand that our goal is to save animals' lives which gives me the ability to waive fees at any point in time.

11:54:31 From Anne George to Everyone:

Older not order!

11:55:00 From Staycee Dains to Everyone:

Yes! We don't have to defuse every explosive. Sometimes it's better to simply just leave it in your rearview

11:55:03 From Javier Gutierrez to Everyone:

not all will be satisfied

11:55:36 From Kelly Duer to Everyone:

Training your fosters can be super helpful

11:56:14 From Staycee Dains to Everyone:

You might lose fosters, but you will gain others who simply want to care for animals and then send them on their way.

11:57:40 From Staycee Dains to Everyone:

This conversation is demonstrating to me how fearful we still are of people doing bad things. Most people are GREAT! Maybe there are some exercises we can do to learn how to gain



Community Conversation: Shelter & Rescue Support Monday, March 28, 2022

perspective. I focus "in" too much, too at times.

11:58:21 From Allison Cardona to Everyone:

ajcardona@ucdavis.edu Please reach out if you want to talk more about this!

11:58:23 From Staycee Dains to Everyone:

Customer smart training for animal shelters was a really great program for our agency to learn our biases and learn how we shut down education and relationships

11:58:44 From Clare Callison to Everyone:

HASS Supply & Demand Adoption Toolkit:

<https://docs.google.com/document/d/1uimxw4guRMrH5vI6TPD4Ik0p9PMMAwNc1MW8qb8vyU8/edit#>

11:59:04 From Irene Chansawang to Everyone:

Remember to enter for a chance to win money from Maddie's Fund! Complete the entry form here: <https://www.maddiesfund.org/monday-community-conversations-mar22-giveaway.htm>

Open to all who are watching live or on-demand! Be sure to enter each week you attend!

11:59:17 From Sharon Fletcher to Everyone:

Messaging about shelters is not out in the community. In recent diverse focus groups, everyone answered Pets are.... with "Family." the public sees pets as parts of their family

11:59:26 From Clare Callison to Everyone:

We will edit this doc to reflect the conversation based language

11:59:30 From Javier Gutierrez to Everyone:

great conversation today

11:59:31 From Sharon Fletcher to Everyone:

Great discussion!!

11:59:39 From Clare Callison to Everyone:

Thank you, Abbie!!!

11:59:43 From Alisha Vianello to Everyone:

Thank you Abbie!

11:59:44 From Caitlin Quinn to Everyone:

Thank you all! Such a great way to start a week

12:00:00 From kriss Harrigan to Everyone:



12:00:02 From Ashley Rodriguez to Everyone:

Great discussion!

12:00:08 From Sharon Fletcher to Everyone:

both ends of the leash

12:00:09 From Leslieanne Pratt to Everyone:

Thank you, this was great.

12:00:17 From Kirsten Lindsay to Everyone:

Thank you Everyone!

12:00:21 From Sharon Fletcher to Everyone:

Yay Cats!!!



Community Conversation: Shelter & Rescue Support
Monday, March 28, 2022

12:00:22 From Amber Freiwald, Maddie's to Everyone:

Thank you everyone!

12:00:24 From Tracy Brad to Everyone:

Thank you everyone!