**Open Arms Challenge Group:**

<https://maddies.fund/openarmschallengegroup>

**Huddle Registration Link:**<https://maddiesfund-org.zoom.us/meeting/register/tZckduupqjsoGNGtPuk2fatmO_acogXGlPx7>

**Agenda**

* **Welcome –** Amber Eby, Grants Specialist at Maddie’s Fund and Gina Knepp, National Shelter Engagement Director at Michelson Found Animals Foundation
* **Speakers –** Michael Bricker, Chief Strategy Officer, Companions and Animals for Reform and Equity (C.A.R.E.) and Katie Muldoon, Founder and President, Mississippi MUTTS and Maryland MUTTS
* **Q&A**

***94 live attendees***

***List of resources referenced during today’s call***

* YouTube Playlist with all Open Arms Challenge Huddles: <https://www.youtube.com/playlist?list=PLa9E7R-3uyGrjX97hXtklZFoJKgqWpyFA>
* Open Arms Challenge Group on Maddie’s Pet Forum: <https://maddies.fund/openarmschallengegroup>
* C.A.R.E: [https://www.careawo.org](https://www.careawo.org/)
* Mississippi MUTTS: <https://www.msmutts.org/>
* Maddie’s University courses related to customer service:
  + Crazy Awesome Customer Service for Animal People: <https://university.maddiesfund.org/products/crazy-awesome-customer-service-for-animal-people>
  + Effective Communication for Staff and Volunteers, Part 1: <https://university.maddiesfund.org/products/effective-communication-for-staff-and-volunteers-part-1>
  + Effective Communication for Staff and Volunteers, Part 2: <https://university.maddiesfund.org/products/effective-communication-for-staff-and-volunteers-part-2>
  + Integrating Volunteers into Your Animal Shelter Program and Culture: <https://university.maddiesfund.org/products/integrating-volunteers-into-your-animal-shelter-programs-and-culture>
* Open Arms Challenge Huddle #1 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle1>
* Open Arms Challenge Huddle #2 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle2>
* Open Arms Challenge Huddle #3 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle3>
* Open Arms Challenge Huddle #4 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle4>
* Open Arms Challenge Huddle #5 recording & discussion thread: <https://maddies.fund/openarmschallengehuddle5>

              

**Chat Log**

00:27:43 Shelbi Waters: Shelbi Waters, Souris valley animal shelter, minot, ND

00:27:45 Frances Alford: Good morning, Frances from IMON in Tallahassee

00:27:51 Ashley White: Ashley White-Bainbridge, GA

00:27:51 Emily Roberts: Morning from the Cortland County SPCA!!

00:27:51 Dylan Moore: Ahoy Dylan Moore from Santa Fe Animal Shelter, Santa Fe, NM

00:27:52 Kimberly Qualls: Kimberly from LifeLine Animal Project in Atlanta!

00:27:59 Kathryn Hinton: Kathryn Hinton from Polk County Bully Project

00:28:00 Lindsay Molloy: Morning! Lindsay from Denver Animal Shelter

00:28:03 Gloria Dorsey: Gloria Dorsey Atlanta Humane Society, GA

00:28:04 Brittany Ransonet: Brittany, Maddie’s Fund, Fort mill SC

00:28:08 Elena Gowe: Elena Gowe, Baywater Animal Rescue, Cambridge MD ! Hi!

00:28:08 Steve Marrero: Hello from Liberty County Animal Services in Hinesville, Georgia

00:28:08 Sarah Sheek: Sarah from Dallas Animal Services

00:28:09 emily wood: emily, Broward County - Southeast Florida!

00:28:15 Danielle Harris: Danielle Pima Animal Care Center in Tucson AZ

00:28:18 Gina Knepp, Michelson Found Animals: Gina Knepp, Michelson Found Animals joining you from Hamilton, Montana - Hello everyone!

00:28:18 Grace Thurlow: Grace Thurlow, Humane Society of Boulder Valley!

00:28:19 Melina Ramos: Morning Everyone! Melina here from Heaven Can Wait Animal Society Las Vegas NV

00:28:19 Donna Brown: Hi Donna Brown, Garden City Community Cats. Idaho

00:28:20 jennifer leary: Hello - Jen from Friends for Life in PA

00:28:27 Angel Stock: Angel Stock Imon of Tallahassee

00:28:40 Anna Domings: Anna, Here Today Adopted Tomorrow Animal Sanctuary, Western MA

00:28:50 Gina Knepp, Michelson Found Animals: You are so not middle aged!!!

00:28:53 Kelly Clardy: Hello from Hayward, CA!

00:28:54 Phablo Dias Silva: Phablo Dias. Hello from Rio de Janeiro - Brazil

00:28:55 sarah rosenberg: Sarah Rosenberg (she/they), Paws Between Homes in Atlanta, Georgia

00:29:03 Amy Berke: Amy Berke, St. Francis Animal Rescue of Venice, Florida

00:29:13 emily wood: You're right, Gina - Amber Eby's forever young!

00:29:46 Alison Gibson: Michael Bricker, Chief Strategy Officer, Companions and Animals for Reform and Equity

(C.A.R.E.) https://www.careawo.org

00:29:57 Alison Gibson: Katie Muldoon, Founder and President, Mississippi MUTTS and Maryland MUTTS

https://mississippimutts.com/

00:29:57 Fiona Tanner: Fiona from Louisa County Animal Shelter in Mineral, Virginia.

00:32:27 Sharon Fletcher: Katie you can change your name in the upper right corner - the 3 dots

00:32:48 Alison Gibson: Katie Muldoon, Founder and President, Mississippi MUTTS and Maryland MUTTS

https://mississippimutts.com/

00:33:08 Sharon Fletcher: We are happy to have you both here today

00:36:21 Alison Gibson: \*Correct link for Mississippi MUTTS https://www.msmutts.org/

00:37:12 Emily Roberts (she/her) - Cortland County SPCA: It’s all about those touch points

00:39:16 Alison Gibson: Michael Bricker, Chief Strategy Officer, Companions and Animals for Reform and Equity

(C.A.R.E.) https://www.careawo.org

00:42:02 Phablo Dias Silva: 😍😍

00:42:23 Donna Brown: We see ourselves as being volunteers for our feral cat colony caregivers.

00:42:25 Kelly Duer: /\*-//

00:43:27 Wendy Frink: @Kelly Duer hi java

00:43:59 Kelly Duer: Lol! Sorry about that

00:46:22 Donna Brown: My problem was having too many expectations of people when I didn't know about their life situation.

00:48:14 Donna Brown: patience is having less expectations and working with what happens next

00:51:25 Anna Domings: Best Friends Network frames Volunteer Orientation not as an opportunity to train volunteers, but to teach POTENTIAL volunteers about your organization so that they can make an informed decision about whether or not your organization is the kind they want to volunteer for. I’ve structured our volunteer orientation around that idea and we believe that it has improved our volunteer retention and our ability to attract volunteers who work well with us.

00:55:13 Donna Brown: Maybe breaking large areas into managing smaller areas with local rescuers for each will help with communication.

01:02:15 Irene Chansawang (she/her): Yes, treating everyone with dignity...part of inclusive practices.

01:03:19 Donna Brown: More information on the cat\kitten at the start?

01:04:36 Megan Davis: Loved this session. I do think that customer service flows into cattery and kennel attendants who are doing showings with potential adopters. We struggle to ensure that they have non-judgmental service training as well as front desk staff. Do you have any ideas on shelter wide training or working to create this shift in service on a widespread scale?

01:05:46 Donna Brown: yes. we are the people our volunteers watch for acting

01:06:08 emily wood: Any thoughts on customer service in the field? As we balance enforcement/safety/investigations which are necessary with problem solving and support? Transitioning folks and teams from a more stern way of working to a more collaborative way?

01:07:11 Jennifer Evans: Go out and Volunteer with other organizations that are in the same neighborhoods that your shelters are located in. Attend events. Get out of the Animal Welfare space. Learn to appreciate the differences. Especially if your staff does not live in that community.

01:07:34 Anna Domings: ^^ that’s a great idea, Jennifer!

01:10:30 Wendy Frink: Be sure to join us on Maddie’s Pet Forum to continue this important conversation! https://maddies.fund/openarmschallengegroup

01:11:20 Anna Domings: And underserved communities are not just underserved by human welfare services—those communities often really need animal welfare services as well!

01:11:27 sarah rosenberg: At its foundation, the work we share involves building relationships and supporting existing bonds. Seeing members of our community not as customers but as ready partners in our work, as people who are doing \*us\* a service and whom we have an opportunity to serve and learn from extends our relationships and our connections with one another.

01:11:43 Anna Domings: ^^^^ 💯

01:12:11 Fiona Tanner: 👏👏 well said

01:12:18 Erika Pratte: Loving this conversation! We had a leadership meeting this morning on this very topic. Treating our adopters as partners is spot on!

01:12:35 Anna Domings: Thank yoU!

01:12:47 Emily Roberts (she/her) - Cortland County SPCA: Thank you all for sharing!

01:12:50 Fiona Tanner: Thank you everyone!

01:12:53 Kelly Clardy: Thank you Michael and Katie! This was a great conversation!

01:12:59 Savana Borchers: Thank you guys for the info today!! - Lumpkin County Animal Shelter!

01:13:02 Donna Brown: thank you!

01:13:29 Phablo Dias Silva: Thank you!!

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