

November 2022

Director's Report

We continue to accept walk-ins. We have over 50 appointment slots per day, which can be filled by walk-ins. The Community Outreach Committee is interested in moving away from the appointment-based system. We did agree to establish an ad-hoc committee to discuss the trap neuter release ("TNR") program and the shelter appointment system. The ad-hoc committee reached consensus so far on maintaining the current appointment system but incorporating tours.

OCAC is subject to litigation about animal welfare practices. OCAC has prevailed against the restraining order, but litigation will continue and more process remains ahead. As a result, standard operations will continue uninterrupted.

We have 94.2% dog save rate and 70.35% cat save rate for January 1, 2022 to September 30, 2022.

The animal care industry is seeing a shortage of veterinary services and high costs due to inflation and supply issues. This is a nationwide problem. Our adoption rates remain consistent.

Budget Update

We're trending at about 3.2% over budget and we're watching this closely. This is not unusual for the first quarter of a new contract year. Cost increases are related to rising wages and increased intake.

Grant Award

OCAC has been awarded a \$142,094 grant to expand capacity for spay/neuter services. Pet owners reclaiming animals from the shelter may receive spay/neuter service. More info on this soon.

Operational Update

Kitten season is upon us. Pan Leukopenia is very contagious and it's difficult to manage at the shelter because its so contagious. We're also dealing with foster fatigue.

Most of the dogs we have at the shelter are large dogs, many of which have medical and/or behavioral waivers. This makes it more difficult to adopt.

We now have 7-day a week coverage by staff veterinarians in-house.



OC Community Resources



OC Animal Care Update

Andi Bernard, Director, OC Animal Care
November 2022

Today's Agenda

- **Director's Update**

- Community Outreach Committee
- Pending Litigation
- Adoption Model & Survey
- General Updates & Industry Trends
- Budget Update

- **Operational Update**

- Seasonal Challenges
- Veterinarian Care Services
- Winter Fact Checker
- Events
- Pooches on the Patio

Director's Update

Community Outreach Committee

The OC Animal Care Community Outreach Committee is an advisory committee that meets once a quarter to provide input and support animal care related issues. At the committee meeting on October 26, 2022, the committee recommended:

- Reinstating the TNR program
- Establishing an ad hoc committee to explore a new adoption model
 - The ad hoc committee met and recommended staff to incorporate a program allowing shelter tours

Walk-ins* Welcome! Appointments Available

IS OC ANIMAL CARE OPEN?

YES, WE ARE OPEN

For Redemptions, License Renewal, Intake, Field Calls, and Adoptions by Appointment



WALK-INS* WELCOME!

400 APPOINTMENTS
AVAILABLE PER WEEK

**First come, first served based on staff availability*

Director's Update

Adoption Survey Pilot Results

- 97% reported being greeted by a friendly customer service agent
- 66% of adopters pre-scheduled their visit
- 34% of adopters walked in for a visit
- On average 88% were seen within 15 minutes of visiting time
- 90% complimented Animal Care Attendants to help make an informed adoption decision
- 98% of adopters would recommend OC Animal Care to family/friends

“ The staff here is very helpful and you can tell they truly care for the animals. ”

“ Very pleasant experience, the complete opposite to what I read online. ”

“ Great staff! They're all very kind and helpful. They also gave us free cat food! Come here to rescue your new family member! ”

“ We appreciate what everyone here does and had an incredible experience with every staff member in helping us get our new family members. ”

Director's Update

OC Animal Care Pending Litigation

Animal welfare is the focus of heightened public attention both locally and nationwide. You may have heard that litigation has been filed against OCAC and currently remains pending.

- In response to the Plaintiffs' allegations, OCAC submitted a declaration to the Court demonstrating that OCAC's practices meet or exceed industry standards.
 - Plaintiffs' request for a temporary restraining order was denied by the Court on November 1.
- As litigation continues to unfold, you may notice an increase in media coverage for OCAC.
 - On November 22, the OC Register requested our response to the allegations raised in the lawsuit.
 - While it is OCAC's policy not to comment on pending litigation, we were able to provide the reporter with public records, including a copy of OCAC's opposition papers to the Plaintiffs' request for a temporary restraining order.
- In line with our usual practice whenever this happens, the matter has been referred to the Orange County Counsel's Office. Our team will continue our daily operations with no interruptions.

Director's Update

• General Updates

• Shelter Animals Count – Fall Report (January 1 – September 30, 2022)

- Dog save rate: 94.2%
- Cat save rate: 70.35%
- Combined save rate: 80.09%

• Media Update

- Inquiries from media continue
 - Activist driven
 - Agency driven

• Industry Trends

- Shortage of veterinary services for communities
- Length of stay (charge days) increasing across the nation
- Decreased rate of adoption across the nation
 - OCAC is fortunate to have maintained current rate of adoption
- Inflation
 - Increased strain on shelter population
 - Increased costs for pet owners

POOCHES GET PATIO SESSIONS
Regular adoption events begin to meet dogs who need homes

By Alicia Robinson
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OC Animal Care is launching a regular weekend event to give more dogs a chance to meet potential adopters.

Pooches on the patio will be held from 11 a.m. to 2 p.m. on Saturdays going forward, officials said.

During the event, several dogs will be out on the patio to meet visitors at the agency's Tustin animal shelter at 1630 Victory Road.

"The public can enter the patio, meet the dogs and ask staff any questions that they may have. If a person is interested in adopting the dog, our staff will be able to assist with the adoption process during that time, too," OC Animal Care spokeswoman Jackie Tran said in an email.

At the start of the pandemic, the shelter shifted to an appointment-only system for adoptions, and now limited walk-in visits are offered, but the shelter has come under fire from animal advocates for not allowing visitors as much access to the facility and adoptable pets as before.

The shelter waived fees in October to encourage more adoptions, and pets that get adopted all come vaccinated, microchipped and spayed or neutered. For information about adoptable pets or to make an appointment, call 714-935-0648 or visit ocpetinfo.com.

Kalluna, a 5-year-old boxer, is one of the dogs available for adoption.

Irvine to make new law for hotels
City may soon be first in Orange County to approve extra protections on job for hotel workers.

By Tess Sheets
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City leaders are showing support for hotel workers, including requiring extra protections on workloads.

While similar laws are in place throughout Southern California, Irvine would be the first in Orange County to establish this kind of law if the City Council approves a second required vote at an upcoming meeting.

The new rules would require hotels to give their employees 44 hours of rest between shifts and it would establish limits on the amount of square footage housekeepers can clean in a day.

Similar laws have been enacted in Long Beach, Glendale and Laguna Hills, and Irvine is the only city in Orange County to have a measure that would have similar requirements, as well as require hotels to provide extra support for hotel employees. A measure for two similar proposals was submitted to likely be considered by the Irvine City Council member.

WEATHER
Cold front coming to Southern California
Residents to see gusty winds and a chance of downpours.

By Hunter Leo
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Southern California residents are bracing for a change in weather this week, as a snow front brings seasonal fall weather to the region.

The system could impact the region as early as Tuesday night, with rain and gusty winds expected to arrive by Wednesday.

Temperatures are expected to drop to 10 degrees across the region heading into the low 60s, with a slight downward trend before warming up slightly on Thursday.

San Bernardino, Riverside

Budget Update

FY 22/23 Update

- First quarter services invoices have been mailed.
- Based on actual expenses and revenues through Oct. 31, full-year Net Costs are projected above budget by about \$485K (+3.2%)
 - Salary & Benefit expenses are higher
 - Total filled positions have increased as anticipated
 - MOU driven COLAs commenced Q1 FY 22/23
 - Intake has increased 24.9% for cats & dogs for Q1 comparison FY 21/22 vs FY 22/23
 - Charge days have increased by 47.5% for cats and dogs (Jan – Oct for comparison of 21 vs 22)
 - Pharmaceuticals, Medical Supplies and Animal Feed continue to increase
- City level full year Net Cost projections will be calculated after 2nd quarter invoices are generated
- Expenses and revenue are being closely monitored

California For All Animals Grant Award

Grant funds awarded to OCAC

- Funder: University of California, Davis Campus School of Veterinary Medicine on behalf of its Koret Shelter Medicine Program in connection with the California for All Animals statewide animal shelter assistance program
- Support to receive: OCAC has been awarded a grant in the amount of \$142,094
- Purpose of work: OCAC will expand capacity for spay/neuter to include offering the service to pet owners who are reclaiming their animals from the shelter
- Scope of work: Specific to dogs and cats; limited to pets brought in via field response or stray by a good Samaritan and subsequently redeemed by their original owner

Operational Update

- Seasonal Challenges
 - Kitten Season
 - Pan Leukopenia
 - Foster Fatigue
 - Dog population
- Veterinary Care Services
 - Expansion of after-hours veterinarian options
 - Expansion to 7 day/week coverage by staff veterinarians
- Fact Checker, Winter Edition
 - The Winter Edition of the Fact Checker will be published soon



Operational Update

Events

- D5 sponsored Adoption Month in November
 - Kick-off with adoptable dogs featured at first Board meeting in November
 - Over 500 pets adopted since the promotion started!
- Family Fur-st Pet Food Pantry
 - November Pet Food Pantry - 11,425 lbs. of food, helping feed 614 pets
 - October Pet Food Pantry - 13,825 lbs. of food, helping feed 750 pets
 - September Pet Food Pantry - 15,580 lbs. of food, helping feed 897 pets
- Weekly community initiatives such as:
 - October 1, Cypress Community Festival
 - October 29, Malden Station Apartments in Fullerton
 - October 31, City of Tustin Wonka's Halloween Howl
 - November 19, Pet Supply Warehouse in Anaheim Hills
- Upcoming community initiatives
 - December 1, City of Brea Tree Lighting
 - December 3 – 31 – Holiday photo booths for adopters, OCAC
 - December 3, New Volunteer Orientation, Foster Program Appreciation Party
 - December 9, Heroes in Animal Care Presentation, OC Rescue Mission in Tustin
 - December 10, Family Fur-st Pet Food Pantry
 - December 11, Home for the Holidays Adoption & Fundraiser at Irvine Animal Care
 - December 17, Katy Cares Presentation for Girl Scouts, OCAC



Pooches on the Patio



A new meet-and-greet event for adopters to get to know dogs at the shelter before adopting. The community is invited to stop by the shelter in Tustin every Saturday, beginning October 29, from 11 a.m. to 2 p.m., where dogs will be out on the patio ready to meet their forever family.



OC animal shelter now offering Pooches on the Patio adoption events



Princess shows her love for Wren Kropke, 10, who said he had an instant connection after meeting her at OC Animal Care Pooches on the Patio adoption event in Tustin on Saturday, October 29, 2022. Wren and his mom, Keri Kropke, ended up adopting the 6-year-old, 75-pound to shepherd mix. (Photo by Mindy Schauer, Orange County Register/SCNG)

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Questions?



 Community Resources



OC Animal Care