



LOS ANGELES COUNTY
ANIMAL CARE | redefining
& CONTROL CARE

Community Townhall: Updates on Programs and Services

August 5, 2021
6:00pm



Overview

- **Opening remarks**
 - Marcia Mayeda, Director
- **Introduction**
 - Socially Conscious Animal Sheltering
 - Capacity For Care
- **Response to the pandemic**
- **Alternatives to animal care center admission**
 - Managed Intake
 - Definition and rationale
 - Community resources
 - New “Love at First Sight” process
 - Appointment-based services
- **Q&A**



LOS ANGELES COUNTY

ANIMAL CARE
& CONTROL

redefining
CARE

Marcia Mayeda, CAWA
Director



Socially Conscious Animal Sheltering



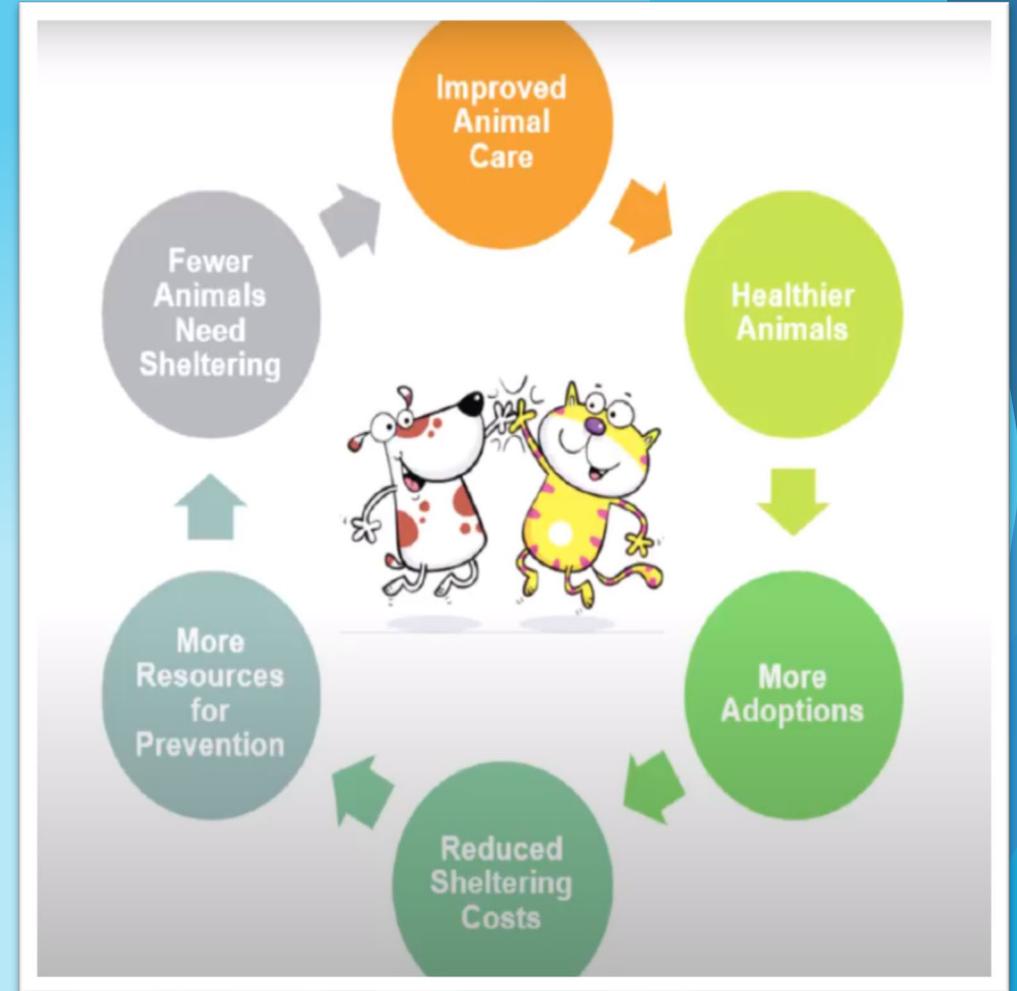
- ▶ In June of 2019, DACC adopted "Socially Conscious Animal Sheltering" (SCAS), and adopted by the Board of Supervisors in August 2019.

- ▶ Fundamental Goals:

- ▶ Ensure every homeless pet has a safe place to go for shelter and care
- ▶ Make every healthy and safe animal available for adoption
- ▶ Assess the medical and behavioral needs of homeless animals and ensure these needs are thoughtfully addressed
- ▶ Align DACC policy with the needs of the community
- ▶ Alleviate suffering and make appropriate euthanasia decisions
- ▶ Consider the health and wellness of animals for each community when transferring animals
- ▶ Enhance the human-animal bond through thoughtful placements and post-adoption support
- ▶ Foster a culture of transparency, ethical decision-making, mutual respect, continual learning, and collaboration

Capacity For Care

- In January 2020, DACC staff received training on Capacity For Care by UC Davis' Koret Shelter Medicine Program
- What is Capacity For Care?
 - Initiative for animals to experience five freedoms
 - Staff providing proper care (magic number)
 - Increasing positive outcomes
 - Focusing on each animal's needs
 - Community outreach/ partnerships





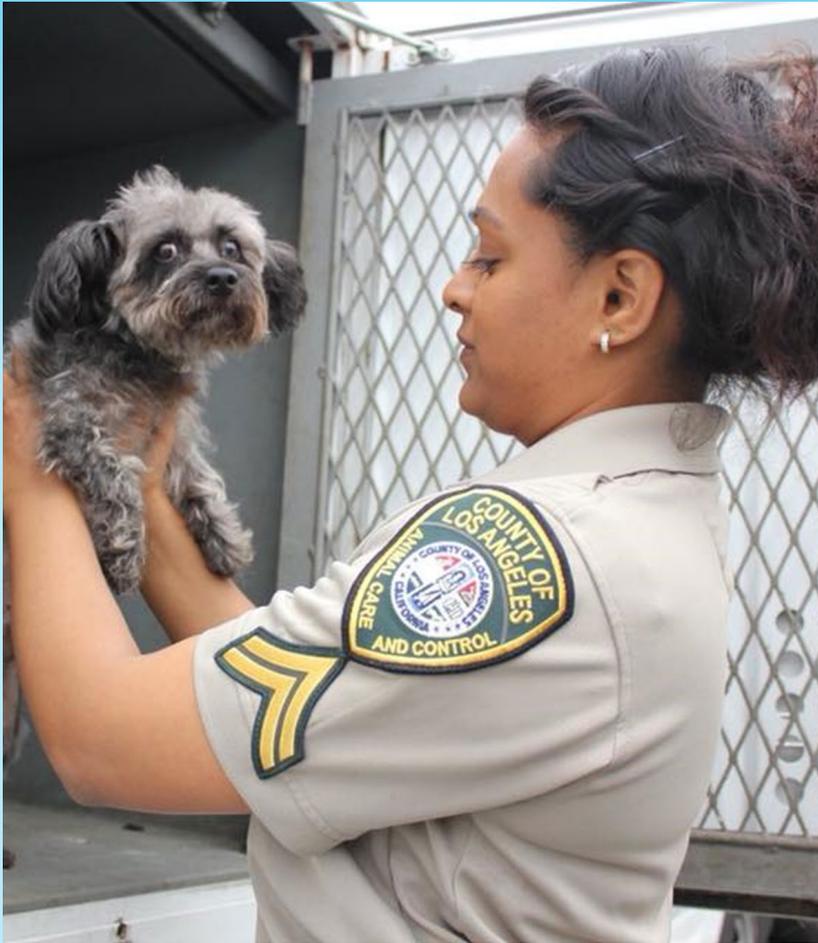
Response to the Pandemic

On March 16, 2020, the Los Angeles County Board of Supervisors ordered all County buildings closed to the public to reduce transmission of COVID-19.

DACC implemented several new protocols to comply with the County order while maintaining the ability to provide essential services.

The new protocols have been very successful. We are:

- Functioning within capacity
- Enhancing animal welfare
- Maintaining them as new standard operating procedures



County Animal Care Centers (ACCs) continue to admit animals that are:

- Sick or injured
- Dangerous
- Have no other options
- Seized pursuant to criminal investigations
- Belong to people experiencing homelessness and need temporary boarding

All seven care centers have remained open throughout the pandemic.



What is Managed Intake?

The practice of admitting non-urgent animals to a shelter on a scheduled basis in order to:

- ▶ Prevent overcrowding
- ▶ Decrease communicable disease among housed pets
- ▶ Protect the most vulnerable (kittens, puppies, seniors)
- ▶ Prevent euthanasia due to space constraints
- ▶ Engage the community to provide the best chance at life-saving outcomes.



NATIONAL ANIMAL
CARE & CONTROL ASSOCIATION



HUMAN ANIMAL
SUPPORT SERVICES

The Association for
Animal Welfare
Advancement





Managed Intake

HOW IT WORKS

- Determine if pet retention is an option through individual assessment
- Determine what course of action will support a life-saving outcome for a particular pet
- Provide or connect to resources such as medical care, behavioral support, food, crates and other supplies, in cases where affordability is an issue
- Move the pet(s) from the owner to a foster home in order to protect the health of the animal.

WHY IT WORKS

- Keeping pets out of care centers and/or limiting their time there directly saves lives
- Fewer pets in care centers means more time for staff to evaluate the health and behavior of admitted pets, provide mental and physical stimulation, and plan for positive outcomes
- Fewer pets in care centers means less risk of euthanizing healthy and adoptable animals for space for urgent cases when alternatives to admission are not available



Benefits of Managed Intake

FOR ANIMALS:

- ▶ Individualized care
- ▶ Better outcomes
- ▶ Less stress
- ▶ Less illness

FOR PEOPLE:

- ▶ No waiting lines
- ▶ Personalized conversations
- ▶ Meaningful animal-people connections
- ▶ Better customer experience

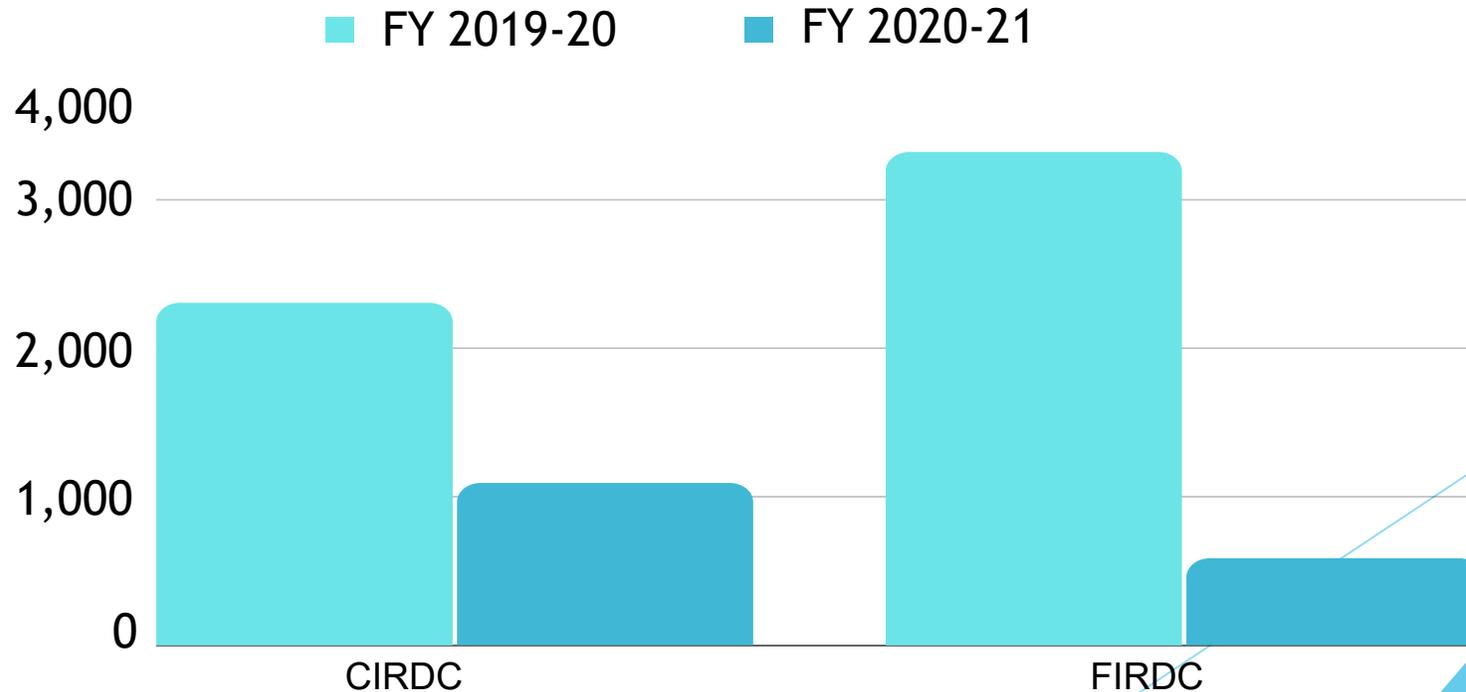
FOR STAFF:

- ▶ Quality over quantity of work
- ▶ Greater work satisfaction, higher morale
- ▶ Safer workplace, less compassion fatigue

Better Conditions at the ACC

REDUCTION IN ILLNESS DUE TO LOWER STRESS!

- ***A significant decrease in respiratory disease was recorded in DACC's animal population***
 - Canine infectious respiratory disease complex (CIRDC) rates ***decreased by 53%***
 - Feline infectious respiratory disease complex (FIRDC) rates ***decreased by 82%***
 - Fewer animals in the animal care centers means:
 - the animals are calmer and less stressed
 - less incidence of respiratory illness.
 - The medical teams can now focus on:
 - Providing care to the animals that are sick and injured
 - Providing public services such as vaccine clinics and spay/neuter for public and community cats





RESOURCE CENTER FOR THE COMMUNITY



Alternatives to Animal Care Center Admission

Prior to appointments, staff have conversations with pet owners regarding potential resources to keep their pets in the home. Resources offered include:

- ▶ Food
- ▶ Medical, spay/neuter
- ▶ Housing
- ▶ Re-homing
- ▶ Engaging community resources for measures outside of the system
- ▶ Referral to rescue organizations

The goal is to decrease total owner surrenders by helping owners keep their pets.



Love at First Sight

OUR NEW ADOPTION PROCESS



“First-come, first-served” process of adoptions

No more waiting lists!

Increased adoptions!

Decrease the length of stay of pets who are ready to go home.



Adoption Appointments

- ▶ Appointments can be self-scheduled through our website.
- ▶ Adoption questionnaires can be filled out online ahead of time online
- ▶ During the appointment, staff and volunteers assist in finding the perfect match!



Self-schedule your adoption appointment



LOS ANGELES COUNTY

ANIMAL CARE | **redefining**
& CONTROL | **CARE**

Returning? [Log in](#)

Thank you for your interest in making an appointment. Please note that appointments will be released if there are cancellations or no shows so keep checking back. Visit us online for more information [Animal Care Centers](#) | [Animal Care and Control \(lacounty.gov\)](#)

1 Choose Appointment

Adoption Appointment

Love At First Sight Adoption Appointment (2 hours)

Thank you for choosing adoption. Allow up to 2 hours to complete adoption process. Adoption availability may vary by location. Adopters must be 18 and older with valid government issued ID. Any person under 18 years old must be attendance with parent/guardian.

Appointment Hours



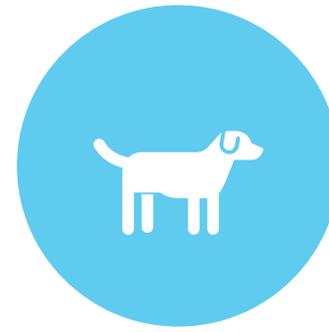
- ▶ Kennel visiting appointments
 - ▶ 10am-12pm to 2pm-4pm daily (may be subject to adjustment based on each animal care center's availability)
- ▶ Later hours on Wednesdays:
 - ▶ 12pm-2pm and 4pm-6pm
- ▶ Each time slot has 10 openings (8 self-scheduled online, 2 same-day walk up) Up to 3 people per party.
- ▶ Other service appointments such as for Adoption Partners, Owner Surrenders, Pet Licensing, etc. available in between visiting hours.

Appointments: How it Works at the ACC



- ▶ Members of the public with an appointment can walk through the “Ready to Go Home” kennel areas where animals ready for adoption will be featured. Interactions with specific animals may be requested during this time.
- ▶ “Ready to Go Home” animals will be adopted on a first-come, first-served basis. No holds may be placed for adoption.
- ▶ Laminated cards numbered 1 - 10 will be handed out to visitors waiting to enter the kennels. If multiple people are interested in a particular pet, the number on their cards will determine who was first in line.
- ▶ Once an adopter applies for and is approved to adopt a specific animal, they will be directed to the customer service center to process the adoption.

Ready to Go Home Pets



- ▶ Animals that are “Ready to Go Home” are animals that have completed the stray hold and behavior assessments where applicable.
- ▶ Spay/Neuter procedure will be completed.
(Animals that are not eligible for surgery for reasons such as a medical issue will be labeled accordingly and may be considered “Ready to Go Home” with a future appointment for surgery.)
- ▶ Animals with available dates falling on Saturday/Sunday will be placed in the clinic for surgery the following week and will be ready to adopt once the surgery is completed.



Green stripe means Ready to Go Home!



Animal ID: A5412945



Kennel No: P2002

Microchip: 985112004134911

My Name is: **TURBO**

Age: 7 Years
Breed: PIT BULL
Color: WHITE & BROWN
Sex: NEUTERED MALE
Available Date: **7/28/2021 12:00:00AM**

Most Recent Weight 68.00 LB on 4/12/2021

Intake Information

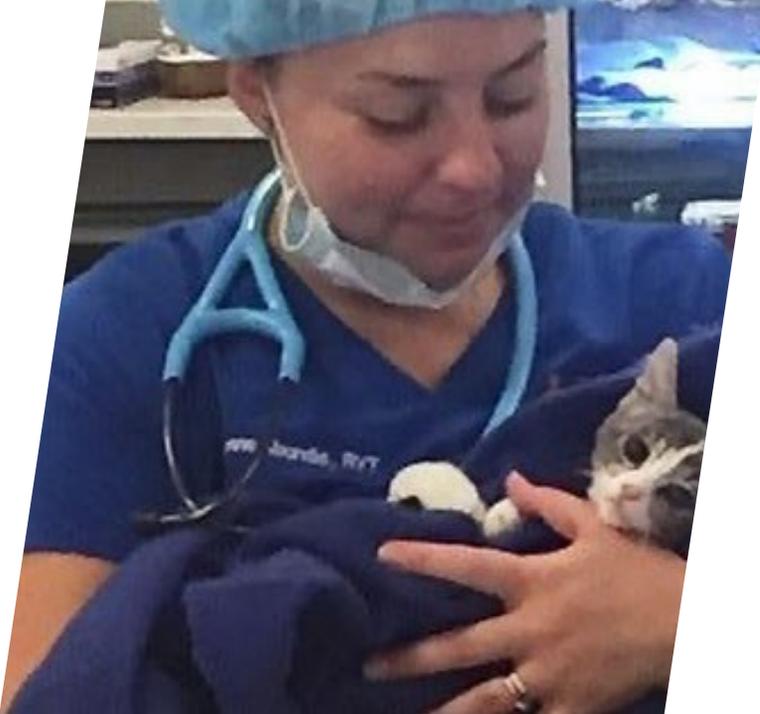
Intake Date: 07/28/2021
Intake Type: TRANSFER
Hold Type:



Fostered animals

- ▶ Adult fostered animals will be available by appointment on a first-come, first-served basis. Interested adopters email: foster@animalcare.lacounty.gov
- ▶ Puppies/kittens in foster: When ready, will be returned to the ACC for spay or neuter and placed in the “Ready to Go Home” area.
- ▶ Once a fostered pet is Ready to Go Home they will be moved to the “Ready to Go Home” designated kennels.





To Better Serve You

- ▶ We listened to your feedback and concerns!
- ▶ We adjusted in response
- ▶ We make data driven decisions and consult with experts
- ▶ We provide support and supplies:
 - ▶ Pet Food Pantry
 - ▶ ACF Care Voucher
 - ▶ Spay/Neuter Voucher
 - ▶ Community Cat Services
 - ▶ Outreach Helpline
 - ▶ Mobile Veterinary Services
 - ▶ Disaster/Emergency Response
 - ▶ Home To Home Program



Abner

A special THANK YOU!

"Implementing a County-wide managed intake program that meets today's best practices at one of the world's largest sheltering systems was a Herculean effort that has been closely watched and celebrated by the animal welfare community at large. This moment in animal welfare history will be marked by the bravery and leadership exemplified at Los Angeles County Animal Care Centers."

**Cynthia Karsten, DVM, DABVP (Shelter Medicine Practice)
KORET Shelter Medicine Program, UC Davis**



American Society for the Prevention
of Cruelty to Animals (ASPCA)
Annenberg Foundation
Annenberg PetSpace
Association for Animal Welfare
Advancement(AAWA)
Best Friends Animal
Society
CalAnimals

California Community Foundation
Humane Society of the United States
(HSUS)
Humane Animal Support Services (HASS)
Los Angeles Animal Care Foundation
Maddie's Fund
Petco Love
PetSmart Charities
Rita Earl Photography
UC Davis Koret Shelter Medicine Program
VCA Charities



LOS ANGELES COUNTY

ANIMAL CARE
& CONTROL

redefining
CARE

Questions?