

October 2017 Director's Report for Pima Animal Care Center

Animal Center News

- PACC took in 1,262 pets and achieved an overall live release rate of 92%.
- \$173,712 was raised for lifesaving PACC programs, with 1,151 individuals, two foundations, and several businesses giving. This includes:
 - A \$5,000 grant from the Arizona Spay and Neuter Commission to support surgeries for community cats;
 - A \$15,000 grant from Petco Foundation to host a Black Fur Day adoption weekend, running from November 24 to 27.
- President and CEO of the Humane Society of the United States, Wayne Pacelle visited PACC to recognize PACC's achievements as one of the nation's leading, lifesaving municipal organizations.
- Best Friends Network Director Liz Finch visited PACC to discuss the transition of the community cats program from a Best Friends to a County-led program.
- [Greater Good](#) and [Blue Buffalo](#) both made significant donations of cat and dog food, providing more than 23,000 pounds of food to PACC.
- The move to the new facility is on schedule and will begin mid-December, with the new building being fully operational on December 26.
- PACC Chief Animal Protection Officer and National Animal Care and Control Association Board Member Adam Ricci was a speaker at the 2017 NACA national conference. He was asked to author a blog series about the future of animal protection and enforcement services, and he recently published his first [blog](#).
- PACC staff issued a news release asking for temporary foster homes in order to reduce the total population of dogs to control the pneumovirus outbreak. Due to the success of this public plea, PACC was able to temporarily empty the tent kennels and contain the pneumovirus outbreak. There are currently no new cases of pneumovirus as of November 4.
- 16 PACC staff completed first aid/CPR certification as part of an effort to build a comprehensive safety plan for PACC staff and volunteers. Additional safety measures implemented or in the process of implementation include whistles for dog walkers, first aid supplies in each functional area, and dog handler safety tools.
- The Friends of PACC received a donation to fund a professional, technical writer to create standard operating procedures and training materials for cat care and placement at PACC. The writing process has begun and is expected to be completed in January of 2018. This is part of an overall initiative to revise, update, and draft a complete set of standard operating procedures for PACC.
- PACC Director Kristen Auerbach visited the Tucson Wildlife Center and met with leadership staff about future collaborative opportunities between the two organizations.

- Two PACC staff members attended out-of-state, grant-funded apprenticeships at other shelters to learn best practices in sheltering operations.

Personnel

- A candidate was selected for the position of Deputy Director and is currently completing the hiring process and is expected to begin in mid-December.
- A candidate was selected for the position of Cat Program Coordinator and is currently completing the hiring process and is expected to begin in late November.
- A candidate was selected for the position of Behavior and Enrichment Assistant and is currently completing the hiring process.
- Adoption counselor Dirk Byers was promoted to the position of Field Services Officer.
- Adoption counselor Rosio Reyes is temporarily serving as the Foster Coordinator.
- Marzelle Gamez is temporarily serving as an Adoption Counselor.
- Kayla Garad, funded by the Friends of PACC, began her role as Feline Program Specialist in October.
- PACC is in the process of creating a limited-term, grant-funded Field Services Manager position which will oversee all external animal services including the volunteer, foster and rescue programs, animal protection and enforcement, dispatch, licensing, and community engagement. This position is anticipated to be advertised in early December.
- Two candidates were selected for the two, vacant Medical Technician positions. They are expected to begin their positions in late November.
- The Community Cat Assistant positions were advertised at the end of October and interviews are being conducted in November.
- Bennett Simonson, formerly the Humane Society of the United States Pets for Life manager at the Humane Society of Charlotte in North Carolina, has accepted the position of Animal Protection Supervisor at PACC, starting on November 13.
- The four, vacant Foster Coordinator positions related to the Maddie's Fund foster expansion grant will be advertised in November.
- Current vacancies include Medical Clinic Coordinator, Adoption Coordinator, Marketing and Development Assistant (vacant as of December 1), a Field Services Officer position and a Field Services Supervisor position. The hiring process for all current vacancies are expected to be completed by the end of December.

Field Services, Licensing and Pet Support Center

- The pet support center scheduled 156 admissions appointments and responded to 6,658 calls.
- Medical assistance was provided for 16 pets through the ASPCA Keeping Families Together grant.
- Animal Protection Services responded to 2,135 calls, including 858 priority one and two calls. 878 calls were investigations and 241 were related to animal cruelty or neglect.
- 459 new licenses were issued and 3,612 licenses were renewed.

Lifesaving Operations (volunteer, foster, rescue, enrichment)

- 255 pets were placed in foster homes and 153 pets were transferred to rescue partners.
- 56 people applied to become foster caregivers.
- 412 volunteers donated 6,534 hours of service.
- 87 volunteers attended new volunteer orientation, 21 attended shelter software training, 52 attended dog walking training, and 33 attended cat care training.
- PACC volunteers staffed six outreach events including the SABHA Home Show, Tucson Meet Yourself, Rummage to the Rescue, Tucson Homeless Connect, and the Doggie Dash and Dawdle.
- The volunteer and staff group 'Creating Positive Change,' held its second meeting, discussing how volunteers can play a significant role in providing routine medical care to pets including cleaning ears, giving baths to animals with skin conditions, and applying topical flea and tick preventative.
- Five volunteer groups provided enrichment and participated in dog walking.
- PACC held two community dog walks with approximately 100 attendees at each.
- The Behavior and Enrichment Coordinator held volunteer trainings for play groups and enrichment. A total of 27 volunteers attended.
- Shelter dog play groups are being held three to four times each week with six to seven dogs in each play group.

Veterinary Services

- Vets performed 662 spay/neuter surgeries and 138 specialty surgeries.
- Vet services staff provided medical treatment 8,877 times and administered medication 19,033 times.

Media Coverage

- PACC hosted a free [microchip clinic](#) in Oro Valley.
- Maddie's Fund awarded a [\\$573,536 grant](#) to PACC for foster programs.
- [Arizona Public Media interviewed PACC Director.](#)
- PACC asks the public to [temporarily provide homes](#) for dogs exposed to pneumovirus.
- Humane Society of the United States President and CEO [Wayne Pacelle visited PACC.](#)
- PACC participated in a ['Shred Event'](#) fundraiser.