

MCAS Community Advisory Committee

Notes from Meeting on July 14, 2014

In attendance: CAC: Karol Dietrich, Linda Caradine, Jeff Gosda, Kara Kerpan, Lee Minami, Aaron Ray, **MCAS:** Ann Potter, Mike Oswald, Gail Wilson, **Other:** Sue Dicile, facilitator

Minutes from the June 9, 2014 meeting were approved.

Discussion: Dogs in hot cars

- If the animal is in distress, we are the agency that responds.
 - If it is at a business, we ask that the person go inside and have them make an announcement about the animal.
- Most police officers in Multnomah County will respond to these calls and they have a better emergency response system.
- If we need to break into a car to retrieve a distressed animal then the police need to be present.

A closer look at the Adoption Review Process (continued from the June 9th meeting)

- How can we improve the current process?
 - The Animal Care staff will change their schedules so that they can do adoption interviews all the way to closing time.
- What are the obstacles to the current adoption process?
 - Mike Oswald reviewed the Adoption Process Improvement LEAN Project (supplemental material that was e-mailed to CAC members) and pointed out key areas of challenge and potential future actions for improvement.
 - It was noted that it will take time to acclimatize staff to the transition from the old to the new process.
- It was noted the new approach seeks to balance concern about home qualification with a sense of urgency about getting animals out of the shelter and in a home faster.

- The new approach signals a transition from an approach based on enforcement to one based on tools and education (“empowerment”). The facilitator asked whether CAC members can support the transition to the new approach.

CAC members, present, expressed unanimous support.

- CAC members contributed the following suggestions:
 - Track reasons for adoption returns.
 - In lieu of providing pre-emptive information, consider a hotline that provides the information in real-time, for adopters as well as for those considering giving up their pets. (“Crisis intervention”).
 - Consider adding a phrase to the adoption agreements noting that the adopter agrees to communicate with MCAS on how the adoption went, especially with dogs with aggression issues.
 - Consider an incentive for spay/neuter follow-up.
 - Consider a different set of counselors, which have received some extra training, for animals with behavior issues.
 - Realize that MCAS staff will require education on the “people skills” required, as the interview can no longer be based on a “one size fits all” approach.
 - Implementing the new approach is more than operational change. It is culture change.
 - The level of support offered in the adoption process can be a differentiator among animal service providers.

Next Meetings:

The next meeting of the CAC will be held on September 8th.

A tour of the shelter for CAC members will be held on August 11th.