



Board Meeting

April 23, 2014

I. Operational Report

- a. Data
- b. Recent initiatives
- c. Fundraising
- d. Communications

II. Medical Report

- a. 3 Month Review
- b. Q&A

III. Public Comment

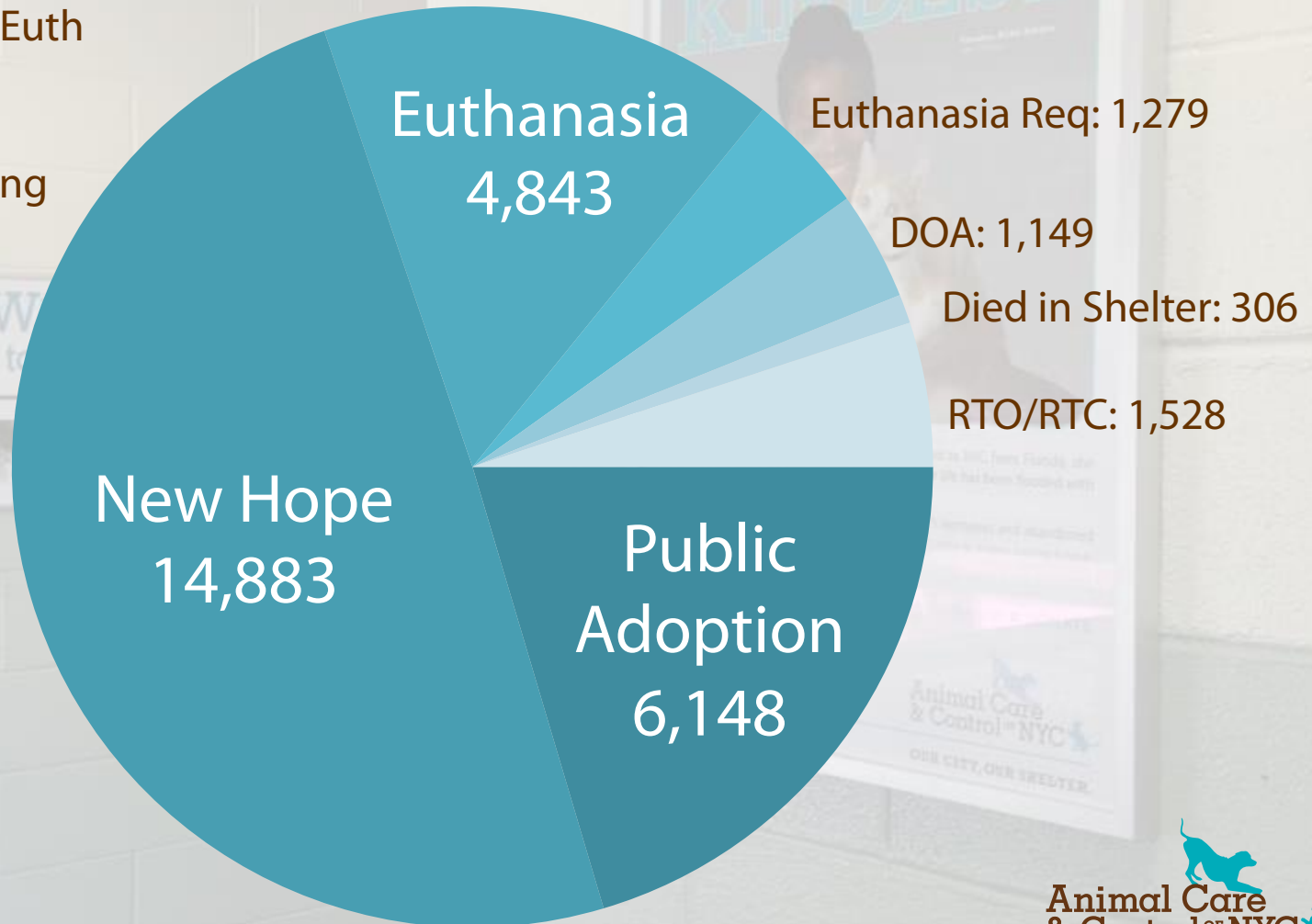


Outcomes – Year 2013

Cats & Dogs

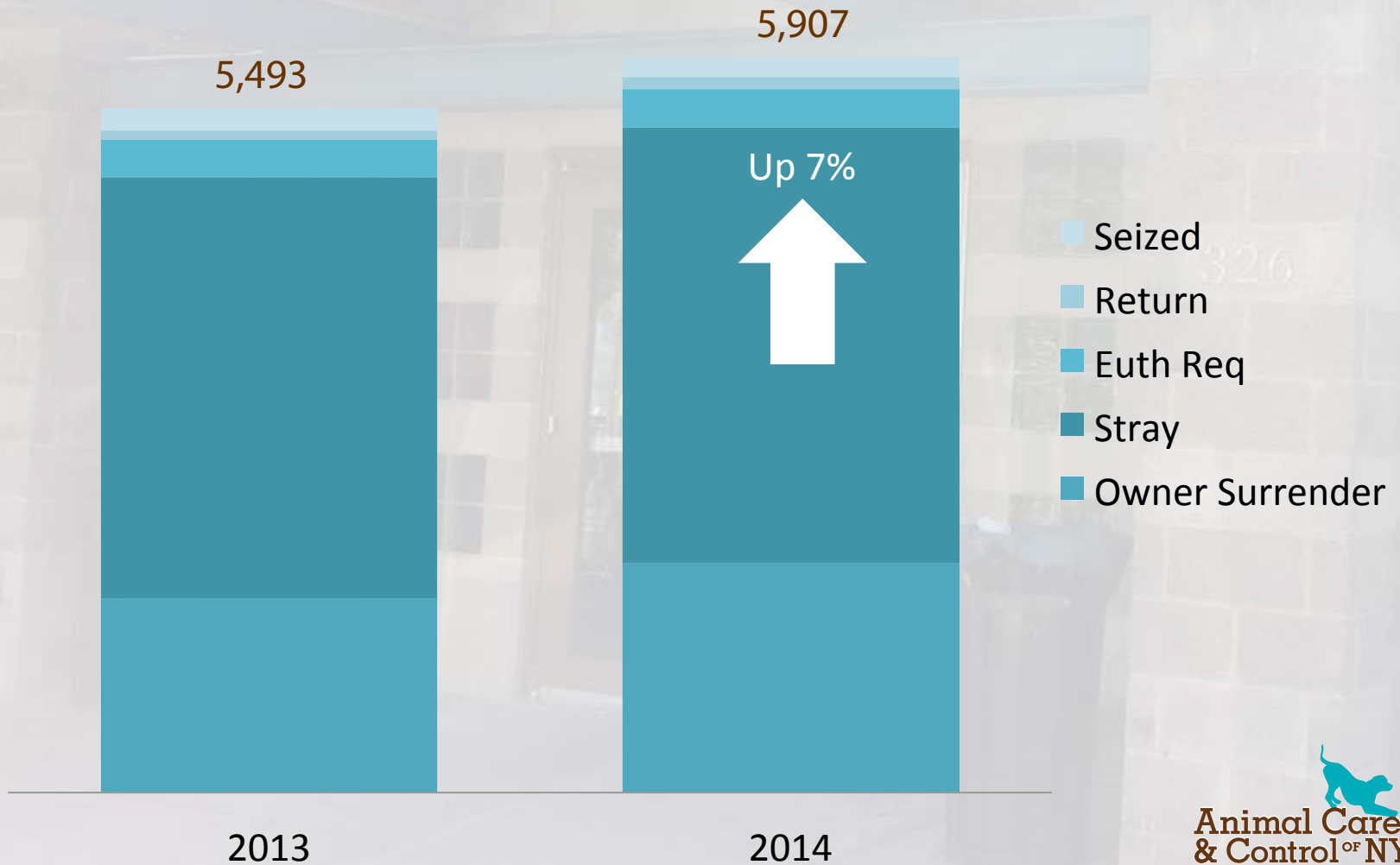
Intakes including Euth
Req: 30,264

Outcomes including
Euth Req: 30,136



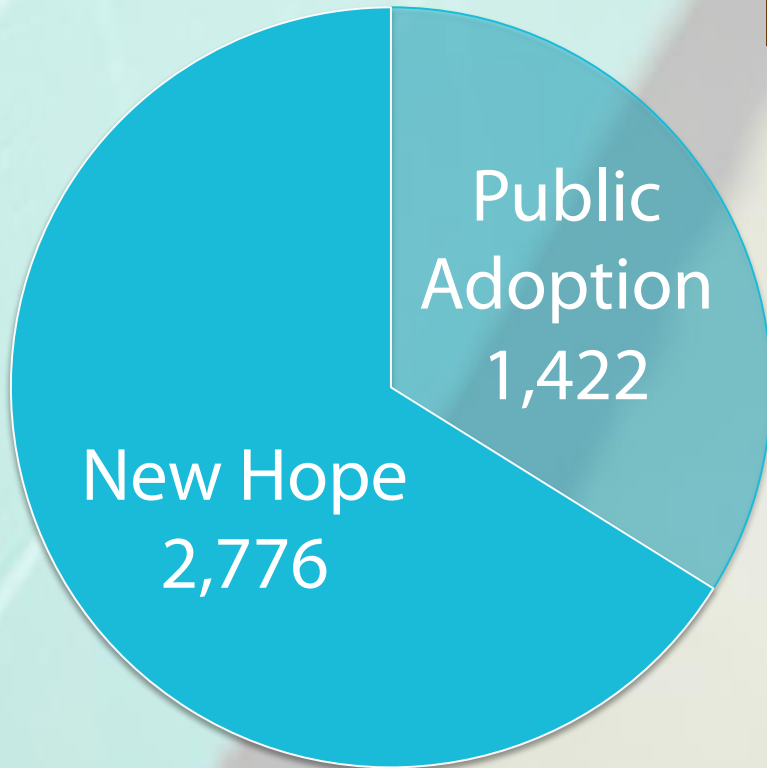
Live Intake

Q1 2013 vs. Q1 2014
Cats & Dogs

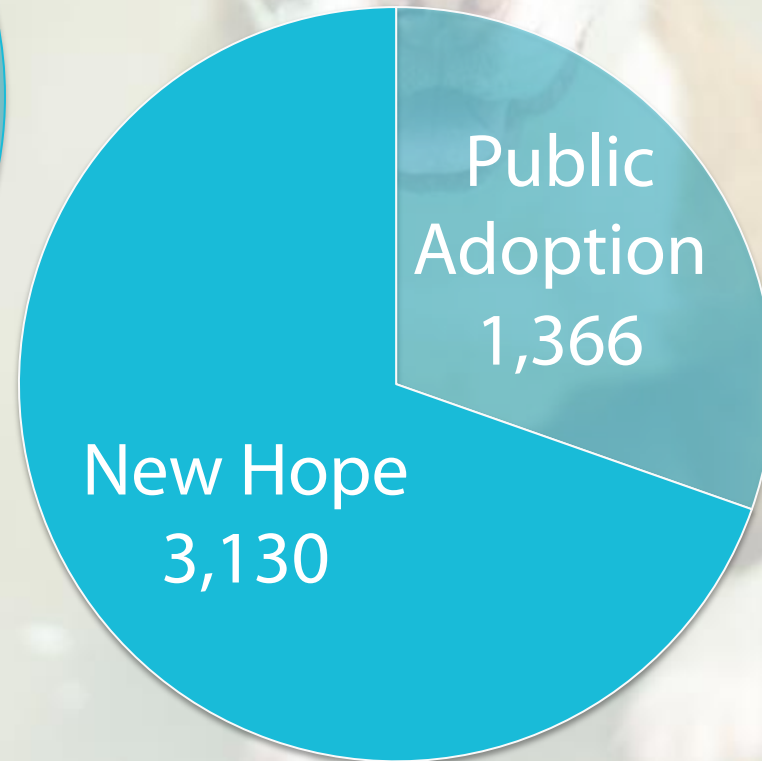


Placements

Q1 2013 vs. Q1 2014
Cats & Dogs



Q1 2013



Q1 2014

Euthanasia

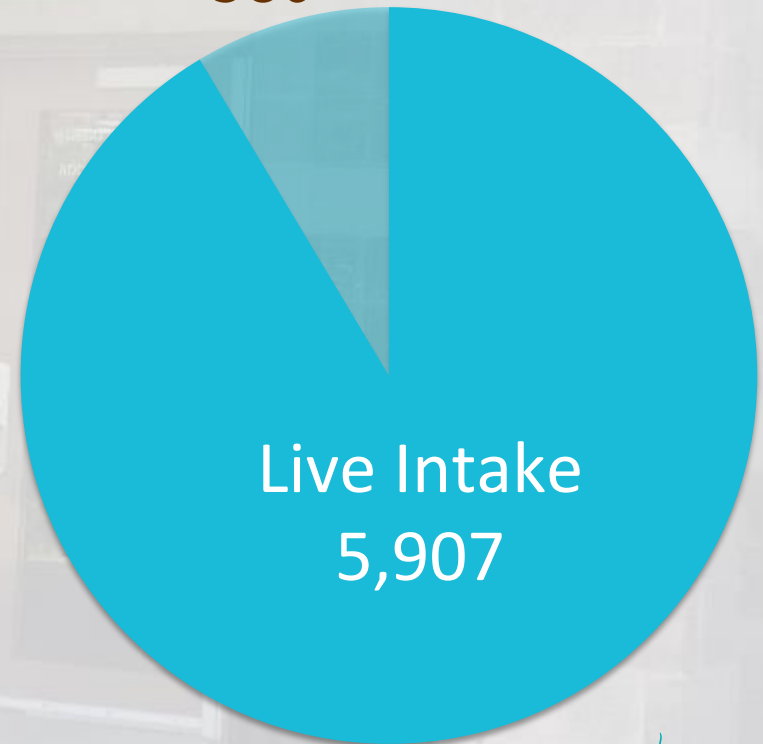
Q1 2013 vs. Q1 2014
Cats & Dogs

Euthanasia
575



Q1 2013

Euthanasia
580



Q1 2014

Strategic Plans

1. Reduce Animal Inflow

- Admissions department modeled on the Adoptions department
- 3 counselors in MACC and BACC; 1 in SIACC; 1 supervisor
- Focused on gathering more comprehensive information
- Emphasis is on:
 - Improved direct animal placement
 - Surrender prevention
 - Deferred intake



Strategic Plan (continued)

2. Improve Infection Control Through Best Practices

- Addition of more PPE stations (in every room that houses animals)
- Move toward true isolation; only those with certain clearance and training permitted
 - Access limited as much as possible
- Isolation rooms to be cleaned during the daytime (BACC to begin next week)
- Visible signage in each room
- Supervisor rounds to monitor compliance
- New hire training & staff/volunteer training



3. Expand Capability to Place Animals

A. Behavior: *Holistic understanding of animals and their well being with more informed placement decisions*

- Click for Quiet/Quiet Kennels – rolling out to staff and volunteers to promote good, customer friendly behavior for dogs and provide additional enrichment. Staff and volunteers training through May
- Daily meeting between enrichment facilitators, adoption counselors and animal care officers to discuss dogs in adoptions, in order to share observed behaviors pertinent to facilitating best adoptions
- Weekly meetings with New Hope

B. Foster

- In-house bottle baby training for AC&C staff and Fosters
- Focused recruitment of additional Fosters at dog parks; pet stores; corporations
- Expand scope of Foster network through flyers; Facebook campaign; vet offices; pet supply stores
- Expand Fosters for large dogs

3. Expand Capability to Place Animals (con't)

C. Adoptions – Mobile Adoption Center

- AC&C Mobile Adoption Vehicle Launch Event - *Feb 9, 2014*
DOG – **5** CAT – **7**
- Fenwick Keats Event - *February 22, 2014*
DOG – **3** CAT – **7**
- Petco - *February 28, 2014*
DOG – **2** CAT – **6**
- Fenwick Keats Event - *March 15, 2014*
DOG – **4** CAT – **3**
- Vans Event - *March 22, 2014*
DOG – **4** CAT – **1**
- Petco - *March 28, 2014*
DOG – **1** CAT – **3**
- Bronx - *April 5, 2014*
DOG – **1** CAT – **4**
- Fenwick Keats Events - *April 12, 2014*
DOG – **2** CAT – **3**
- Carrol Gardens – Brooklyn - *April 13, 2014*
DOG – **1** CAT – **2**



TOTAL Feb 9 – April 13, 2014 = **59**

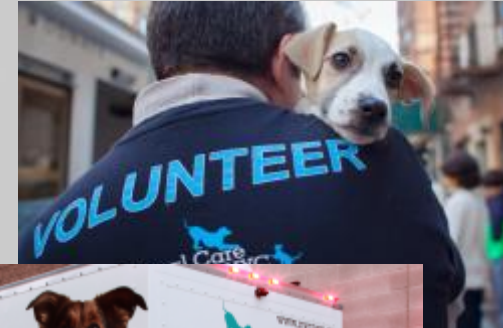
DOG – 23 CAT – 36

3. Expand Capability to Place Animals

(continued)

C. Adoptions – Mobile Adoption Center

Find us at www.nycacc.org/Events.htm



- Saturday, April 26
Adoption event with Garber Hardware, 12-4pm
710 Greenwich Street, b/w 10th & Charles Streets, NYC
- Saturday, May 3
Blessing of the Animals Adoption Event, 11am-2pm
Staten Island
- Saturday, May 10, 12-4pm
Adoption event with Fenwick Keats Realty
45 7th Avenue – between 13th and 14th Streets, NYC
- Saturday, May 17, 12-4pm
Adoption Event with the Manhattan Veterinary Group (VCA)
80th Street & 2nd Avenue, Manhattan
- Saturday, May 24, TBD
Adoption event with promotion of book on adoptions
Scholastic Store, downtown Manhattan
- Saturday, April May 31 & Sunday, June 1, 12-5pm
Maddie's Fund Adoption Days
Union Square, NYC
- Saturday, June 7, 12-4pm
Adoption event with Fenwick Keats Realty
Broadway and West 80th, NYC
- Saturday, June 14, 12-4pm
Richmond Hills Neighborhood Association
Adoption Event
Richmond Hills, Queens
- Saturday, June 21, 12-4pm
Adoption event with Garber Hardware
710 Greenwich St, b/w 10th & Charles Streets,
NYC
- Friday, June 27, 4-7pm
Adoption Event at PetCo Union Square
Union Square, NYC

2014 – 1st Quarter

January-February-March 2014

Adoption Promotions - YTD

Welcome 2014
Make Adoption Your New Year's Resolution

This year, become the Cat, Dog, or Rabbit Person your area needs to be. Start 2014 off right by adopting for a reduced fee!

Every Friday, Saturday & Sunday in January, 2014

**Cats: \$20
 Dogs: \$40
 Rabbits: \$35**

Happy New Year!

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

It's time for Mardi Gras!

Get ready to party every **Fat Tuesday** this month by adopting one of our chubby cats.

We're waiving the adoption fee for cats every **12 lbs every Tuesday in March!**

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

IT'S TIME FOR **THE BIG GAME**

Get ready to score a touchdown this Sunday by adopting one of our all-star cats, dogs or rabbits!

SUNDAY FEBRUARY 2, 2014
 Cats \$20 Dogs \$40 Rabbits \$35
 Kittens 6 months & under: \$50
 Puppies 6 months & under: \$75

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

Furry Valentine Special!

Looking for unconditional love and unending loyalty? Meet your new sweetheart at ACSC!

From February 13th-19th

**Cats \$20 • Dogs \$40 • Rabbits \$35
 Kittens 6 months & under: \$50
 Puppies 6 months & under: \$75**

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

They're glamorous. They're adorable. They're digging. They're... **Celebrity Kitties**

This year the Oscar is all yours when you adopt one of our Academy Award-winning kitties! Visit our Care Centers during our **Celebrity** special and take home one of our stars today!

\$20 All Cats & Kittens March 1st - 3rd

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

It's Your Lucky Day!

Who's better than a spot of good? An awesome new pet. And you don't have to go to the store to get a new best friend. Just come to ACSC during our **St. Patrick's Day Special**, March 15-17, to adopt one of our amazing cats, dogs or rabbits for a reduced fee!

**Cats \$10 • Dogs \$40 • Rabbits \$35
 Kittens 6 months & under: \$50
 Puppies 6 months & under: \$75**

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

April Showers...

It's raining cats, dogs, and rabbits!!! This year, April showers bring reduced adoption fees!

Please use this coupon at the time of your adoption.

50% OFF your adoption fee with this coupon.

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

We're celebrating April Fools' Day with a special that's no joke!

On April 1st, ADOPT-DON'T SHOP!

Cats \$10 Dogs \$40 Rabbits \$35
 Kittens 6 months & under: \$50
 Puppies 6 months & under: \$75

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

TAKE ME OUT TO THE Ball Game

Get ready to hit a homerun this baseball season by adopting one of our all-star Pit Bull mixes!

\$40 Adoption Fee for Pit Bull Mixes April 6th & 7th

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

EARTH DAY April 22nd

Animal Care & Control of NYC (ACCNYC) will be celebrating Earth Day by offering some "special love" that can lead the way by adopting one of our amazing dogs, cats or rabbits with a discounted adoption fee!

Cats \$10
 Dogs \$40
 Rabbits \$35
 Kittens 6 months & under: \$50
 Puppies 6 months & under: \$75

Care Center Locations:
 Manhattan - 130 East 170th St.
 Brooklyn - 120 Linden Boulevard
 Staten Island - 1110 Hylan Boulevard
 Adoption Hours: 10-5pm

Animal Care & Control™ NYC
 ADOPT • FOSTER • DONATE
www.aycacc.org

GOAL: 10,000 adoptions in 2014

4. Improve External Orientation & Reputation

A. ACC Rescue & Community Outreach

Abandonment of 45 cats rescued by AC&C field officers from an eviction in Harlem

- Owner was evicted and abandoned 45 cats in an apartment
- AC&C field officers provided food and water and have been working to remove cats incrementally (approx. 6 at a time)



B. Proactive Community Animal Control

- Respond to complaints from City Council Members; Mayor's Alliance; Humane Society of US; NYC residents
- Referrals to NYPD
- Education & Counseling
- Partner with ASPCA's Cruelty Intervention Advocacy Program (large scale; hoarding cases)

5. Improve Fundraising Capabilities

- Development Team
- Develop targeted funding efforts
- Donations and contributions motivated by strong message
- YTD Results:

- **Third Party events: \$61,446.00**

Net Totals:

- *January:* Birthday Bash in SI: **\$1,326.00**
- *February:* The Companion Project's Dancing For The STAR: **\$15,000.00**
- *March:* ART to the RESCUE: **\$42,638.00**

- **Direct Mail: \$41,737.00**

- 3 ongoing Direct Mail Appeals
- 2 more planned for April, May, June re: NY's Kindest campaign
- Email campaign planned for May

- **Online Donations: \$20,166.00**

- **471 new donors since January 2014**



2014 – 1st Quarter

January-February-March 2014

Don't forget...

Spring Fling
Friday, May 9th
7-9pm

To purchase tickets, visit
www.nycacc.org



7th Annual

Spring Fling

Friday, May 9th 2014 7 to 9 pm
The National Arts Club
15 Gramercy Park South New York City

Tickets \$150
Cocktails • Live & Silent Auctions • Animals Available for Adoption

COCKTAIL ATTIRE

[Purchase Tickets](#)

All proceeds benefit

Animal Care & Control^{of} NYC
ADOPT • VOLUNTEER • DONATE
www.nycacc.org

6. Building the AC&C Brand through Proactive Communications, PR, Media

A. New York's Kindest 2014 Campaign

Objective: Raise awareness to garner more adoptions, volunteers & donations; and goodwill

Budget: \$30,000 | **Value:** \$200,000+

Tactics:

- Facebook, Radio, TV, Subway platforms, phone kiosks, cinema screens and lobbies (started March), Google, reconnecting visitors to AC&C website

Timing: December 2013 to June 30, 2014

Strategies:

- Free media placements with paid media to supplement campaign
- Reach target across multiple touch points
- Develop a highly targeted, flexible & cost efficient media plan which can be optimized to maximize ROI
- Weigh activity towards "kitten season" (March - August)
- AC&C to integrate NYK into other activities

A. New York's Kindest 2014 Campaign (continued)

As seen on the streets of NYC...



A. New York's Kindest 2014 Campaign

(continued)

...Online

Wunderground.com
 Home Cities: Central Park, NY | Brookfield, CT | Manitou Springs, CO | Longboat Key, FL | Boulder, CO

Weather | Maps & Radar | Severe Weather | Photos & Video | Community | News | Climate Change

NEW YORK'S KINDEST
 Adopt a shelter pet. Visit AC&C of NYC and give a loving home to a furry friend in need.
 Animal Care & Control™ NYC
 OUR CITY, OUR SHELTER.
 www.nycacc.org

Central Park, NY
 Lat: 40.8°N Lon: 74.0°W Elev: 88 ft 10:53 AM EDT on March 30, 2014 (GMT -0400)

Source: Wunderground™ | Rapid Fire Updates™ | Updated 14 sec ago | Get Free Weather Stickers!

Tropical Weather: Tropical Cyclone Hellen (South Indian Ocean)

Central Park Weather at a Glance						
Weather Station	Elevation					
Central Park (KNYC)	154 ft		Station Select			
Now	Temperature	Wind(mph)	Sunrise / Set		Moon	
Overcast	44.6 °F Feels Like 42 °F	9.2	6:42 AM 7:18 PM		Waning Crescent More Astronomy	
Today	Tonight	Tomorrow	Tuesday	Wednesday	Thursday	
48 °F Rain 80% chance of precipitation	36 °F Snow 70% chance of precipitation	56 35 °F Chance of Rain 50% chance of precipitation	60 40 °F Clear	60 43 °F Chance of Rain 40% chance of precipitation	55 45 °F Chance of Rain 50% chance of precipitation	

NEW YORK'S KINDEST
 ADOPT VOLUNTEER DONATE
 Animal Care & Control™ NYC
 OUR CITY, OUR SHELTER.
 www.nycacc.org

...on the Radio

1010 Wins, TPMG

Adopt a Furry Friend nycacc.org



Visit Animal Care & Control of NYC today to give a loving home to a furry friend in need!

Be One of NY's Kindest nycacc.org



Volunteer at Animal Care & Control of NYC. Help give shelter animals a new leash on life!

\$20 Feeds a Hungry Pup nycacc.org



Be one of NY's kindest. Show your love for shelter animals and donate to AC&C of NYC today!

A. New York's Kindest 2014 Campaign (continued)

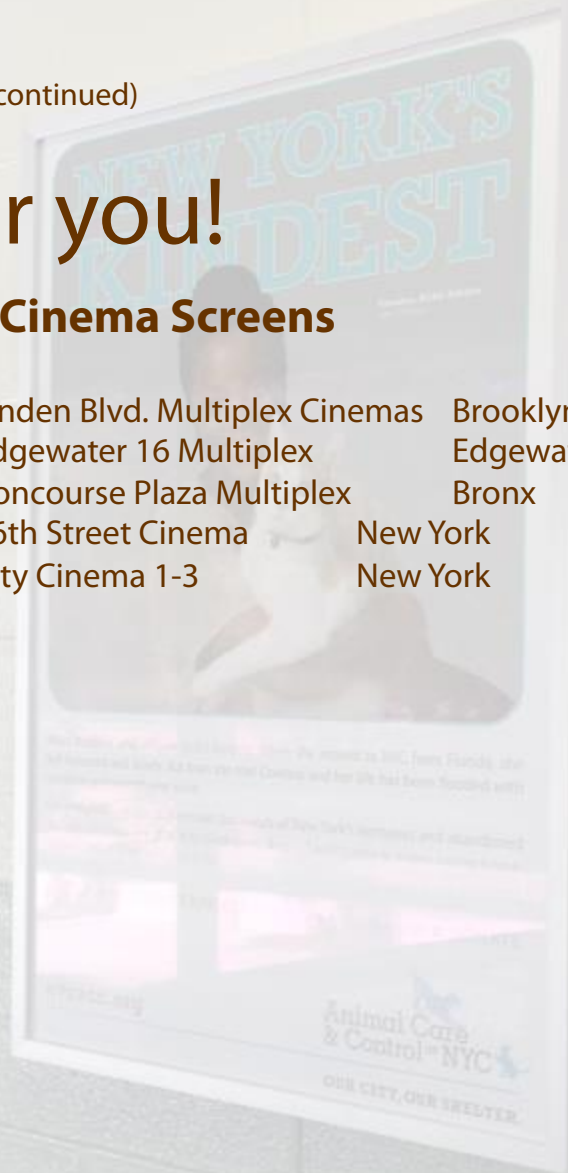
...and in Theaters near you!

20 Cinema Lobbies

19 th St. East 6	New York
34 th Street 14 with IMAX	New York
84 th Street 6	New York
Atlas Park Stadium	Glendale
Battery Park Stadium 8	New York
Brandon Twin	Forest Hills
Court Street Stadium 12	Brooklyn
Empire 25 with IMAX	New York
E-Walk 13 with RPX	New York
Fresh Meadows 7	Fresh Meadows
Kaufman Astoria Stadium	Astoria
Kips Bay 15 with IMAX	New York
Lincoln Square 13 with IMAX	New York
Midway Stadium 9	Forest Hills
MJ Harlem 9	New York
Orpheum 7	New York
Sheepshead Bay 14 with IMAX	Brooklyn
Staten Island Stadium 16	Staten Island
Union Square Stadium 14	New York
Village 7	New York

5 Cinema Screens

Linden Blvd. Multiplex Cinemas	Brooklyn
Edgewater 16 Multiplex	Edgewater
Concourse Plaza Multiplex	Bronx
86th Street Cinema	New York
City Cinema 1-3	New York



B. Building awareness of AC&C's unique role in NYC

andNewYork, THURSDAY, APRIL 10, 2014

Hunt for owners of 'trained' dog

New York City's animal rescue agency is searching for the owners of "Tia," the collie-shepherd mix who tried to outrun a Metro-North train Monday, saying they have until tomorrow to claim the pooch before she's sent to a new home.

One of the MTA officers who rescued the 91-colored dog, believed to be about 3 years old, has already claimed her, saying his daughters are eager to meet the speedy four-legged star.

"If the owner doesn't claim the dog, hopefully I'll be on the list to adopt her," said MTA officer Luis Alvarez, who, along with his partner Enroid Bonges, rescued the dog. "I have three girls. They are all looking me to get the dog."

An engineer of a south-



"Tia," the shepherd-collie mix found by the MTA.

bound Metro-North train spotted the dog near a train yard in Mott Haven, Bronx about 10:40 a.m. Monday.

DNainfo.com

my foxny.com

CONNECT 57° New York City Partly Cloudy

HOME NEWS WEATHER GOOD DAY BY TRAFFIC SPORTS YOUR IN

Dog rescue Metro-North train



Dog saved after walking on tracks

A stray dog nicknamed "Tia" by MTA workers was spotted at the Hudson 235th Street station after walking across the Metro-North line from the Bronx to Manhattan. If no owner is found, the dog will be made available at Animal Care & Control's Manhattan Animal Care Center.



NEW YORK POST

Animal Care and Control launches mobile adoption center

By Melissa Gomez and Joe Rosapeira February 9, 2014 | 1:05pm



They're Animal Care and Control's mobile adoption center.

DAILY NEWS NEW YORK

Rescues up at city shelters

BY LISA COLANGELO NEW YORK DAILY NEWS

MORE THAN 20,000 homeless cats and dogs were rescued from city animal shelters last year, accounting for an 11% boost over 2012, according to a report released by the Daily News.

At the same time, the number of unadopted cats and dogs that had to be euthanized dropped by 30% — from 6,872 in 4,745, according to New York City Animal Care and Control.

Officials attributed the numbers to an increase in staffing and services, the result of a boost in funding that has totaled nearly \$5 million in recent years.

The changes can be seen throughout the system, said Executive Director Rita Weinstein. Cats are moving to kitty cafés instead of cages, the sick and strayed-out animals are being calmed with soothing music. Potential adopters can get help at specialized areas away from the heads and hearts of the shelter.

"I think you see change happening almost immediately," said Weinstein, an agency veteran who took the reins almost a year ago. "We had a strategy in place earlier this year to do things."

The non-profit, which exists almost entirely through its contract with the city Health Department, was previously victimized by budget cuts. In 2010, its budget to handle 30,000 stray animals and three full-time staffers was only about \$7 million.

That was before a controversial retirement program, more money into the agency and allowed the city to wrangle out a law that would have required it to build full-service shelters in the Bronx and Queens.

Weinstein said they have almost 100 new workers to fill out the depleted full-time staff and the new adoption unit. Rescue groups now help foster animals as they don't linger in shelters. The budget for Fiscal Year 2014 is \$14.2 million.

Even critics of the system have acknowledged some improvements but say the city can do more.

"The core problem is that you are still dealing with a pre-fund independent charity that is an inconvenience of the department," said Steve Kraslow of the Shelter Reform Action Committee. "Bureaucrats aren't concerned with animal welfare."

Animal Care & Control is tasked with a challenge far greater than any other animal welfare organization in the city, Weinstein said, seeing it is required to accept every unwanted animal that comes through its doors.

CAT FANCY

Kittens Shut Down NY Subway

Best AGE to Spay
What to FEED
EXPERT Training Tips
Cutest Kitten Contest WINNERS



CatCrazed.com

DAILY NEWS AMERICA, NEW YORK, LOCAL, NEWS

City animal shelters see boost and drop in euthanasia

Animal Care and Control of NYC said new funding is fueling it's not enough

BY LISA COLANGELO / NEW YORK DAILY NEWS | Thursday, March 20, 2014

UNION SQUARE — Future furry friends are on the move, and coming to a neighborhood near you!

Animal Care and Control of New York City, a nonprofit that has a contract to run city shelters, unveiled a new mobile adoption center



NYC ANIMAL CARE & CONTROL

Animal Care and Control of NYC Adoption Outreach Coordinator, Stephen Nasto, with Bobby, a kitten adopted at the Mobile Adoption Center. AC&C has been able to adopt out more animals and reduce euthanasias after a boost in funding from the city. But critics say more improvements are needed.

DNainfo New York

IN YOUR NEIGHBORHOOD NEWS LOCAL LIFE

City's New Mobile Animal Truck Hopes to Get More Pet Lovers to Adopt

By Dana Samuels on February 9, 2014 | 10:09am

UNION SQUARE — Future furry friends are on the move, and coming to a neighborhood near you!

Animal Care and Control of New York City, a nonprofit that has a contract to run city shelters, unveiled a new mobile adoption center



Mobile Adoption Center

TIME WARNER CABLE NEWS NY

5:48 pm 62°

All Boroughs NEWS WEATHER POLITICS SPORTS

Newsday, April 21, 2014

Animal Care and Control of NYC Launches Mobile Pet Adoption Center in Union Square

By WNY News 02/09/14 04:00pm



THC News: Animal Care and Control of NYC Launches Mobile Pet Adoption Center in Union Square

2014 – 1st Quarter

January-February-March 2014

Happy Tails



Bishop



Marseille



Jasmine



Jenkins



Tummy

2014 – 1st Quarter

January-February-March 2014

STATUS AND DIRECTION OF
AC&C MEDICAL DEPARTMENT

Status and Direction of AC&C Medical Department

Delivering an outstanding level of veterinary medical care with great efficiency is multilayered:

- Veterinarians
- Licensed Veterinary Technicians (LVT)
- Veterinary Assistants
- Animal Handlers (ACT)
- Animal Care Officers (ACO)

Status and Direction of AC&C Medical Department (continued)

Developing an optimal level of care:

- Commitment to the training and counseling of our dedicated individuals
- Acquisition and continued growth of skills
(Continuing Education)
- Accountability at all levels

Status and Direction of AC&C Medical Department (continued)

Planning for the future continues the focus on:

- Animal comfort
- Reducing disease levels
- Increasing Live Release Rate
- Staff education

(Veterinarians, LVT's, Vet Assistants, ACT's, ACO's)

Status and Direction of AC&C Medical Department (continued)

Future Progress Also Involves Other Areas:

- Partnering with area veterinarians who will provide lower cost veterinary medical care options to our New Hope Partners
- Evaluating purchasing options: reducing the cost of necessary medical supplies to maintain optimal levels of animal health and welfare in our shelters
- Development of a teaching program in shelter medicine for veterinary students and LVT students: exposes a new generation to an increasing knowledge base and cultivates high personal/professional sensitivity toward shelter animal medicine

2014 – 1st Quarter

January-February-March 2014

THE FIRST THREE MONTHS

The First Three Months

Weekly In-Shelter Meetings with Full-Time AC&C Veterinarians:

- Week in review
- Veterinary-Level Morbidity & Mortality Report
- Set and Reinforce Standards of Care
- New Pain Management Protocol: pharmacologic, symptomatic, and enrichment practices to enhance existing approach
- Questions and Comments
- Assured Medical Director Availability When out of Shelter

The First Three Months

(continued)

Weekly Shelter Visits:

- Meet with Medical Supervisors and Medical Clerks: programmatic matters
- Interact with LVT's/Vet Assistants/ACT's
- Overlap with Operations Staff: Disease Reduction Initiative
- Medical Director's Clinical Veterinary Role

The First Three Months

(continued)

LVT Quality Assurance/Quality Control Program:

- Oversight by newly created position: LVT Quality Assurance/Quality Control Coordinator (LVT QA/QC)
- Provides performance assessments and improvement recommendations as needed
- Recommends proper CE opportunities for professional development
- Instruction regarding CDS Recordkeeping (for LVT's, Euthanasia technicians, Medical Supervisors, and Medical Clerks).
- Instruction regarding Inventory Management: advises Medical Supervisors, Medical Clerks and LVT's about proper ordering procedures and inventory management.
- The LVT QA/QC: based at SIACC and travels to BACC and MACC

The First Three Months

(continued)

Monthly Morbidity & Mortality Report:

- Present and moderate Management discussion at Headquarters
- Designed to advise Management about key medical issues in the shelters
- Like the Veterinary-Level M&M, Assists in the Present and Future Design of Medical and Operations Departments' Activities to Reduce Illness, Injury, Pain and Suffering

The First Three Months

(continued)

Lecture Series for Non-Medical Staff:

- Builds a strong foundation for understanding and meeting challenges to shelter animal health and welfare
- “Recognizing Illness, Injury, Pain, and Suffering in Companion Animals”
- “Common Shelter Infectious Diseases and How Vaccines Work”
- In development: “The *Fix*: A Complete Tour of Spay and Neuter Surgeries”
- “How We Work: The Anatomy of AC&C’s Medical Department”

The First Three Months

(continued)

Lecture for LVT's and Certified Euthanasia Technicians:

- “Humane and Scientific Concepts in Animal Euthanasia”
- Other concepts in discussion with LVT QA/QC Coordinator

The First Three Months

(continued)

Public Dialogue

- Access to Medical Director: *via* texting gatekeeper, response by telephone and written communication
- Commitment to Public: exploring additional ways to educate and inform the public
- Submitted Questions from Public Prior to Board Meeting