

ANIMAL CARE COMMITTEE

February 16, 2011

ONTARIO ROOM

5:30 P.M. – 7:00 P.M.

Attendance: Councillor Valerie Burke, Chair, Janet Andrews, Terri Daniels, Denielle Duncan, Caroline Lane, Annabel Musson, Yasuko Naka, Bernice Royce, and Laura Gold, Committee Clerk

Guests: Kathy Clark, Vivienne Hansford, Lynn Perrier, Brian Moreau and David Wilson

Item	Discussion	Action Items
1. CALL TO ORDER	<p>The Animal Care Committee convened at 5:36 p.m. with Councillor Valerie Burke presiding as Chair.</p> <p>Mr. Bill Wiles, Manager of By-Laws & Enforcement, introduced Brian Moreau and David Wilson from the OSPCA.</p>	
2. MINUTES OF THE JANUARY 19, 2011 COMMITTEE MEETINGS	<p>The Minutes were not discussed.</p>	
3. OSPCA PRESENTATION	<p>Mr. Brian Moreau and David Wilson, OSPCA, provided a presentation on the OSPCA's new strategy for the Newmarket Shelter. It was reported that the shelter will now be used as both an animal shelter and a provincial education centre. Members were thanked for their patience during the closure of the shelter. It was noted that experts have worked vigorously to ensure sanitation protocols are met and that during the closure of the animal shelter the OSPCA was able to revamp its services and make several improvements. The new shelter places greater emphasis on community outreach and on customer service (e.g. hours of service have changed to meet public demand). The soft opening of the OSPCA animal shelter will be held on March 3, 2011.</p> <p>It was reported that the OSPCA has a high volume York Region spay and neuter clinic, noting the public response to the clinic has been overwhelming. A second clinic has opened in Barrie. Both clinics are booked solidly and people are coming from four hours away to have their pets spayed or neutered. The OSPCA charges approximately \$60 per spay or neuter. A vet may charge from \$300 to \$800 per spay or neuter. The clinic was open based on best</p>	

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	<p>practices. The clinic has done approximately 14,000 procedures in 2 years It is estimated that it takes 4 or 5 years to see measurable results. It is anticipated that the clinic will help reduce cat euthanasia rates.</p> <p>The new animal shelter will have a grooming studio and will provide education to pet owners on proper walking techniques. It will also have programs that teach compassion and animal welfare to children, with the aim of influencing their attitudes toward animals into their teen and adult years. There are also plans to hold educational summer camps for children.</p> <p>The new “Meet Your Match” adoption process focuses on matching animals with their optimal pet owner. A pet is labeled to have a purple, orange or green personality. A simple survey is completed to assess compatibility, similarly, to a dating service. The adoption process has been designed to move animals quickly through the system. Staff have been trained on the new adoption process. Research suggests that the return rate for adopted pets drops dramatically when using the “Meet Your Match” adoption process.</p> <p><u>Questions and Answers</u></p> <p>1. When will the Animal Shelter Open?</p> <p>Animals will be moved into the shelter the week of February 21, 2011. The soft opening of the shelter will be held on Thursday March 3, 2011.</p> <p>2. Has the animal shelter been expanded?</p> <p>No, the physical building has not been expanded. The OSPCA’s long term strategy is to reduce the number of animals being brought to shelter through programs such spay/neuter, responsible pets ownership etc. The trailers that are currently being used may be kept in the short-term to house animals that come in overnight to ensure proper sanitation protocols are followed.</p> <p>3. Does the OSPCA working with rescue groups?</p> <p>Yes.</p>	

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	<p>4. Did the OSPCA consult with the Calgary animal shelter, given they have one of the most successful and respected programs in North America?</p> <p>Yes, the OSPCA consulted the animal shelter in Calgary with respect to its program/practices, but not exclusively. Best practices were reviewed from a variety of animal shelters across North America.</p> <p>5. What is being done to reduce the rate of killing animals as it stands now?</p> <p>The “Meet Your Match” program radically changes animal adoption procedures. The procedures have been simplified to match the compatibility of an animal with its owner.</p> <p>6. What has happened to the animals in the OSPCA’s care since the shelter closed for the ringworm outbreak, as there is no sign of animals being offered for adoption?</p> <p>The animals were moved to fully functional animal shelters with adoption policies already in place. Animals have also been adopted from the temporary trailer facilities (note: the animals were taken out of the trailers for patrons to view before adopting). Daily adoptions continued to occur. The focus of the new centre will be on why patrons did not adopt an animal.</p> <p>7. How long will the animal be kept before they are euthanized?</p> <p>Holding periods are dictated by Municipal By-laws and Provincial Regulations.</p> <p>8. What is the new capacity of the animal shelter and what will you do when the shelter is at its capacity?</p> <p>The new capacity for the animal shelter is 111 cats, 55 dogs and 10-12 small animals. Animals are moved to other shelters when there is a need.</p> <p>Adoption procedures have improved to prevent overcrowding of the shelter. People can now search for an animal online even when it is in its hold period (note: could not do this before). The animal can then be adopted if it is not claimed within that hold period.</p>	

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	<p>9. What is the OSPCA's criteria for accepting surrenders?</p> <p>There is a three (3) step process that is followed for accepting surrenders, including: 1) A meeting with an animal behaviorist to make the surrender experience as non intimidating as possible and to obtain honest information about the pet; 2) The OSPCA tries to build a relationship with the pet owner at an early stage in their decision making process(e.g. through the internet, mail, or email) and the form completed by the pet owner is much more comprehensive than in the past in order to gather as much information as possible; and 3) A Staff Member has been dedicated to the handling of pet owners surrendering their animals and a private entrance has been created for the surrendering of animals.</p> <p>10. What age are the summer education camps for?</p> <p>The child education camps are for children age 6 and up. There are also programs for kindergarten students.</p> <p>11. Does the OSPCA accept volunteer vets?</p> <p>Yes, but it is difficult to find vets qualified in shelter management. It was noted some Universities are expanding their shelter vet programs.</p> <p>12. How will you ensure you have enough space to meet your contractual obligations?</p> <p>There is dedicated space for animals being held under contractual agreements. The number of staff assigned to a contract is included in the contract.</p> <p>13. What are the new animal shelters hours?</p> <p>The animal shelter will be open 5 days a week and one Saturday a month.</p> <p>14. Why doesn't the OSPCA operate its spay and neuter clinic 7 days a week?</p> <p>Mr. Moreau will ask the OSPCA senior management why the clinic is not open seven (7) days a week and will report back.</p>	

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	<p>15. Will there be a hard opening?</p> <p>Yes, there will be a grand opening. The details are still being confirmed.</p> <p>16. Do you have any statistics on the “Meet Your Match” program?</p> <p>Before implementing the “Meet Your Match” program at another OSPCA shelter, it was adopting out about 1,600 animals per year. The issue was that the same animals kept on being returned to the shelter. After implementing the “Meet Your Match” program the number of adoptions increased to 3,600 per year with approximately a 5% return rate.</p> <p>17. Can we have a tour of the entire facility once the animal shelter is up and running?</p> <p>Yes, the Committee could have a tour. The Committee requested that a more comprehensive tour be provided than last time.</p> <p>Members were asked to send additional questions to Laura Gold, Committee Clerk.</p>	<p>Mr. Moreau will ask the OSPCA senior management why the clinic is not open seven (7) days a week and will report back.</p>
<p>4. Home Show</p>	<p>The Committee agreed to have a booth at the spring Home Show on March 18, 19 and 20, 2011. It would limit its operations to the busiest hours. Caroline Lane was requested to compile a schedule.</p>	<p>Submit application form to attend the spring Home Show – Laura Gold</p> <p>Create schedule for Home Show – Caroline Lane</p>
<p>5. 2011 FUNDRAISING CALENDAR</p>	<p>There was a discussion regarding the 2011 calendar sales. The Committee agreed to sell the remainder of the calendars for five (5) dollars. It was noted that additional funds were raised from calendar sales at the Contact Centre, which were not included in the balance sheet calculations.</p> <p>The Committee Clerk was requested to email ITS the fundraising calendar process map.</p>	<p>Email ITS the process map for the 2011 fundraising</p>

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	Moved by Denielle Duncan Seconded by Caroline Lane That the Animal Care Committee appoint Janet Andrews to the position of Treasurer. CARRIED.	calendar– Laura Gold
6. TRAP NEUTER AND RETURN UPDATE	Mr. Bill Wiles, Manager of By-Laws & Enforcement, will provide an update at next months meeting on the Town's Trap Neuter and Return (TNR) program. Denielle Duncan and Caroline Lane agreed to review the proposed TNR program with Mr. Wiles prior to the next meeting.	Review Town's TNR Program – Denielle Duncan and Caroline Lane Provide update at next months meeting on TNR project – Bill wiles
7. DATE OF NEXT MEETING	The next Animal Care Committee meeting will be held on March 16, 2011 at 5:30 p.m.	
8. ADJOURNMENT	The Animal Care Committee adjourned at 7:51 p.m.	