

**Animal Care Committee**  
**August 21, 2013**  
**Ontario Room**  
**5:30 PM – 7:00 PM**

**Attendance:** Janet Andrews, Julia Colangelo, Jody Greenlaw (via teleconference), Furhait Kashmiri and Pam Young

**Staff:** Martha Pettit, Deputy Clerk, Laura Gold, Committee Clerk

**Members of the Public:** Terri Daniels

**Regrets:** Chris Alexander, Supervisor of Licensing & Animal Services, Councillor Valerie Burke, Esther Attard, Vice-Chair, Kathy Clark, Caroline Lane and Rhiannon Lane

Agenda Item	Discussion	Action Item
<b>1. Call to Order</b>	The Animal Care Committee convened at 5:30 p.m. with Janet Andrews presiding as Chair without quorum.	
<b>2. Approval of the Minutes</b>	The approval of the minutes was deferred to the next meeting as there was no quorum.	Add all deferred items to the next agenda – Laura Gold
<b>3. Animal Control Program Update</b>	<p><b>A. Store Front Update</b></p> <p>Martha Pettit, Deputy Clerk, was in attendance to provide an update on the animal care store front. This summer staff visited two animal care store fronts in Ontario, one in Welland and one in Niagara.</p> <p><u>Welland</u>  The Committee watched a short video of footage taken from staffs' visit to the Welland Animal Care Store Front. Some of the Deputy Clerk's observations from the Welland Animal Care Store Front included the following:</p> <ul style="list-style-type: none"> <li>• Located in a very clean store in a busy mall (Seaway Mall) and obtained a</li> </ul>	

Agenda Item	Discussion	Action Item
	<p>large rent subsidy;</p> <ul style="list-style-type: none"> <li>• Cages were movable and were large enough for the cats to move around and play;</li> <li>• All animals were supplied by the SPCA;</li> <li>• Store was supported by the Welland Humane Society;</li> <li>• Had a large roster of volunteers who must be over the age of 18;</li> <li>• Had a volunteer training and selection process;</li> <li>• Relies on walk-in/accidental customers;</li> <li>• Adopted 95 cats out in the month of July;</li> <li>• Had promotional programs (e.g. providing a discount on black and white cats on Mondays);</li> <li>• Had a donation and sponsorship programs (e.g. customers can contribute towards the adoption fee of a cat if they are unable to adopt a cat or they can donate a toy for the cats to play with);</li> <li>• Had handmade donated pet merchandise for sale at the counter;</li> <li>• Had a well developed record system;</li> <li>• Had no less than five or six customers in the store at any one time;</li> <li>• Store customers were of various demographic groups.</li> </ul> <p>The Deputy Clerk felt the following features made this model a success: its location and discounted rent; having all animals supplied by the SPCA; its organization of records, volunteers and internal processes; having walk-in/accidental customers; being selective in who they choose as volunteers; and having many very qualified volunteers.</p> <p><u>Niagara</u>                      Some of the Deputy Clerk's observations from the Niagara Animal Care Store Front included the following:</p> <ul style="list-style-type: none"> <li>• Located in a very clean large store in a somewhat busy mall (Niagara Square Shopping Mall) and obtained a large rent subsidy;</li> </ul>	

Agenda Item	Discussion	Action Item
	<ul style="list-style-type: none"> <li>• Located not far from the food court;</li> <li>• All animals were supplied by the SPCA;</li> <li>• Had a large cage where most of the cats roamed freely and smaller cages for cats with medical or personality issues;</li> <li>• Volunteers were clearly identified by what they wore;</li> <li>• Had a small number of committed volunteers, but may have benefited from having more volunteers;</li> <li>• Had two volunteers who were nurses who could provide some medicine to the cats;</li> <li>• Had success stories on the wall;</li> <li>• Sold handmade donated pet merchandise at the front of the store;</li> <li>• Had a seating area where customers could socialize and a table where customers could get information;</li> <li>• Did not appear to have formal policies and procedures in place;</li> <li>• Litter boxes were in the back area of the store;</li> <li>• Relies on walk-in/accidental customers;</li> <li>• Had no less than five or six customers in the store at any one time;</li> <li>• Store customers were of various demographic groups;</li> <li>• Were able to get all the animals and volunteers out in an emergency;</li> <li>• Had a full time summer student paid for with a government grant.</li> </ul> <p>The Deputy Clerk felt the following features made this a successful model: the location and the reduced rent; having walk-in/accidental customers; utilizing government grant programs; and having committed volunteers.</p> <p><u>Considerations for Markham’s Animal Care Store Front</u>                      After visiting two successful animal care store fronts in Ontario. The following critical success factors were believed to be key to making the animal care store front concept a success in Markham:</p> <ul style="list-style-type: none"> <li>• Being located in a busy mall;</li> </ul>	

Agenda Item	Discussion	Action Item
	<ul style="list-style-type: none"> <li>• Having walk-in customers;</li> <li>• Having reduced rent;</li> <li>• Having a large number of committed volunteers to manage the store front.</li> </ul> <p>Options for Markham’s animal care store were still being explored by staff.</p> <p><b>B. Trap Neuter and Return (TNR) Pilot Project Update</b></p> <p>This item was deferred to the next meeting as there was no quorum.</p> <p><b>C. Adoption Update</b></p> <p>This item was deferred to the next meeting as there was no quorum.</p> <p><b>D. OSPCA Update</b></p> <p>This item was deferred to the next meeting as there was no quorum.</p>	
<b>4. Events</b>	<p><u>Thornhill Village Festival</u>                      Janet Andrews questioned whether or not the Committee wishes to have a booth at the Thornhill Village Festival now that it is not producing a 2014 fundraising calendar, but suggested we still participate in the parade.</p> <p><u>Markham Fair</u>                      The booth application for Markham Fair has been submitted.</p> <p>This item was deferred to the next meeting as there was no quorum.</p>	
<b>5. 2014 Fundraising Calendar</b>	<p><b>A. Bunnies</b></p> <p>The Deputy Clerk reported that 50 or more bunnies have been successfully removed from a hoarder’s house in Markham by the OSPCA, by-law officers and wildlife removal specialists.</p>	
<b>6. New Business</b>		

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Item</b>
	<p><b>B. North Toronto Cat Rescue</b></p> <p>This item was deferred to the next meeting as there was no quorum. September 18, 2013 - 5:30 p.m., Ontario Room</p>	
<b>7. Date of the Next Meeting</b>		
<b>8. Adjournment</b>	The Animal Care Committee adjourned at 6:35 p.m.	