

SPECIAL ANIMAL CARE COMMITTEE MEETING

October 1, 2012

5:30 P.M.

Attendance:

Members: Councillor Valerie Burke, Chair Janet Andrews Esther Attard Kathy Clark Denielle Duncan Jody Greenlaw Furhait Kashmiri Caroline Lane Rhianon Lane Regrets: Terri Daniels Mi Ly Jeannie Kavanagh	Staff: Christopher Alexander, Supervisor of Licensing & Animal Control Bill Wiles, Manager of By-Laws & Enforcement Laura Gold, Council/Committee Coordinator
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The Animal Care Committee convened at 5:43 p.m. with Councillor Valerie Burke presiding as Chair.

1. GENERAL FEEDBACK ON MARKHAM'S ANIMAL CONTROL SERVICES

The Committee provided the following general feedback regarding Markham's animal control services:

OSPCA

- Need for greater transparency of the OSPCA's animal control services;
- Need for improved access to information from the OSPCA;
- Need for the OSPCA to be more accountable for its actions;
- Need for increased Markham presence on the OSPCA's website;
- Need for the OSPCA to accept community volunteers.

Wildlife

- Would like Markham to hire experts to oversee its wildlife program (e.g. Toronto Wildlife);
- Would like Markham to provide a similar level of service for wildlife as is provided for domestic animals;
- Need for improved education on wildlife services;
- Would like Markham to investigate the possibility of local vets taking wildlife from the OSPCA.

Report

- Would have been stronger if it provided both short term and long term goals.

General

- Markham should increase its expenditure per resident on animal control services;
- Markham should investigate partnership opportunities with other animal shelters;
- Markham should not have a flat fee for its pet license, as residents should be provided with an incentive for spay and neutering their pet.

**2. FEEDBACK ON STUDY OF ANIMAL SERVICES DELIVERY MODEL -
RECOMMENDATIONS**

The Committee provided the following feedback on the Study of Animal Services Delivery Model – Recommendations:

No.	Recommendation	Comments
1.	Enhanced Status Quo –strengthen contract language and requirements	<ul style="list-style-type: none">• Clearly identify roles and responsibilities in contract;• Include repercussions in contract if the contract is not followed;• Include mechanisms for making the OSPCA more accountable (e.g. key performance indicators that can be tracked and published);• Have a provision to reduce euthanasia rates;• Have a provision to increase the number of adoptions and to reduce the amount of time it takes to have a pet adopted;• Have a provision to reduce animal care days in shelter;• Have a provision to partner with local rescue groups to increase the number of adoptions.
2.	Create an Oversight Committee for OSPCA municipal clients	<ul style="list-style-type: none">• Establish a meaningful role in the OSPCA service delivery decisions;• Have a cap placed on the number of municipalities that the OSPCA can serve;

		<ul style="list-style-type: none">• Have rules with respect to the number of OSPCA staff attached to Markham animals;• Have rules with respect to the minimum number OSPCA staff required to be at the shelter at any given time.
3.	Improve the communications function currently delivered by OSPCA	<ul style="list-style-type: none">• Have the contract cost reduced if the communication function is removed from the contract.
4.	Establish a Community Store Front for Animal Services, Programs/ Education and Outreach	<ul style="list-style-type: none">• Would need to think of how this could work, as applicable service providers will not be able to be recommended (e.g. wildlife control specialist);• Would need both core staff and volunteers to operate the facility;• Would need Council to approve funding for the store front;• Would like the store to be accessible to residents (e.g. on transit and open on weekends and evenings);• Possibly have appointment based surrendering of pets at the store.
5.	Strengthen Human Resources at the OSPCA	<ul style="list-style-type: none">• Play a role in recruitment and retention of staff (e.g. providing hiring criteria and having an exit interview);• Have better trained OSPCA officers and staff;• Breakdown communication barriers and creating a culture where communication is open and welcome;• Have more volunteers to increase community participation.

6.	Increase fine for non-compliance with pet licensing.	<ul style="list-style-type: none">• Increase fines for not licensing your pet;• Promote why residents should license their pets.
7.	Request municipal representative on OSPCA Board of Directors.	<ul style="list-style-type: none">• Like the idea, but not confident that it is attainable.

3. NEXT STEPS

- Email any additional feedback regarding the report to Christopher Alexander;
- Staff to advise the Committee of the date the report on this matter will be brought forward to the General Committee;
- Staff to provide regular updates on the status of Markham's animal control.

4. ADJOURNMENT

The Animal Care Committee adjourned at 8:10 p.m.