



Creating winning partnerships between shelter workers and rescue groups



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Presentation overview

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Heber Valley Animal Shelter Background:

Shelter was built in 1993, was a kill shelter
Gas chamber was used when stray hold was up
Leadership was not animal advocate
No medical, immunization or care program
Image in the community and with rescues was challenged.



As leadership changed, values changed, which included:

- working with rescue groups
- partnership with the community
- changing of image: HVAS vs HVAC
- new communication initiatives




HVAS and Paws for Life Utah Background

Early in our relationship, we focused on goals for the future:

- Maintaining no kill status
- Eliminating the gas chamber
- Rescuing all animals that came into our care
- Supporting medical needs for all shelter animals
- Building an effective TNR program
- Improving the shelter facility
- Improving PR for the shelter and the animals available for adoption



HVAS and Paws for Life Utah Working together

- PFLU formed in early 2012, many volunteers were already on board
- 2013 Formally recognized by Best Friends as a no kill facility
- PFLU ED met with Police Chief, Sheriff, Animal Services and Animal Control Board to understand the needs for the shelter and the community, jointly developed strategies for maintaining no-kill
- Together, we created a working agreement defining:
 - PFLU staff responsibilities on days when the shelter is closed to care for animals and clean the shelter
 - the process for provide immunization, microchip, spay/neuter
 - the process for treating animals in need of medical care
 - how we work together to resolve conflict and deal with issues

Critical Factors to Ensure Success between Animal Services and PFLU

- Hiring decisions are made jointly, both groups
- Animal control board representation and coordination
- Monthly meetings with Police Chief who leads HVAS
- Joint goal setting
- Open communication
- City Council backing, Included in strategic planning session
- Joint fundraising, adoption and community events
- Joint PR and Facebook page



Specific Rescue Initiatives to Save Lives:

- Multiple monthly remote adoption events
- Weekly PFLU local newspaper ads of available animals
- Radio and TV presence with PFL staff
- Monthly flyer of available animals to over 100 businesses
- Animals posted on Petfinder.com, Petango.com, Rescue me.org
- Volunteer professional photographer
- Networking with other rescue organizations
 - * NKUT Coalition partners are an amazing team!
- Facebook rescue networking groups:
 - (some examples)
 - Utah shelter and rescue network
 - Calling All Angels
 - Utah Transport



Adoption and Community events

Monthly adoption events at 3 PETCO locations
Maintain Heber city PETCO cat adoption program
Hold several Community events:

- Spring and Fall Pet Awareness Community Day,
- Open house at the Animal shelter for the new Cat Facility
- Community training events at Heber city PD on handling aggressive dogs for volunteers and ACO staff throughout Utah

Volunteer of the year award at the Utah Animal Control officers Association
Invited to present at Animal Control Officers National Conference on how to become No-Kill



Volunteers and Fosters and Key to Maintaining No Kill status

- Over 250 Volunteers, 115 are fosters
- Importance of fosters:
 - Shelter is at capacity
 - Infectious disease control
 - Obtain Behavioral information
 - Urgent live saving need such as bottle feeding
 - Transportation for medical, adoption events
 - Assist in adoptions process



UTAH Paws for Life
 Summer's Arrived with NEW Dogs and Cats!

Alexis* A 2-year-old female Pit Bull Shear mix who is a real sweetie!	Chub Chub* A 2-year-old male Chihuahua who is a real sweetie!	Bentley A long-haired black and white Sheltie who is a real sweetie!	Baloo* A 1-year-old male Golden Retriever who is a real sweetie!
Jill* A 1-year-old female Chihuahua who is a real sweetie!	Messie* A 1-year-old female Chihuahua who is a real sweetie!	Boris* A 1-year-old male Chihuahua who is a real sweetie!	Charlie & Bravo* A 1-year-old male Chihuahua who is a real sweetie!
Pepper A sweet 1-year-old female Chihuahua who is a real sweetie!	Cliff* A 1-year-old male Chihuahua who is a real sweetie!	Adelle* A 1-year-old female Chihuahua who is a real sweetie!	Bayoune* A 1-year-old female Chihuahua who is a real sweetie!
Anna* A 1-year-old female Chihuahua who is a real sweetie!	Sarena* A 1-year-old female Chihuahua who is a real sweetie!	Cubby* A 1-year-old male Chihuahua who is a real sweetie!	Spooner* A 1-year-old male Chihuahua who is a real sweetie!
Solomon* A 1-year-old male Chihuahua who is a real sweetie!	Charles* A 1-year-old male Chihuahua who is a real sweetie!	Jada* A 1-year-old female Chihuahua who is a real sweetie!	Louie* A 1-year-old male Chihuahua who is a real sweetie!

Adopt now today...all they need is a home and love!
 Animals available at the **Heber Animal Shelter**
 or at various other locations. For Shelter info, call 435-654-5727. Paws for Life Utah info, call PFLU 435-640-4752.
 635 W. Airport Road, Heber City, UT 84224, 1-9pm, Tue-Sat.
 All animals vaccinated. Other animals available in our foster programs. www.pfluu.org
 Follow us on [facebook.com/PawsForLifeUtah](https://www.facebook.com/PawsForLifeUtah)
 *Please see notes on the animal's profile page.

PFLU and HVAS major accomplishments since 2012:

- Maintained our No Kill status
- Removed the Gas Chamber
- Found new homes for over 1000 animals/year
- Expanded our reach throughout Utah pulling from kill shelters with animals at risk
- TNR over 250 cats annually
- Held 80 adoption events and 20 major community events
- Remodeled the cat facility
- Purchased outside dog kennels, runs, livestock barn
- Spayed, neutered and immunized all shelter animals
- Provided medical care for over 1200 animals
- Gained City Council approval for new Adoptions Center



New Heber Valley Adoptions Center

- Wasatch county is one of the highest growth counties in the country
- With support from private donors, we recently remodeled the cat facility in the shelter allowing:
 - A “view room” for cats to roam freely
 - A larger cat adoption room with larger kennels
 - A room for a medical clinic
- This funding demonstrated our ability to gain community support and partner with the City
- Heber city Council reviewed our proposal for a new adoptions center, approving it in the 5 year plan



HVAS: New Adoptions Center Heber Valley “Partners for Paws”

- Partnership using our 501(c)(3) to raise funds for the new adoptions center



New Adoptions Center Concept





Our challenges...when the going gets tough...

- Unexpected medical needs: Post for support, Use multiple media outlets for pleas
- Spay and neuter funding: Continue to find new sources for grants, Best Friends Orem Clinic
- Too Many Animals: Over flow at our boarding facility, expand foster network
- Behavioral problems: Dedicated volunteer trainer
- Longmont Humane in CO
- Feral cats and TNR effort



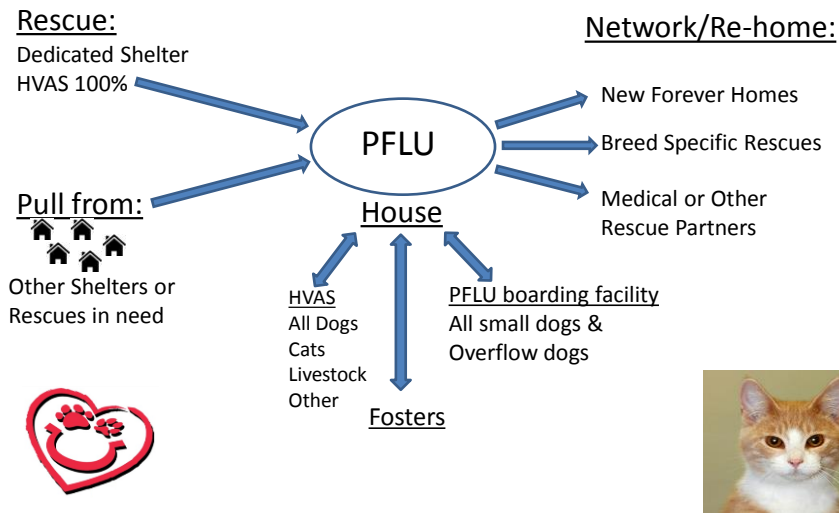


Keys to our success:

- Trust – one contact between PFLU and Shelter supervisor to resolve issues
- Open communication – in conflict resolution
- Partnership – examples: shelter staff selection, PFLU volunteer selection
- Clarity of responsibility and ownership
- Shelter protocol understood
- Teamwork – examples: spay and neuter scheduling, immunizations, feral cats
- Focus – is on animal welfare

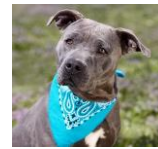


Our Model





Group discussion/ Q & A



- What is the most challenging part of working with Animal Control/ Services?
- How about Community Leadership?
- Does it make sense for rescues to identify a specific shelter to ensure their no-kill status?
 - And...

Work with donors and community leadership to ensure shelter needs are met

Work with other rescues to ensure the needs of the animals are met