

# FIELD-BASED LIFESAVING:

HOW TO HELP FIELD OFFICERS AVOID BRINGING  
ANIMALS TO THE SHELTER

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**METRO NASHVILLE**  
ANIMAL CARE & CONTROL

# DESCRIPTION OF DISCUSSION

Background to compare of shelter/environment/mission

Why we even want to discuss

Steps to make it work

Results



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# METRO ANIMAL CARE AND CONTROL

Open admission shelter servicing Nashville and Davidson County

- About 800,000 population
- 527 sq. miles

Take in dogs, cats, small animals, livestock, wildlife, exotics... Field cruelty investigations, rabies control, complaints, etc.

MACC is committed to the delivery of humane and responsive animal care and control services



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# MACC'S MISSION AND GOALS

**Metro Animal Care and Control is committed to the delivery of effective, courteous, and responsive animal care and control services to the residents of Nashville/Davidson County.**

**MACC's goals are to build partnerships within the community to promote responsible pet ownership, decrease the over-population of domestic pets through spay/neuter programs, and to place adoptable animals in loving homes.**



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# METRO ANIMAL CARE AND CONTROL BASIC INFORMATION (CONTINUED)

## Hours of Operation:

- Phones are answered from 8AM-4PM everyday
- Shelter is open from 10AM-4PM everyday
- 3-4 Animal Control Officers are available for all calls from 10AM-4PM Tuesday-Saturday to cover all of Davidson County
- 3-4 Animal Control Officers are available for all calls from 8AM-4:30PM everyday to cover all of Davidson County
- 1 ACO on duty from 4PM-8AM 7 days a week for after hour emergencies only



# EXPECTATION IS A 30-60 MINUTE OR LESS RESPONSE TIME

## High Priority Calls:

- Abandoned animal
- Negligence/Cruelty
- Assist Police Department
- Bite Investigations/Still Running At Large
- Sick/Injured Animals
- Aggressive Stray Animals



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# HOW DO WE START :

## FIRST STEPS

### START FROM WITHIN THE ORGANIZATION

- a. Everyone needs to be on board (build your team)
- b. Teach them to speak proudly about the organization and other organizations
- c. Eliminate negative words (other ways to say things)
- d. Educate don't always punish (bond with your community)



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# FIRST STEPS (CONTINUE)

## START FROM WITHIN THE ORGANIZATION

- e. Create a fun, happy, and exciting environment (tough but must happen)
- f. Define your leaders (Everyone has a voice but only one can decide)
- g. Remove barriers/layers within the organization : open door policy
- h. Invite questions/answer honestly (the better the results, the higher scrutiny)

Be the place people, agencies, and organizations want to go...

The result is that they will spread the word



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# SECOND STEP :

## DEVELOP A STRONG RELATIONSHIP WITH THE COMMUNITY

### a. Officer Approach

Body language

Mission/ideology: seize versus educate to change

### b. Reducing Judgement

Clear mind

You don't know what's going on

### c. Empathetic voices

Show it, even if you don't mean it



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# THIRD:

## CHANGE STAFF AND COMMUNITY MINDSET

- Not the Dogcatcher and not the pound
- Policing versus Education
  - Be the Idea behind problem resolution
  - Don't Patrol: Circulate with open windows and conversations
  - Know your audience and educate
  - Give handouts and tips
  - Fixing fences... find resources
  - Proper food, water, shelter



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# PUBLIC PERCEPTION-HANDLING ANIMAL CALLS

**“ The philosophy in the animal welfare Community is switching to addressing human Problems that underlie crises with animals. Animal shelters’ service philosophy is evolving To recognize that treating symptoms of animal welfare problems, such as animal Homelessness, abuse and neglect, is only a Stopgap solution: to be truly effective, Underlying causes such as community and Family dysfunction and must be addressed.”**



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# FOURTH :

## UNIFORM AND APPROACHABILITY

- Go to community events casually
- Try polos
- Smile
- Engage with interest
- Eye Contact
- Good Impressions



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# FIFTH:

## GET THE ANIMAL HOME

- a) Look for ID tags, rabies tags, licenses, hand written on collar
- b) Scan for Microchips
- c) Research all information such as clinic that implanted
- d) Call all available numbers
- e) If you have a computer system.... LOOK IT UP
- f) Go to house
- g) Talk to neighbors
- h) Leave notice
- i) Lost and Found signs
- j) File/search lost found reports



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# SIXTH:

## HANDLING FIELD RELATED INVESTIGATIONS

- a) Educate on proper food, water, shelter
- b) Hand out dog houses, food, bowls, toys
- c) Importance of enrichment... but also relate to the situation of owner
- d) Breakdown ignorance
- e) Formulate that bond between owner and animal
- f) Get gushy and sickening sweet



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# SEVENTH:

## NO TIME OR MONEY

- a) Engage the community
- b) Donation lists
- c) Community Groups and resources
- d) “Friends of” groups
- e) Grants
- f) Promote your programs!!!!!!!!!!

Examples



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# NO LOST PETS Nashville

The No Lost Pets NASHVILLE program was developed by Metro Animal Care and Control to increase the chances of pets being returned to their owners.

## WHY?

To reunite lost pets with their families, while improving live outcomes at the shelter. Similar programs have proven to improve Return to Owner percentage by 2% in year one and by more than 4% in year two of the program.



NO LOST PETS  
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# No Lost Pets Nashville

- **Free Ride Homes**
- **Low-Cost Microchip Clinics Weekly**
- **Online Lost Forms Review Process**
- **Stray of the Day**
- **No Lost Pets July 4th Edition**



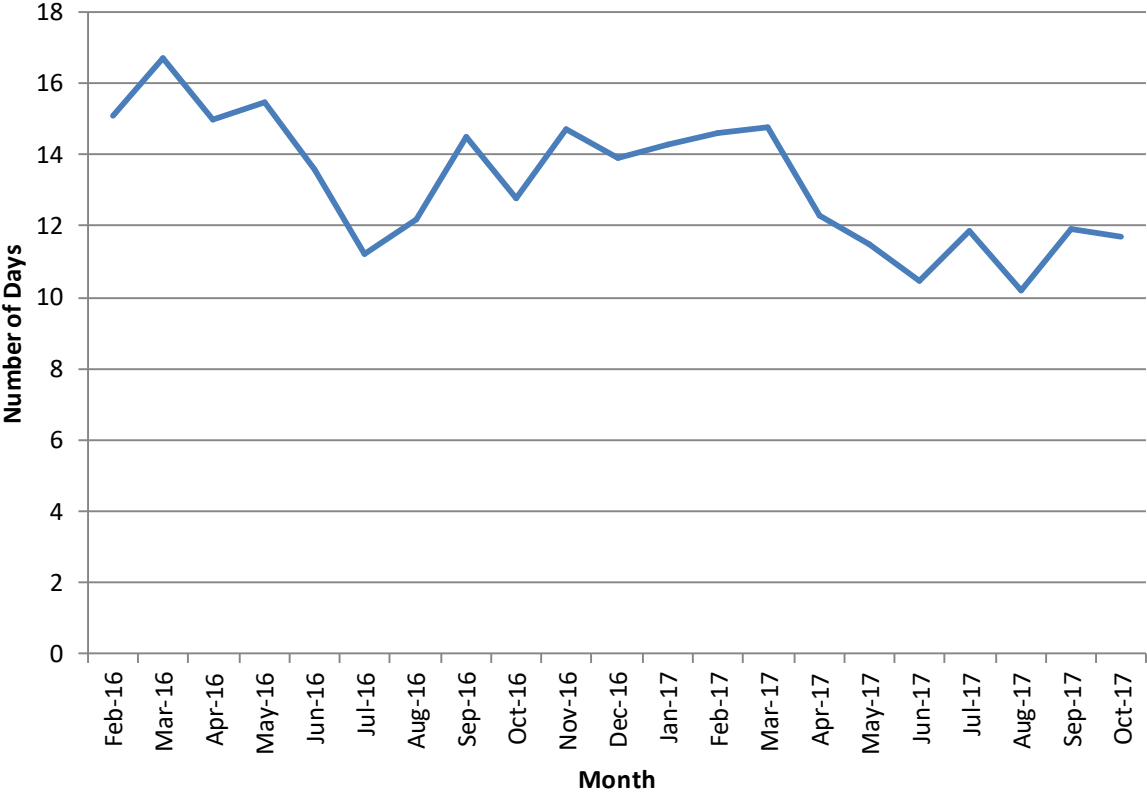
# RESULTS

## METRO ANIMAL CARE AND CONTROL

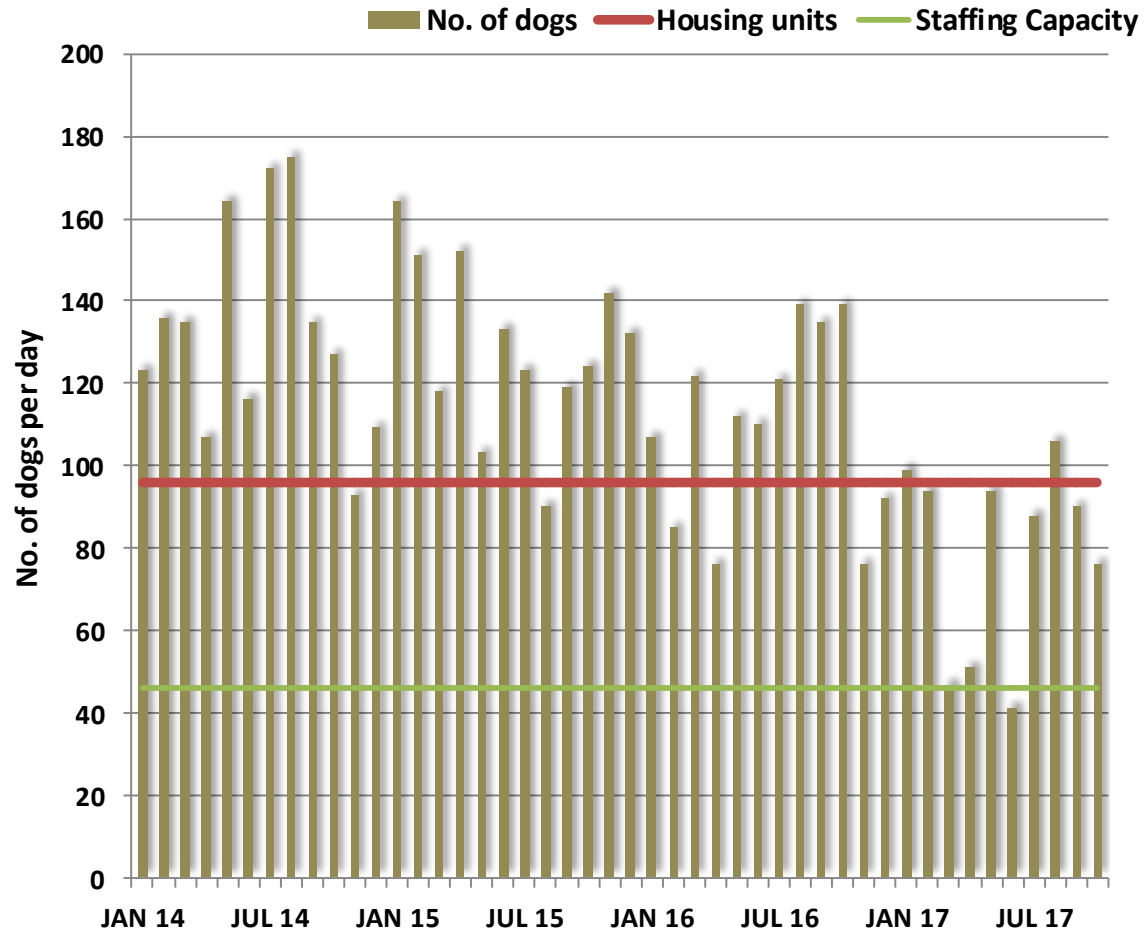
### HIGHLIGHTED RAW DATA OF CALENDAR YEARS

	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	<u>2018-YTD</u>
Number of Animal Intake:	9262	8468	6422	6818	7354	2772
Number of Animals Adopted	1612	1578	1981	2777	2780	1455
Number of Animals Transferred	290	1205	1266	1758	1893	572
Number of Animals Euthanized	6217	4567	1734	948	843	292
Number of Animals RTO	517	554	521	724	1227	640
Number of Calls for Service	13079	13688	11576	17854	24451	

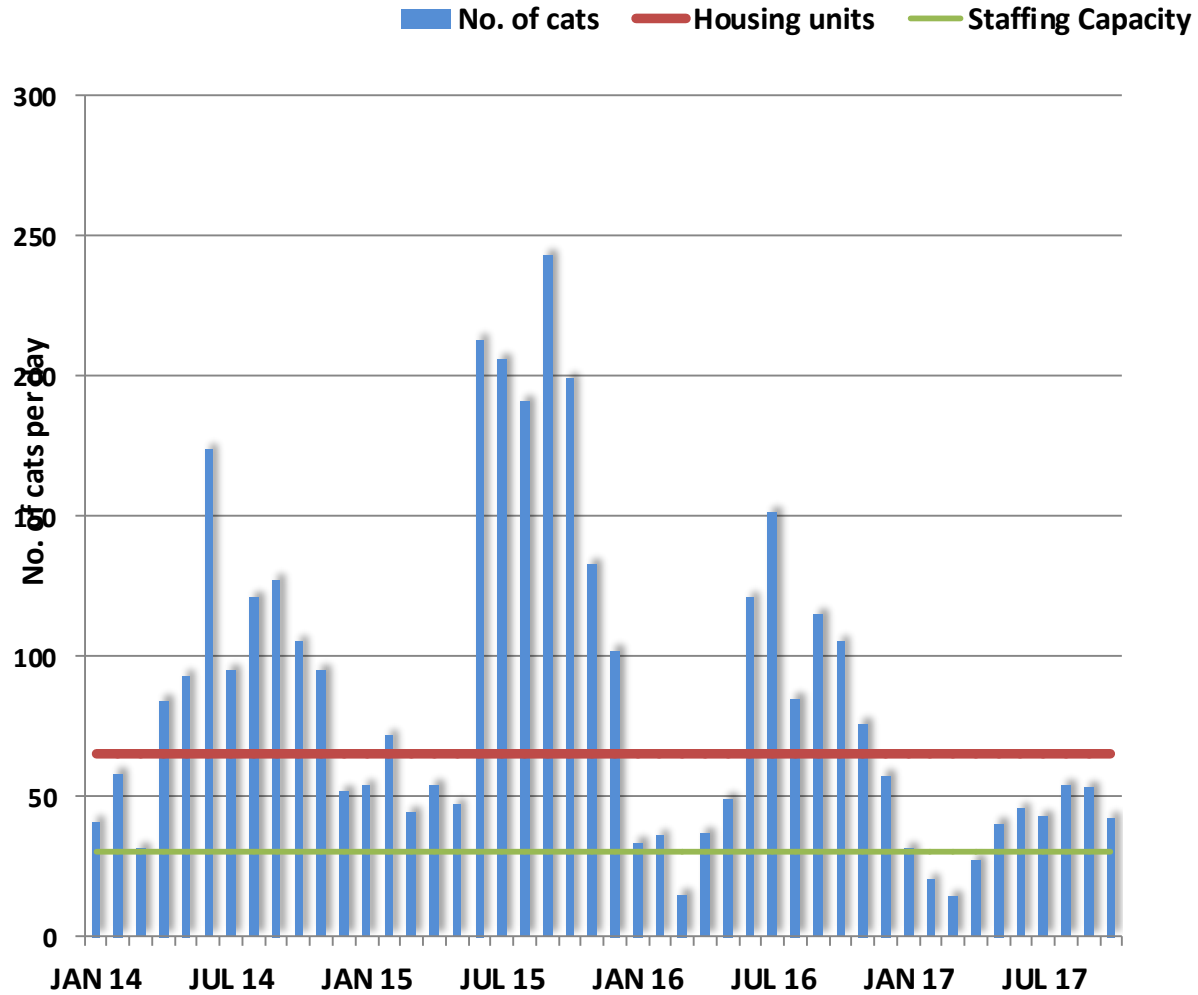
# Average Monthly Length of Stay



# Canine Daily Census vs. Housing Units



# Feline Daily Census vs. Housing Units





**THANK  
YOU!**



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