

## Pima Animal Care Center January through June 2020 Six Month Report

**Introduction:** 2020 has been an unprecedented year, due to the impacts of COVID-19 and PACC's need to modify operations. The following report offers information about PACC's programs and operations over the past six months.

**COVID-19:** On April 13, PACC shared a memorandum with the Board of Supervisors regarding modified operations due to the COVID-19 pandemic. That document explained the first phase of PACC operations during COVID, when PACC was trying to rapidly reduce the overall number of animals entering the facility to create a cushion of space to ensure there was adequate capacity for the number of animals who would be entering in the coming months.

[https://webcms.pima.gov/UserFiles/Servers/Server\\_6/File/Government/Administration/CHHmemosFor%20Web/2020/April/Operations%20of%20Pima%20Animal%20Care%20Center%20During%20COVID-19%20Outbreak.pdf](https://webcms.pima.gov/UserFiles/Servers/Server_6/File/Government/Administration/CHHmemosFor%20Web/2020/April/Operations%20of%20Pima%20Animal%20Care%20Center%20During%20COVID-19%20Outbreak.pdf)

While PACC has been open daily throughout the pandemic, we have gone through two, distinct stages of operations. In both stages, PACC has followed all recommendations of the Centers for Disease Control, the American Veterinary Medical Association (AVMA) and the National Animal Control Association (NACA) in regards to intake and operational recommendations.

- **Stage 1:** During Stage 1, PACC limited services to those that were most critical to maintaining the health and safety of animals as outlined in the guidelines from NACA: <https://www.nacenet.org/wp-content/uploads/2020/03/4.Essential-Animal-Services-During-COVID-19.pdf>.
- **Stage 2:** We are now in Stage 2 of COVID operations. This began at the conclusion of the stay-at-home order and follows the guidelines outlined by NACA: <https://www.nacenet.org/wp-content/uploads/2020/05/NACA-Recommendations-for-Continued-Modified-Operations-Due-to-COVID-19.pdf>. At the beginning of Stage 2, PACC resumed services that had been put on hold during Stage 1, including spay and neuter of sheltered pets and distribution of food and supplies to vulnerable pet owners. Today, all non-emergency services are conducted by appointment only to reduce the risk of spreading COVID and PACC has increased services and support to help keep animals in their homes and communities. These services are outlined later in this report. Additionally, PACC is exploring ways to safely resume services that have been temporarily put on hold and not yet resumed to avoid encouraging people to gather in crowds. These include vaccine clinics, staff member trapping of community cats and microchip clinics.

**Safety Measures:** PACC has implemented numerous safety measures to protect the public and those working and volunteering in the shelter. These are in compliance with County-wide policies and include mandatory masks, mandatory temperature checks, and daily disinfecting of public spaces. Additionally, PACC staff and volunteers are on a split schedule, so half the team does not have contact with the other half, which is aimed at preventing a widespread COVID outbreak at PACC.

**Community Spay and Neuter:** PACC is continuing to provide free spay and neuter for more than 5,000 pets and community cats annually through partnerships with our contacted spay and neuter vendors which include Spay and Neuter Solutions, AWASA and Dr. Karter Neal. Though surgeries slowed during the initial weeks of COVID-19 when stay-at-home orders were in place, we expect all available spots for

this year will be utilized, with PACC continuing to fund the same number of surgeries as in previous years.

**Intakes:** PACC took in 6,437 pets so far this year, including 3,663 stray and lost animals and 1,865 pets surrendered by their owners. This is an average intake of 36 animals per day. In the same time period in 2019, PACC took in 8,797 animals. The reduction in intake has resulted from PACC's increased efforts to provide services and support to keep animals in their homes and neighborhoods. Additionally, we have been asking people who find healthy, friendly stray dogs to hold them and to file a found report, which has resulted in fewer stray dogs entering the facility. PACC is currently focusing on maintaining a slow and steady flow of animals in and out of the shelter, in order to maintain safe physical distancing, reduce human-to-human contact and conduct all non-emergency services by appointment.

**Outcomes:** PACC has successfully placed 6,110 animals so far this year, compared to 7,498 in the same time period in 2019. 3,736 pets have been adopted; 1,136 have been returned to their owners; 1,127 have been transferred to a rescue group, and 359 have been euthanized. PACC has maintained a live release rate of 90% throughout 2020.

**Daily Census:** This year PACC has regularly housed 150 to 200 pets on site between April and June. Currently, PACC is housing 217 dogs, 63 cats and 37 birds. Intake is expected to rise sharply in July, due to fireworks and intake brought on by monsoon season. PACC has been housing between 700 and 1,000 pets in foster homes during the same time period. The current foster census is 328 dogs and 259 cats and kittens.

**Animal Protection Services (APS):** Animal Protection Officers have responded to 9,812 calls for service, including 1,359 leash law violations, 3,403 stray animal complaints, 596 law enforcement assistant calls, 709 cruelty and neglect investigations, and 699 bite reports. In the same time period in 2019, APS responded to 10,399 calls for assistance. There has been no increase in bite reports, deceased animal pick-ups, leash law violations, or stray roaming complaints this year compared to last year. The small reduction in calls to APS is likely due to the fact that more people have been at home with their animals, more of the time.

- PACC APS Officers implemented a program to assist people with COVID. Officers will pick up and provide boarding for up to 30 days for people with COVID who are hospitalized or at risk of needing to be hospitalized. Additional expenses incurred due to COVID 19 and/or the Bighorn Fire are not paid from the General Fund but are charged to the appropriate federal emergency relief program
- Officers are providing fencing supplies to dog owners to help prevent stray roaming.
- Big Horn Fire: APS officers worked in collaboration with the Pima County Sheriff's Department and other County agencies to evacuate animals and provide boarding for up to 30 days at PACC.
- Officers have impounded two, large dog hoarding cases. One case involved 44 terrier-type dogs and one is currently under investigation.
- Officers have been providing additional support to the community during the pandemic, including providing back packs of pet food and other items supplied by Greater Good to vulnerable people in the community; transporting pets for medical services when owners were unable to transport, and transporting lost pets home.

**Public Safety:** On May 22, PACC presented a comprehensive safety report to the County Administrator who shared it with the Pima County Board of Supervisors.

[https://webcms.pima.gov/UserFiles/Servers/Server\\_6/File/Government/Administration/CHHmemosFor%20Web/2020/May/2019%20Pima%20Animal%20Care%20Center%20-%20Safety%20Report.pdf](https://webcms.pima.gov/UserFiles/Servers/Server_6/File/Government/Administration/CHHmemosFor%20Web/2020/May/2019%20Pima%20Animal%20Care%20Center%20-%20Safety%20Report.pdf)

**Lost and Found:** So far in 2020, there have been 1,755 lost reports filed and 1,134 found reports, compared to 2019 when 1,537 lost reports were filed and 660 found reports were filed. This increase is due to the fact that PACC now has a dedicated lost and found specialist and the admissions staff are trained to help people file lost and found reports. Additionally, since the beginning of COVID, we have been asking the public to hold friendly, healthy found dogs and file a found report to give us time to help get the dog home instead of just bringing it directly to the shelter.

- PACC purchased 20 microchip scanners to distribute to local fire departments, libraries and other public agencies who are willing to serve as microchip scanning centers for found pets. PACC is currently exploring how to safely resume drive-through microchip clinics. This effort to increase microchipping as well as partnering with organizations to create easier access to scanning lost pets, will have long term impacts on reducing the number of animals in our community that are lost and not reclaimed.
- PACC now posts found animals on Lost and Found social media sites as well as on PACC's Facebook, helping to increase the percentage of lost pets who are returned home.

**Hoarding Task Force:** In February, PACC worked with the Pima County Department of Health to hold two stakeholder meetings about starting a new Hoarding Intervention Taskforce in the community. The meetings were attended by over 40 stakeholders in the community. They were a combination of members of the public concerned about hoarding as well as representatives from human and social service agencies who wanted to work with PACC and the Department of Health on this topic. Development of the Hoarding Intervention Taskforce was temporarily put on hold due to COVID but PACC is planning for future meetings. Learn more about this initiative here:

[https://tucson.com/news/local/new-pima-county-task-force-will-look-for-ways-to-curb-animal-hoarding-support-struggling/article\\_b5975840-7449-5b76-8e94-558f776d3383.html](https://tucson.com/news/local/new-pima-county-task-force-will-look-for-ways-to-curb-animal-hoarding-support-struggling/article_b5975840-7449-5b76-8e94-558f776d3383.html)

**Veterinary Services:** So far this year, veterinarians have performed 431 lifesaving and routine surgeries and 2,811 spay and neuter surgeries, compared to 2019, when they completed 390 lifesaving and routine surgeries and 3,662 spay and neuter surgeries. Lifesaving and routine surgeries include bone repair, eye enucleation, foreign body surgery, tumor removal and other surgeries performed by PACC vets that are necessary to the health and wellbeing of sheltered pets.

- The PACC clinic implemented telemedicine for foster care appointments, to reduce human-to-human contact and to allow fosters to be served at home.
- Starting in mid-April, the Clinic initiated a grant-funded program providing medical care to owned pets of households suffering economic hardship as a result of COVID. Outreach clinics were carefully run out of an isolated area of the shelter where patrons could observe medical care of their pets from a separate room. These clinics have thus far provided medical care to 315 owned pets, with a combined value of care equaling \$74,366. Requests for care came from all over PACC's jurisdictions, with the majority requested from zip codes 85705 Flowing Wells &

Amphi neighborhoods; 85706 Drexel Park and Sunnyside neighborhoods; 85711 Alvernon Heights, San Gabriel, and Naylor neighborhood.

- PACC is in the planning stages to conduct a services clinic in Ajo, where residents are less able to access the services available at PACC. This clinic is being tentatively planned for early August.

**Media and Communications:** PACC has provided weekly news and information to the public, including the services PACC is providing, the grants PACC has received to provide support to pet owners, and advice and guidance for pet owners.

- [Hidden Gem Sale a big hit](#)
- National Kitten Coalition gave staff and volunteers [neonatal kitten care training](#)
- Michele Figueroa [spent a week in a kennel](#) giving us much needed insight and helped get longest stay dog, Tessa, adopted.
- GreaterGood.org helped us team up with Wings of Rescue to help [transfer pets via flight out of state](#)
- The [Hoarding Task Force](#) was created
- PACC offers [7 ways to help during pandemic](#)
- Shelters urge pet owners to make [plan for pets due to pandemic](#)
- PACC gets grants to help with [medical care for pets of owners struggling due to COVID-19](#)
- Shelter hands out [food to pets of owners struggling due to COVID-19](#)
- Petco gives us [matching grant](#)
- [Keep pets cool](#) this summer
- Shelter houses pets [evacuated due to Bighorn Fire](#)
- PACC joins shelters for [Human Animal Support Services](#)
- Shelter gets \$150,000 to [create Community Resource Center](#)

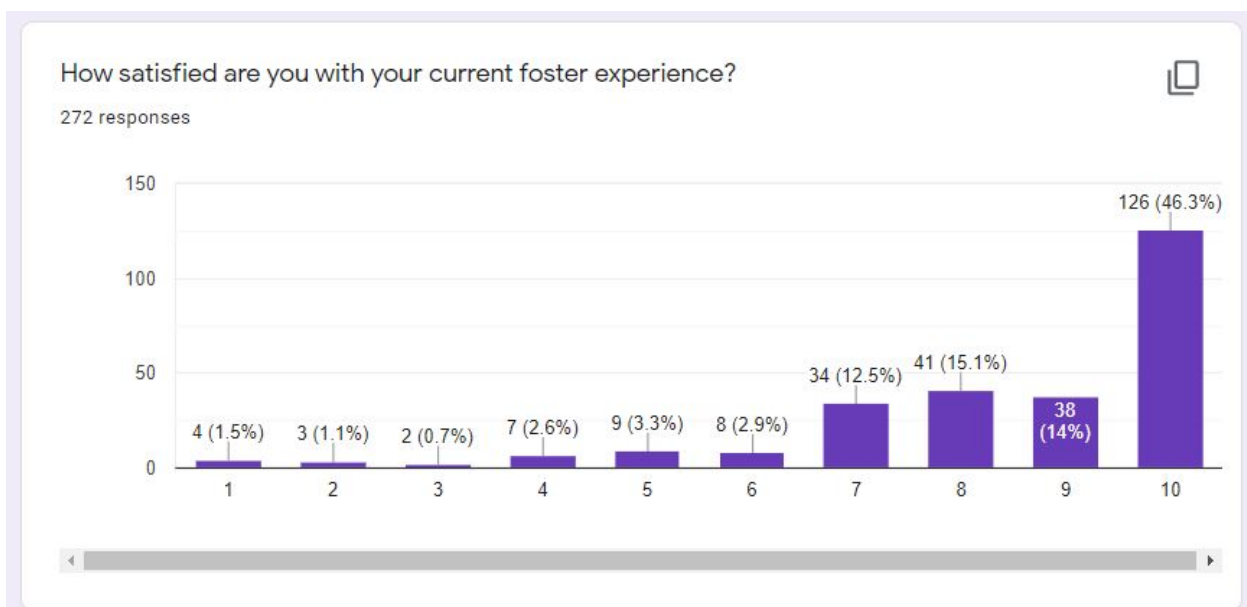
**Volunteer Program:** Volunteers have been considered ‘essential’ to operations and have been serving at PACC throughout the pandemic, though volunteers in high risk groups have been encouraged to stay home, and most have chosen to do so.

- Volunteers, like staff, are split into two teams, on each side of the week.
- 190 people have volunteered during COVID-19, a sharp reduction from the usual volunteer numbers.
- PACC has established weekly, virtual volunteer meetings to share information, discuss challenges and receive feedback. Approximately 50 volunteers attend most of these meetings.
- PACC leadership staff send regular written updates to volunteers with the latest news and information about PACC operating status, key challenges, needs and other important developments.
- PACC is currently in the planning stages to onboard and train new volunteers while maintaining safe physical distancing.
- PACC has five, new opportunities for volunteers, most of which allow volunteers to function from home. These include rehoming specialist, outreach support specialist, lost and found pets specialist and post adoption/post foster support volunteers.
- PACC is in the process of purchasing a web-based version of the shelter software system to enable volunteers to assist from home.

- Several of the volunteer programs have been very active during the pandemic. These include the PACC Pals program to adopt bonded pairs of animals and the TOP Dogs program to help dogs at risk of behavioral decline.

**Foster:** PACC has placed 2,026 animals in foster care this year, in comparison to 2,580 in 2019.

- 25 hospice pets, 149 puppies, 377 kittens and 154 medical dogs went to foster homes.
- 370 adult dogs and 222 cats went to foster homes.
- PACC hosted the first online Maddie’s Fund Dog Foster Apprenticeship via Zoom.
- Lost and Found and Foster teamed up to pilot the intake-to-foster program. Three dogs have been placed so far, 2 of which who have now been adopted.  
<https://www.kold.com/2020/06/30/pacc-needs-foster-pet-families-new-community-resource-center/>
- PACC partnered with University of Arizona behavior students who evaluated five different foster dogs and created custom training plans for their foster caregivers.
- Arizona State Parks gave foster caregivers free hiking passes in February to take foster dogs hiking at Catalina State Park.
- Foster caregiver Liz Johnson was recognized as a 2020 foster hero by The Petco Foundation:  
<https://www.tucsonweekly.com/TheRange/archives/2020/06/19/pacc-foster-volunteer-liz-johnson-recognized-as-one-of-22-national-foster-heroes>
- PACC’s Adult Dog Foster Coordinator cohosted a Maddie’s Fund webcast with Foster Care Specialist, Kelly Duer, about getting pets adopted from foster to a viewership of 200 shelter workers and volunteers: <https://www.maddiesfund.org/empowering-fosters-to-help-market-pets-from-foster-care.htm?p=0EECED7D-7E3F-4ECB-A2D8-CD9099F21539>.
- PACC emailed out the annual foster caregiver feedback survey to every person who fostered (not pre-adopted) between now and June of 2019 and responses are overwhelmingly more positive than last year’s survey. Last year, 204 fosters completed the survey and 27.5% rated their foster experience a “10 out of 10.” This year, 272 fosters completed the survey and 46.3% rated their foster experience a “10 out of 10.”



**Licensing:** PACC has licensed 47,125 dogs in 2020, compared to 49,855 in 2019. The likely reason for this decrease is that due to COVID, all licensing services are done remotely through the website or telephone. PACC anticipates offering in-person licensing once it is again safe to do so.

**Pet Support Center:** PACC has received an average of 3,000 calls per month from people who need assistance to keep their pet, are seeking to rehome their pet, or who need information or guidance. The Friends of PACC Keeping Families Together fund provided support for 59 owners to keep their pets, but the program funding was utilized and the Friends are currently working to raise more funds to support these efforts.

- The Pet Support Center developed a self-rehoming guide to help pet owners to safely rehome their pets.
- PACC implemented a pet support survey which helps assess pet owners' needs and connects them to the services offered by the PSS.
- The Pet Support Center is developing a case management model to engage every pet and person, to assess need, criticality, and the possible pathways of support for human-animal family units.
- PACC is providing boarding vouchers and boarding assistance to pet owners who face eviction due to financial impacts of COVID-19.

**Grants and Donations to PACC:** PACC has received \$255,979 in donations so far in 2020, compared to \$194,742 in 2019.

**Friends of PACC:** PACC's fundraising partner has worked diligently throughout the pandemic to ensure that all pets at Pima Animal Care Center receive the care and resources needed to find new homes. Fundraising efforts have pivoted to meet the evolving needs of the shelter and the community. Expansions to the Keeping Families Together fund, Pup in Boots project, and the administration of thousands of dollars in grants and individual gifts, have all allowed Friends of PACC to provide the shelter life-saving support through these challenging times.

- Friends of PACC and PACC awarded multiple, in-kind donations from GreaterGood.org including thousands of pounds in pet food and supplies for foster families and local families in need impacted by COVID-19.
- AZ Gives Day was a huge success and brought in enough funds for the purchase of an ultrasound machine and training for the PACC clinic.
- Friends of PACC is signed up for the 2020 El Tour to take place 11/21/20. Learn more at [friendsofpacc.org/ridewiththepacc](https://friendsofpacc.org/ridewiththepacc)
- Hired a cat care technician to support cats transitioning from the clinic to the adoption floor.
- Raised more than \$25,000 for PACC to receive a matching grant (total award of \$50,000 from the Petco Foundation).
- Sent Dr. Wayt to orthopedic surgery training and thanks to generous donors, equipment has been purchased to treat more pets at the PACC clinic.
- Awarded a \$150,000 grant from the Spring Point Partners to support PACC's evolution into a foster-centric, community resource center.
- Awarded a \$5,000 grant from GreaterGood.org to support locally owned pets with medical needs whose families are impacted by COVID-19.

- Awarded \$5,000 grant from the Rachel Ray Save them All Covid grant to be spent on medical supplies to support Community Outreach.
- Awarded \$10,000 grant from The Banfield Foundation to support the communities pet medical needs
- Awarded a \$10,000 grant from GreaterGood.org to support and care for neonatal kittens
- Awarded a \$7,500 grant from the Community Foundation for Southern Arizona to support pets and families impacted by COVID-19 and in need of temporary pet boarding.
- Awarded \$5,000 grant from the Arizona Community Foundation to support the Keeping Families Together project.
- Awarded \$50,000 from the Humane Society of the United States to support community pets and families via outreach and spay/neuter support.
- Awarded \$10,000 from GreaterGood.org to care for pets displaced by the Bighorn Wildfire.
- Awarded \$5,000 from Pedigree for disaster relief related to the Bighorn Wildfire.

**GreaterGood.org Food Distribution to Partner Groups:** PACC was selected to be a distribution hub for Greater Good to get food and supplies to the community quickly in the places where they are most needed. So far, PACC has distributed 281,000 dog meals, 3,131 cat meals and 1,145 pet supplies to more than a dozen partners, including Cody's Friends Charity, the Humane Society of Southern Arizona, Cherished Tails Rescue, the South Tucson Fire Department, Sunnyside School District, Avila Children's Services, and directly to Ajo and the City of South Tucson.

**PACC Food Distribution to Individuals:** Throughout the pandemic, PACC has held food and supply distribution events at PACC and in the community for people who are struggling financially due to impacts from COVID or other challenges. PACC has served 713 families through this program, distributing 74,594 meals and other supplies to vulnerable pet owners. This program is funded through the Friends of PACC and food is provided by local donors and by Greater Good. The sites where PACC has distributed meals are Primavera Foundation, Gospel Rescue Mission, Santa Rita Park, Armory Park, Flowing Wells Assembly of God and others. PACC has also handed out 83 Go Bags full of food and supplies to people experiencing homelessness. PACC requested donations of one-gallon bags for food and received 8,300 bags, or 105 boxes!

**Human Animal Support Services (HASS):** PACC has been selected as one of 12 pilot shelters for the HASS model programs. This model aims to increase services and support to help keep pets in their homes and communities. To learn more, visit [www.humananimalsupportservices.org](http://www.humananimalsupportservices.org). This project is supported by a number of grant funding organizations including Maddie's Fund, Pedigree Foundation, Petfinder, Michelson Found Animals Foundation and South Fork Foundation. The other shelters piloting these programs include Humane Rescue Alliance in Washington, DC, San Diego Humane Society, Lifeline Animal Project in Atlanta, Georgia, Oakland Animal Services in Oakland, CA, Dallas Animal Services, El Paso Animal Services, and Kansas City Pet Project. Some of the programs and innovations PACC is implementing include:

- Lost dog reunification support: Immediate help and guidance for lost dog finders to get dogs home quickly and easily
- Owned pet supported self-rehoming: For pet owners who are unable to keep their animals, PACC will assist them with rehoming, including providing spay and neuter vouchers and adoption counseling support. PACC is preparing to utilize existing technology platforms including Rehome and Home to Home to support these efforts.

- Telehealth, text and video services: PACC is creating a broad range of options for people to more quickly contact the shelter without having to physically come to the facility.
- Keeping Families Together expansion: PACC is expanding support for struggling pet owners including providing case-by-case medical support, food and supplies, assistance with find pet accessible, affordable housing, and help with behavioral challenges in the home.
- Intake-to-Foster: PACC has received funding to hire a coordinator to ensure that pets are marketed for foster before or upon arrival to PACC, utilizing a foster-on-deck system. Fosters waiting for a pet will be contacted when an appropriate animal enters and the pet will be fast-tracked to a foster home, to reduce the length of time animal spend in the facility.

The goal of these programs is to help animals in our community by supporting the pet caretakers themselves to keep more animals with their families and to reduce the number of people who have to give up a pet because they face barriers.

**Diversity, Equity and Inclusion at PACC:** Following the nationwide discussions around DEI, PACC began meeting with staff to talk about this issue as it pertains to how we serve the public. The areas for improvement identified by staff included translating all written materials and signage into Spanish; implementing training and expectations around being a welcome and inclusive organization; identifying ways to be more welcoming to people with mental and physical disabilities; conducting a public survey to ask the community how PACC could increase diversity, equity and inclusion; and identifying and eliminating barriers to support and adoption that disproportionately impact marginalized customers.