

ANIMAL SHELTER MEETING

MINUTES

September 27, 2022 – 2:00 PM

PRESENT

Tim Fitzgerald, Augusta County Administrator

Mike Hamp, Waynesboro City Manager

Leslie Beauregard, Staunton Interim City Manager

Alidia Vane, Shelter Director

Jon Hilbert, Operations Manager

Candy Hensley, Assistant County Administrator

Rescue group members

Citizens

1. Minutes were presented.

Motion: Beaureard Second: Hamp Approved

2. Ms. Vane gave an update on hiring. She introduced Jon Hilbert as the new Operations Manager and indicated Candace Renard has been hired as the Customer Support/Admin. Assistant.

Ms. Vane also indicated the Outreach Coordinator will be advertised in the near future.

3. Ms. Vane distributed copies of the proposed Dress Code Policy for review. The new shirts, which arrived today, were shown. The owners did not have questions and thought the policy was a good idea. The Dress Code Policy is attached to the minutes.
Motion: Hamp Second: Beauregard Approved

4. There was a meeting with the County Attorney's Office, Elana Sorrels, Alidia Vane and Candy Hensley to discuss the one proposal received per the RFP issued for veterinarian services. There are planned discussions with the USDA office (state inspector) to insure we are in compliance with how services will be contracted. A meeting will be scheduled with the applicant to discuss services that may lead to a contract.

5. Ms. Vane reported the animal population and save rates as of Sept. 27, 2022 and year-to-date which are attached to these minutes.

8. Ms. Vane presented the Director's Report.

- a. As indicated early, Ms. Vane is pleased to have Jon Hilbert on board and to bring a fresh perspective to the shelter.

- b. An opportunity has presented itself with Baruch College for students to complete a consulting project. The project will focus on SVASC's volunteer program. The students will identify strengths and weakness with efforts to recruit, engage, and retain volunteers. The analysis will consider some best practices of public and nonprofit organizations operating volunteer programs in animal shelters. Further, students will provide recommendations to SVASC to enhance volunteers and, by extension, positively influence the services provided to its animals. Attached is information on the project. The owner's gave consensus for this project.
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- 9. Public comment and questions were received related to the shelter vet regarding the importance to contracting now, not later; ideas of moving forward with a solution to the overcrowding issues at the shelter; reinstatement of public transport of animals for spay and neuter with Angles of Assisi; and questions regarding what percentage of animals are vaccinated at the shelter.
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- 9. Next meeting – October 25, 2022 at 2:00 PM
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- 10. Closed Session

Motion: Beauregard Second: Hamp Approved



SVASC Dress Code

Effective Date: _____



All SVASC employees shall wear their **issued uniform shirts and full-length pants** at all times when on the clock for SVASC. This includes, but is not limited to: transporting SVASC animals, representing SVASC at adoption events, and responding to calls during on-call hours.

Uniform shirts should be neat and clean, without visible holes or stains.

Each SVASC employee should choose **full-length pants that are appropriate for their role and responsibilities**.

- Kennel staff, such as Kennel Attendants and Kennel Managers, shall wear either scrub bottoms or industrial work pants.
- Office staff, such as the Receptionist and Outreach Coordinator, shall wear scrub bottoms, industrial work pants, or slacks. Jeans are only allowed for office staff on Fridays, Saturdays, and Sundays.

All SVASC employees must wear **closed-toe shoes**. Non-skid shoes are highly recommended, particularly for kennel staff.

SVASC employees can wear jackets or other outerwear over their uniform shirts, as long as those items are without holes, stains, or profane statements or imagery.

Regardless of role, SVASC employees shall not wear long or dangling jewelry, such as necklaces or earrings, that an animal may grab, pull off, or get tangled in. Long hair should also be pulled back when working in the kennels.

Per County of Augusta policy, employees who report to work inappropriately dressed will be sent home and directed to return to work in proper attire. The employee will be charged vacation/PTO leave for the actual time necessary to go home, change, and return to work, not to exceed two hours.

The goal of this policy is to provide a consistent and professional image to the public, while also emphasizing safety for our team. Thank you for your cooperation!

**Shenandoah Valley Animal Services Center
Population Report
9/27/2022**

CAPACITY
46 Dog Runs
104 Cat Cages

Current Animals On Hand

Dogs:	79	Cats:	203	Other:	5
Foster:	33	Foster:	103	Foster:	2
Court Cases:	6	Court Cases:	0	Court Cases:	0

Year To Date Total Intakes

Dogs:	537	Cats:	659	Other:	48	Total:	1244
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Year To Date Euthanasia

		PERCENTAGE (live release)
Dogs:	31	94.23%
Cats:	14	97.87%
Other:	0	100.00%
Total:	45	96.38%

Year To Date Adoptions

Dogs:	221	Cats:	155	Other:	65	Total:	441
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Year To Date Transfers

Dogs:	41	Cats:	303	Other:	4	Total:	348
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Year To Date Return To Owner

Dogs:	219	Cats:	16	Other:	1	Total:	236
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Total Intake By Jurisdiction

YEAR TO DATE

JURISDICTION	TOTAL	PERCENTAGE
Augusta County	698	56.38%
City of Staunton	328	26.49%
City of Waynesboro	212	17.12%

Total Save Rate Year To Date

96.38%

PAF 9160 Student Consulting Project #1

Client: Shenandoah Valley Animal Services Center (SVASC)

Background: In September 2011 SVASC opened as a municipal, open-admission animal shelter, which covers Augusta County and the cities of Staunton and Waynesboro in Virginia. As a shelter, it “take[s] in all stray, abandoned, and owner-surrendered animals from these localities.” Also, SVASC has successfully lowered the euthanasia rates in its community ([SVASC 2022](#)). The organization’s programmatic services are varied, including Adoption, Fostering, Spay and Neuter, Trap/Neuter/Release, and the Community Assistance Food Pantry. In 2021, SVASC cared for 1,595 animals.

Focus: SVASC’s work to provide shelter to animals relies on committed volunteers. They are pivotal to provide services to the animals by given them care, attention, and love as the SVASC team works to find the animals new homes. Indeed, the volunteers are an integral part of the team and of organizational performance. Volunteer duties can include walking dogs, cleaning cages, feeding the animals, nurturing them, etc. This project homes in on how SVASC currently recruits, engages, and retains its volunteer corps.

Deliverables: The student consulting team will conduct a benchmarking analysis (Poister et al. 2014, 384-387). This analysis includes internal and external considerations. Internally, the analysis identifies and assesses the strengths and weaknesses of SVASC’s efforts to recruit, engage, and retain its volunteer corps. Externally, the analysis considers (some) best practices of public and nonprofit organizations operating volunteer programs in animal shelters. More precisely, the student team will consider the volunteer programs of two other animal shelter operators, namely the [Madison County Animal Shelter](#) in North Carolina and the [TBD]. Based on these analyzes, the team will provide recommendations to SVASC to enhance its volunteer corps and, by extension, positively influence the services provided to its animals.

The periods in focus will be calendar years 2019 and 2021 (one period before the pandemic and the most recent period “after” its start).

The consulting team will provide SVASC with a written report (by 9 am) on a date in late April/early May 2023. Also, the team will make a remote presentation to the leadership (at about 6:05 pm) a few days later.

Point of Contact: [John Hilbert](#), Operations Manager

Agency Support: An agency representative(s) will attend a remote class session, briefly, (at about 6:05 pm) in early February 2023 for a “meet and greet” and to explain this project. Also, they will attend the remote presentation (at about 6:05 pm) in late April/early May 2023. (The dates will be finalized as the semester approaches.)

This document is not for distribution or citation unless approved by Professor Hernandez. The document is only to be used by students enrolled in PAF 9160.

Draft Prepared by Neil Hernandez, Alidia Vane, and Jon Hilbert
September 23, 2022