

San Diego Humane Society

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Introductions



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Shelter Operations

- **Admissions**
 - Intake Diversion, Surrender Counseling, Initial Exams including Vaccines/Antiparasitics, Owner Requested Euthanasia
- **Guest Relations**
 - Resource Center
- **Adoptions**
- **Animal Care**
 - Kitten Nursery – ~3,500 kittens
- **Behavior**
 - Enrichment, Training, Behavior Rehabilitation
- **Medical**
 - Shelter Animal Spay/Neuter, Treatments, Emergency Care, Vaccine Clinics, Community Spay/Neuter
- **Population Management (all animals at all campuses)**
 - Rescue Partners – Transfers In 434, Transfers Out 3,853
 - Lost and Found – Reclaim rate 52.9% dogs, 8.2% cats
 - Foster Program – 5,012 animals in 1,814 homes



Year 1 Statistics, San Diego

Admitted

Stray	13,191
Owner Surrender	<u>4,954</u>
	18,145

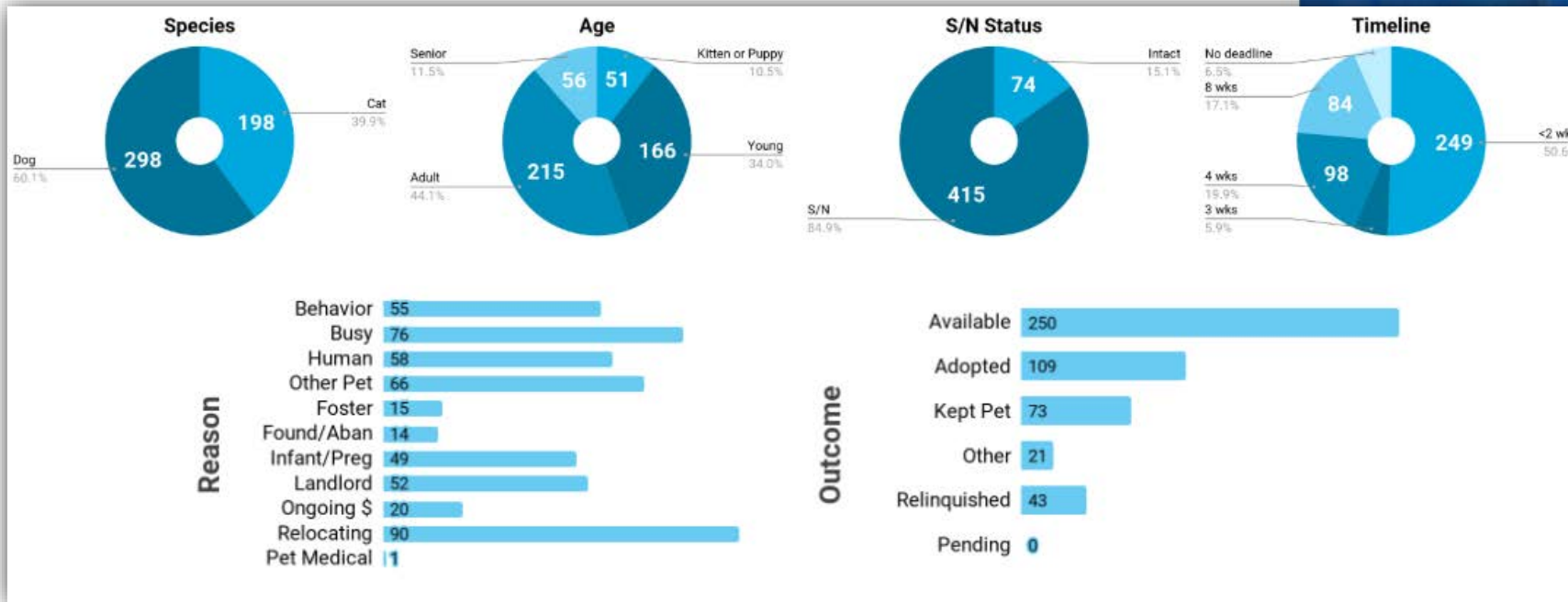
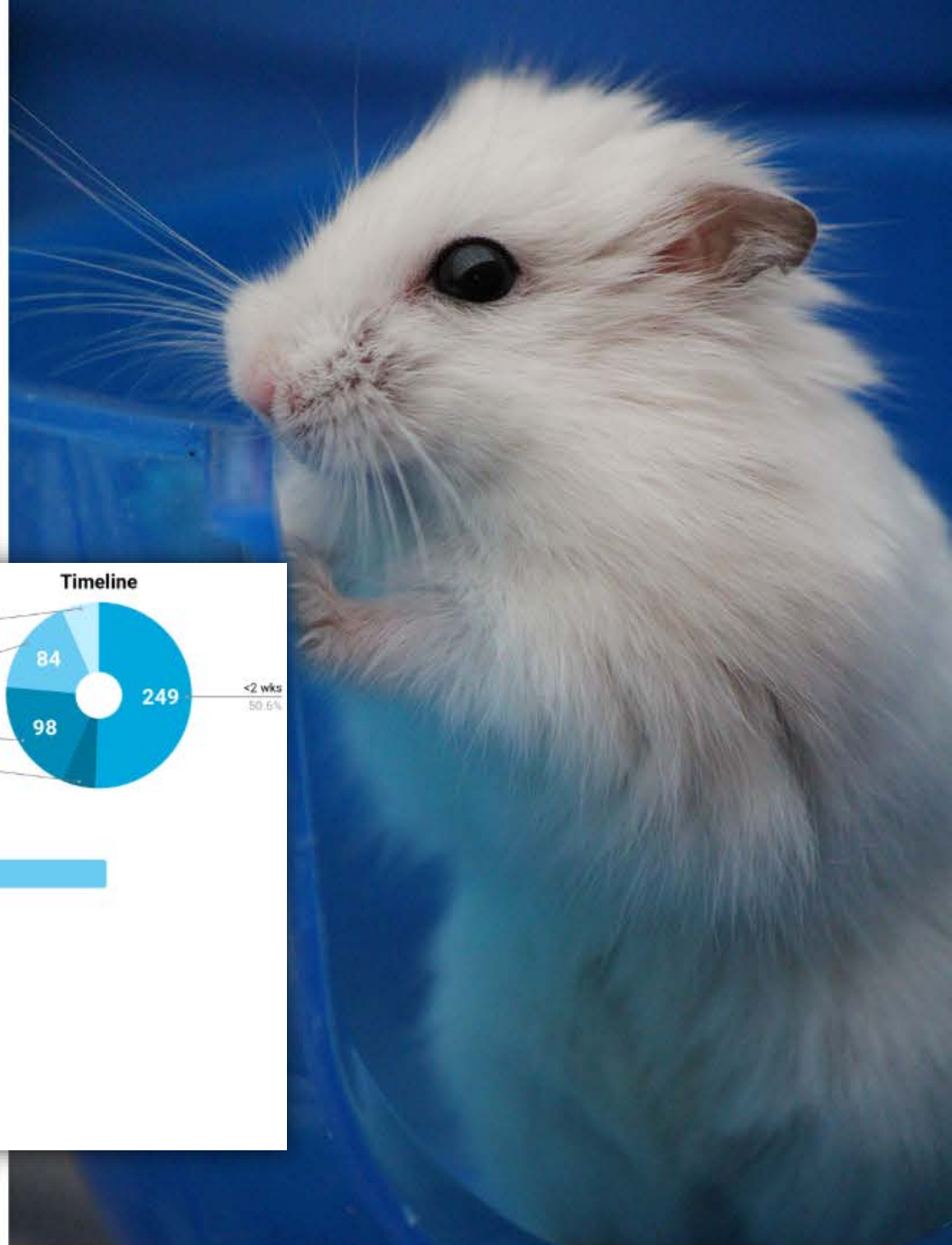
Outcomes

Adopted	10,053
Reclaimed	3,133
Transferred	2,122
Euthanized	1,870
Other	<u>326</u>
	17,504



Intake Diversion

- Rehoming 11/30/17-10/2/19
 - Adopt-a-pet.com



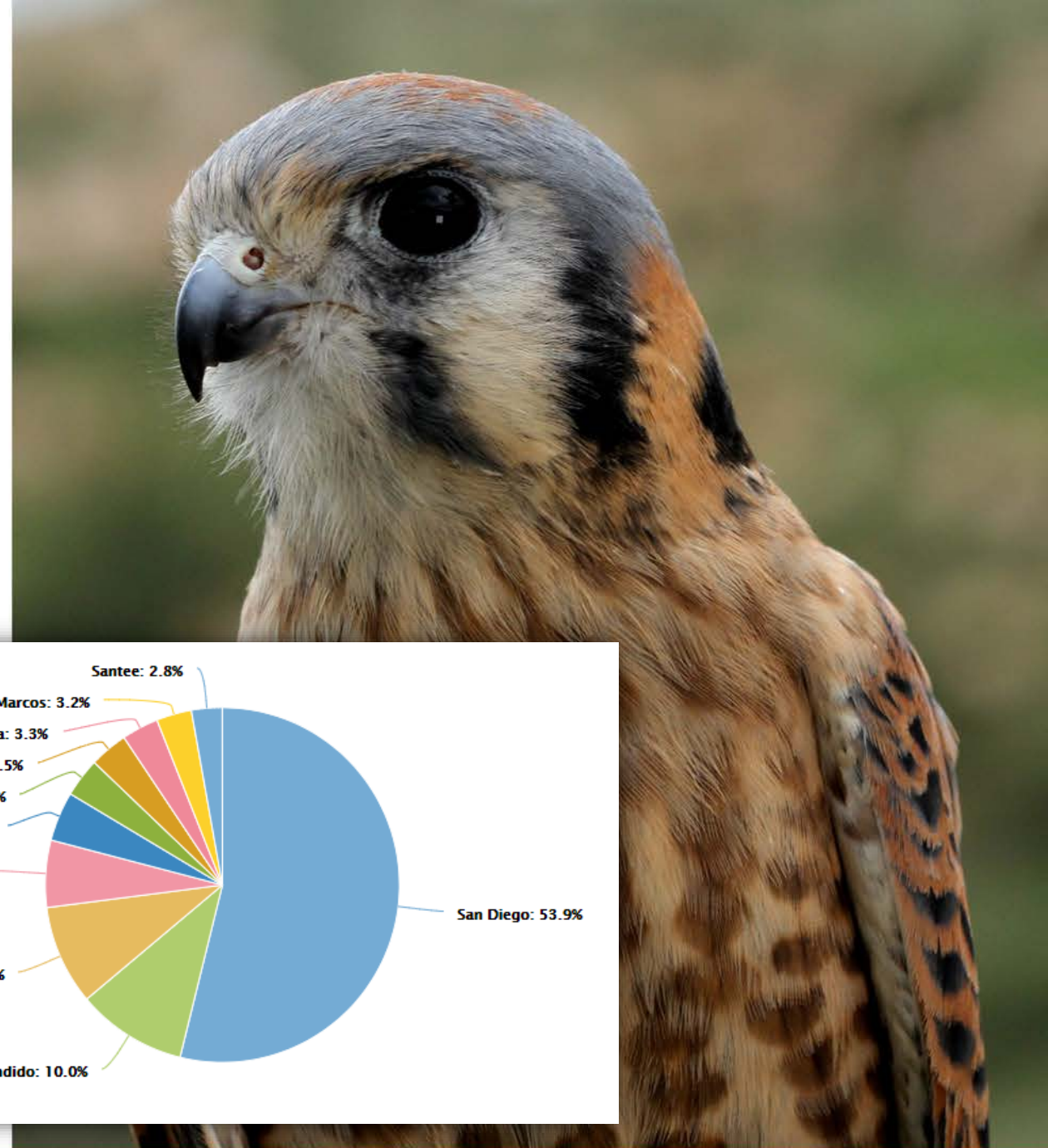


Medical

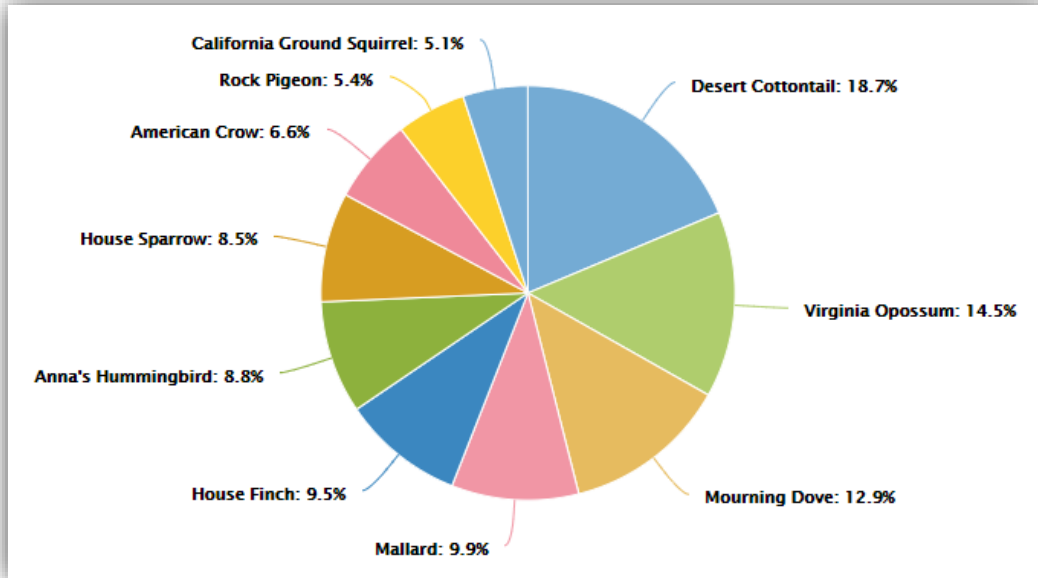
- **San Diego Campus**
 - 11,074 Spay/Neuter surgeries
 - 8,983 in-house
 - 2,091 community
 - 52 Vaccine and Wellness Clinics

Project Wildlife

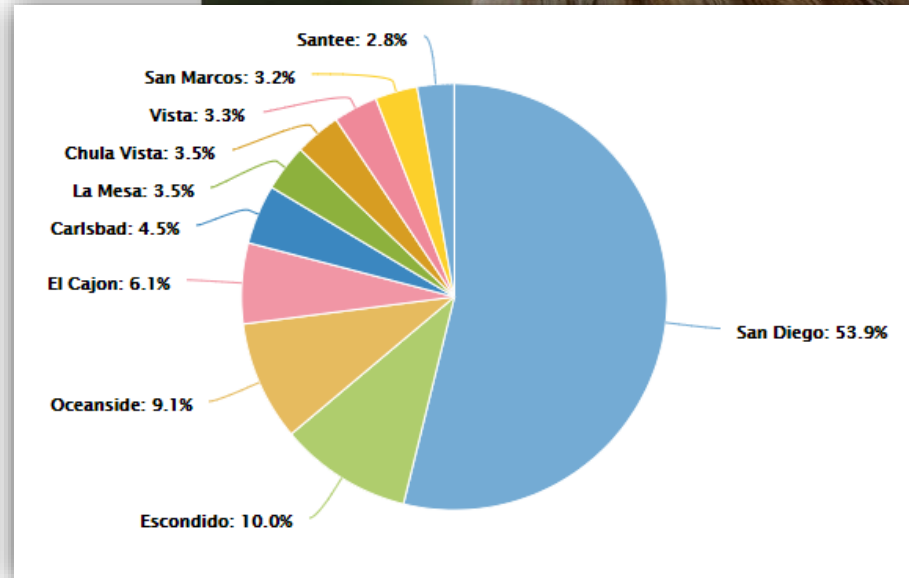
- New hospital in San Diego
- 12,370 animals admitted
- 2,911 animals released



By species



By city





PAWS

- **Meals for pets 1,773,483**
- **Meals for pet families 1,016,442**
- **Meals for rescue groups 757,041**
- **Home deliveries 3,230**
- **Dog walks 1,669**
- **Vet vouchers issued 516**
- **Vet funding \$52,254**
- **Pet families impacted by community events 644**



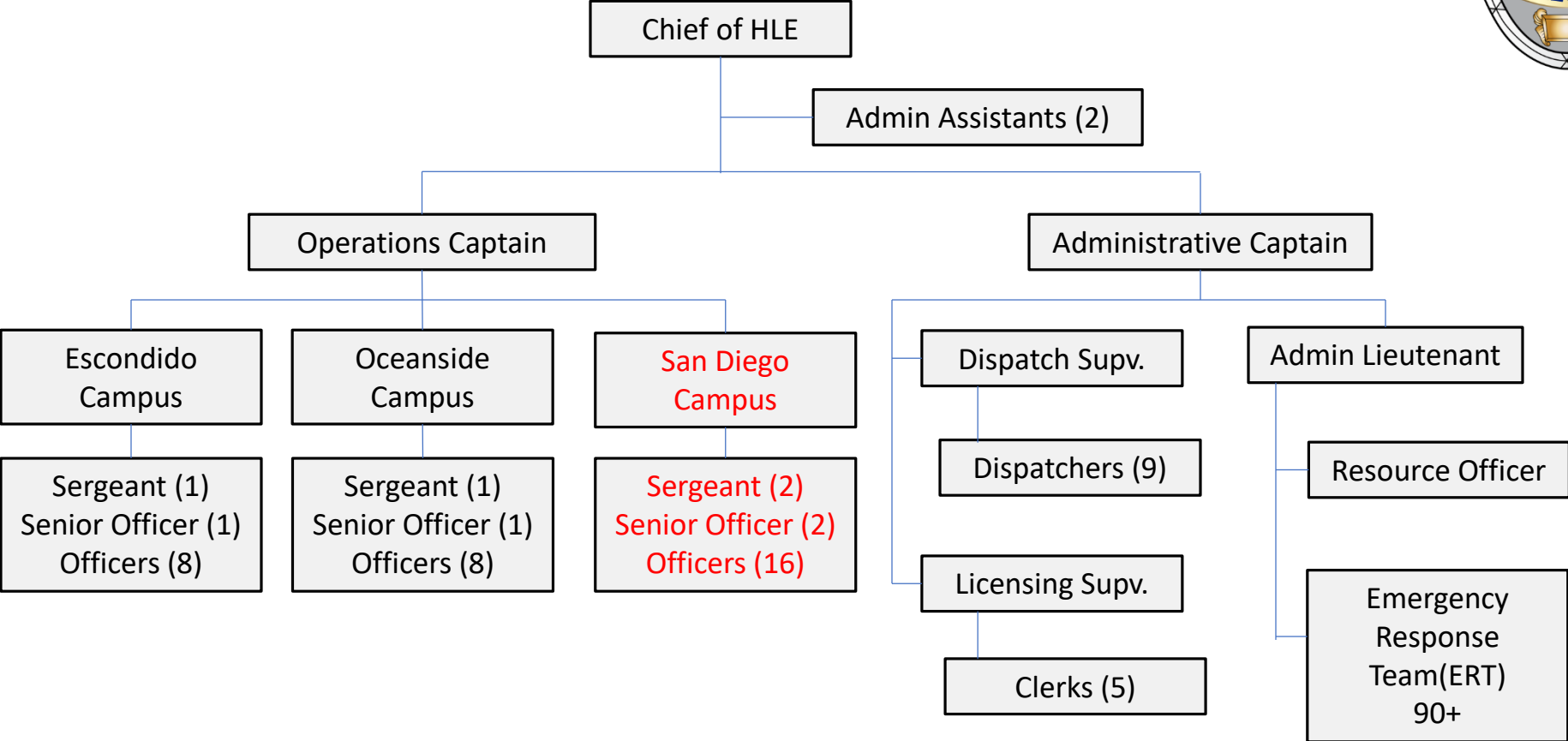
Volunteers

- **Since July 1, 2019 volunteers have logged 156,711 hours!**
- **Highest participation in the following areas:**
 - Animal Care
 - Dog Team
 - Cat Team
 - Guest Services
 - Center for Shelter Medicine

Humane Law Enforcement



HLE Org Chart



Day-to-Day Responsibilities

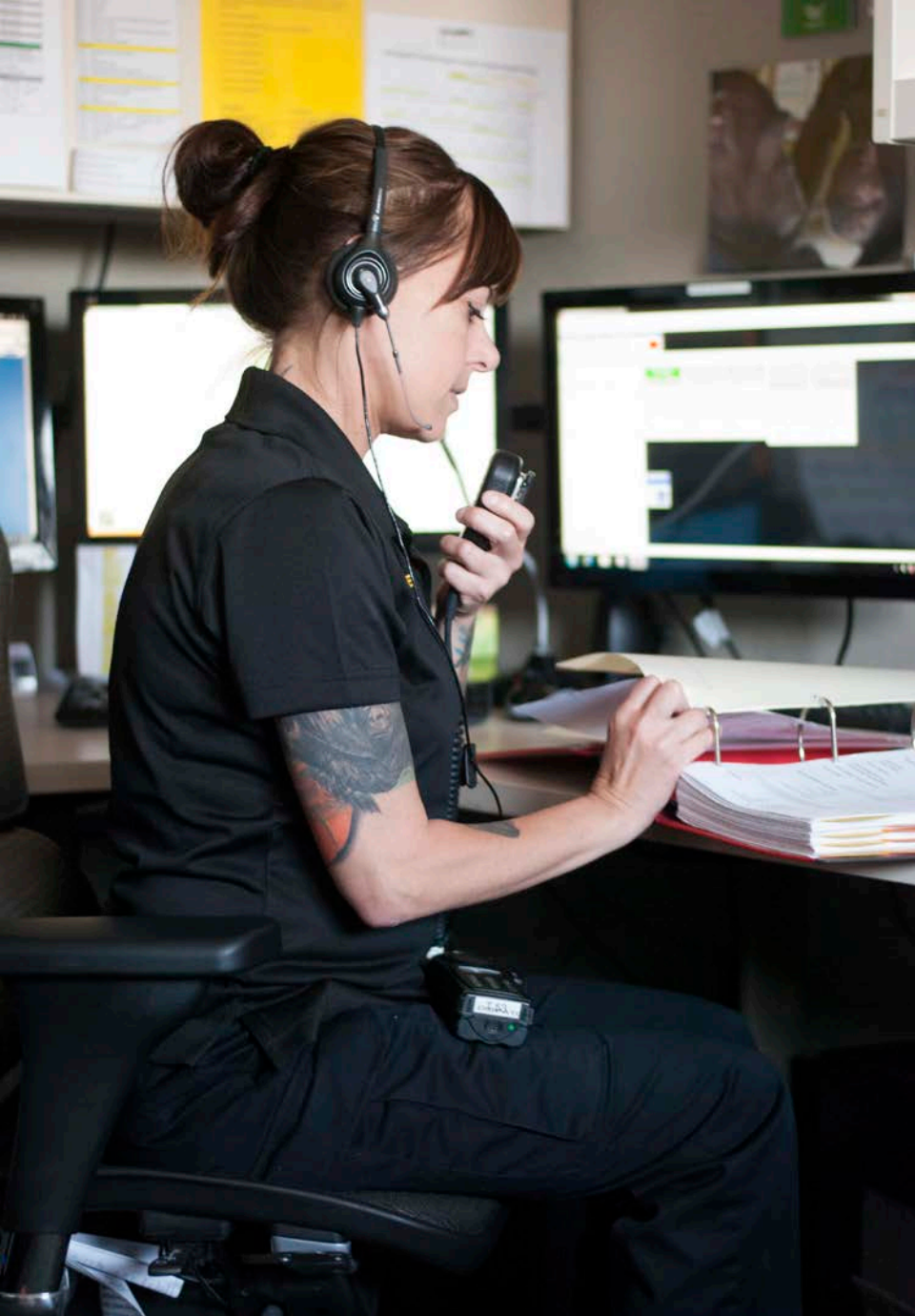
- **Calls for service to our twelve contract cities**
- **Handle requests from six Native American Reservations**
- **Handle standard calls from barking, running at large animals, bites to people, animal attacks, injured/sick wildlife, neglect, cruelty, etc.**
- **Officers are on-call after-hours**
- **We strive to educate first, then use enforcement when necessary**



Our Authority

- **Humane Officers have the same authority as a police officer for animal-related incidents**
- **Must attend a “Basic Humane Academy”**
- **Must attend PC 832 Training**
- **Our officers receive additional training in handcuffing, defensive tactics, OC spray, Taser, baton**
- **Our officers have the power of arrest, can execute search warrants, seize animals, issue citations and give out warning notices**





Dispatch

- Receive calls from the public
- Provide guidance and assistance
- Rank calls from Priority 1 (**Emergency**) to Priority 5
- Dispatch officers and monitor their safety
- Manage the Shelter Buddy database
- Will be adding Computer Aided Dispatch (CAD) to further aid in managing calls

Calls for Service

• Priority Categories

- One — within 30 minutes
- Two — within 3 hours
- Three — within 12 hours
- Four — within 24 hours
- Five — within 48 hours

<p>Priority One</p> <p>Immediate Response - within 30 minutes</p>	<p>Persons in Danger</p> <p>Animal in Immediate Danger</p> <p>Urgent Medical Care Needed</p> <p>Animal in a secured vehicle ("Hot Dog")</p> <p>Animal Fighting Cases</p> <p>Intentional Cruelty In-Progress</p> <p>Assist Public Safety agency</p> <p>Owner Arrest</p> <p>Owner Hospitalization</p> <p>Owner Deceased</p> <p>Bite to Person (animal not contained)</p> <p>Exigent Circumstances:</p> <ul style="list-style-type: none"> a) Gunshot wounds b) Stabbings c) Broken bones d) Serious Open wounds e) Visibly injured/trapped animal <p>Snakes</p> <p>Injured Wildlife</p> <p>Street Sale of Animals (after all other Level 1 calls are handled)</p>
<p>Priority Two</p> <p>Response within 3 hours</p>	<p>In-Progress incidents not reaching Level One</p> <p>Bite to Person (animal contained – reported within 24 hours)</p> <p>Running-at-Large (in progress)</p> <p>Running-at-Large Patrol (RP on site)</p> <p>Abandonment</p> <p>Captured/Caged animals/Confined Strays</p>
<p>Priority Three</p> <p>Response within 12 hours</p>	<p>Intentional Cruelty – Not In-Progress</p> <p>Non-Life Threatening Medical Care Needed</p> <p>Non-Exigent Circumstances:</p> <ul style="list-style-type: none"> a) Skin infections b) Gum/teeth infections c) Emaciated d) Over-grown hooves <p>Hoarding – No Immediate Emergency</p> <p>After the Fact Bite (reported after 24 hours)</p>
<p>Priority Four</p> <p>Response within 24 hours</p>	<p>Welfare Check</p> <p>No Water (temperature dependent)</p> <p>Emaciated (thin or bones showing)</p> <p>Tied/Tethered</p> <p>Inadequate or No Shelter</p> <p>Event Sale of Animals (i.e., Flea Markets)</p>
<p>Priority Five</p> <p>Response within 48 hours</p>	<p>Running-at-Large (not in progress)</p> <p>Pet Shop Inspections</p> <p>Rodeo or Circus inspections</p> <p>Kennel Inspections</p> <p>Park Patrols</p>

SD Calls for Service

The calls for service include animal control issues, cruelty complaints, emergency requests and off leash dogs

Q1	3,604
Q2	4,054
Q3	3,521
Q4	3,714



Higher Level Services

- Felony-level criminal investigations
- Manage reports of hoarding
- Work with other public safety agencies and the District Attorney's office
- We have the power to seize animals
- Conduct hearings that include justifying animal seizures and applying for Dangerous Dog designations



Rescues and Emergencies

- Technical Rescue Unit
- Emergency Response Team
- Units are made up of HLE Officers, SDHS staff and citizen volunteers





Constituent Issues

- **Our dispatch center is open from 7:30am to 10:00pm daily (619) 299-7012**
- **Emergencies after hours – Call SDPD and they will contact our on-call officers.**
- **Non-emergency complaints can be sent via e-mail to investigations@sdhumane.org. This is checked periodically throughout the day.**



“Animals are innocent and it’s our job to protect them”

San Diego
Humane
SOCIETY
INSPIRE COMPASSION



Thank you!