ANIMAL SHELTERING DURING COVID

National Data Trends
Industry Collaboration
• Animal Shelter COVID leadership team
Focus on Companion Animals
COVID Response Grants
HEALTH AND SAFETY PROTOCOLS

What ACC is Doing

In order to protect the health and safety of staff and clients we are following latest guidelines from the CDC and state and local authorities.

- Face Masks Required
- Social Distancing Required
- Enhanced Cleaning
- Covid Task Force
- Occupancy Limit
- Employee Health
ANIMAL SHELTERING IN COVID

2020 Intake (Companion Animals)

Year-Over-Year
- largest decrease was in kitten intake, down 52%
- 2,421 emergency pickups by Field Team
  - Owner Surrender through field up 85%

Down 39%
2020 Intake 14,146
2019 Intake 23,172

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<thead>
<tr>
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<th>2019</th>
<th>2020</th>
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<tbody>
<tr>
<td>Stray</td>
<td>C 9,351</td>
<td>D 3,859</td>
</tr>
<tr>
<td></td>
<td>C 4,400</td>
<td>D 2,221</td>
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<tr>
<td></td>
<td>C 3,584</td>
<td>D 1,721</td>
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<td>Surrender</td>
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<td></td>
<td>C 4,472</td>
<td>D 2,592</td>
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2020 Intake by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
<th>Jul</th>
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<tr>
<td></td>
<td>1566</td>
<td>1527</td>
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<td>955</td>
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<td>1289</td>
<td>989</td>
<td>1050</td>
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Surrender Prevention

Pet retention takes on greater urgency
- Proactive outreach to current client base
- Food insecurity becomes greatest problem
- Admissions team receives 7,423 questionnaires
- Scheduled surrenders maintain safety/efficiency

Community Effort
- Animal Planning Task Force
- Resource Line
  • 386 cases not able to be mitigated by hotline due to complex nature of individual cases

We Are Ready!
- Processes and partnerships in place when/if needed

Up 23%
3,698 pets kept in homes with their family
ANIMAL SHELTERING IN COVID

Placement

Adoption by Appointment
- Enabled us to maintain social distancing while completing 4,465 adoptions!
- Browsing appointments for cats

Enhanced Website
- Rescue only animals had online foster screener
- Mobile app exceeded 20,000 downloads

New Hope Partners
- 40 additional partners on-boarded

2020
- Adoption 4,465
- New Hope 6,229
- RTH 1,095

2019
- Adoption 8,464
- New Hope 9,660
- RTH 1,690
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Foster Program

Impact on in-shelter Population
- 20% of intake placed directly into foster (up from 12% in 2019)
- 2,278 pets went into foster homes

Foster is the Future!
- Increase in cat and dog fosters
- Telemedicine for all fosters and dedicated Veterinary staff
- 691 pets adopted by their foster parents

12% Increase in Dog Fosters
118% Increase in Cat Fosters
ANIMAL SHELTERING IN COVID
Keeping Volunteers and Kids Engaged

Volunteer Roles Re-defined
- In-shelter volunteering suspended (April – June)
- New role of Operational Forces (500 hours volunteered, including staff from Best Friends!)
- 14,868 hours of volunteer time (down from 36,000 in 2019)

Community Kids
- 751 students took tours, enjoyed classroom presentations (January – March)
- 98 different virtual presentations for students of all ages
- 150 pet portraits submitted by kids
ANIMAL SHELTERING IN COVID

Community Pets

Food Insecurity
- Supplied human food pantries with pet food
- 178 clients regularly received curbside food delivery
- Delivered pet food to Queens community housing complex
- Held regular food clinics out of Bronx Resource Center

Wellness Clinics
- Pre-COVID Clinic (118 pets vaccinated, 59 microchipped)
- Fall Clinics (255 Vaccinated:, 180 microchipped)

ACC DISTRIBUTED 100,000 LBS OF PET FOOD IN 2020!
A NEW MODEL OF ANIMAL WELFARE

2020 Year End Review
Proud to Serve the People and Pets of NYC

KEEPING PETS IN HOMES

3,698 Surrender Preventions
1,095 Boroughbreds Returned Home
101,636 Pounds of Pet Food Distributed

IN SHELTER CARE

27,830 Vaccinations Administered
101 Animals Taken In from COVID Homes
14,163 Companion Animals Taken In

FINDING PETS HOMES

4,465 Public Adoptions
3,213 Cats 1,073 Dogs 179 Rabbits
6,229 Placed with Rescue Partners
3,891 Cats 1,938 Dogs 400 Rabbits

ENGAGING THE COMMUNITY

2,278 Boroughbreds sent to Foster Homes
691 Animals Adopted by their Foster
33% of Animals Adopted by Foster Parents

SHOWCASING BOROUGHBREDS

1,000s of Photos & Videos Taken by Volunteers
123,600 Social Media Followers
98 Virtual Presentations
QUEENS SHELTER ON SCHEDULE
Overview

- Administration dedicated $115.7M for animal shelter development and renovation
  - Staten Island Shelter (Total Renovation)
  - Brooklyn Shelter (Total Renovation)
  - Manhattan Adoption Center (New)
  - Bronx Full Service Shelter (New)
  - Queens Full Service Shelter (New)
Brooklyn Animal Care Center

Winner of 38th Annual Awards for Excellence in Design

Colorful Companions by Olalekan Jeyifous

Brooklyn Animal Care Center
832 Shepherd Avenue, Brooklyn

A project of the Department of Cultural Affairs’ Percent for Art Program, the Department of Design and Construction, and the Department of Health and Mental Hygiene

Olalekan Jeyifous

Smith-Miller + Hawkinson Architects
Staten Island Animal Care Center

- Phase 2 construction is ongoing (including main adoption entrance, parking lot, and dog run).
Staten Island Animal Care Center

- Steel delivery and installation to start this month.
- Structural steel frame is for the remaining portion of the building at the main entrance.
Staten Island Animal Care Center

- Projected completion - Summer 2021