Personal PERSPECTIVES

Keeping Our Own House Clean

Every day, The HSUS receives dozens of calls and letters from shelters requesting our assistance or support. We review proposed ordinances, discuss campaign strategies, provide educational materials, evaluate blueprints, recommend operational policies, and confer on countless other topics.

Sometimes we put one shelter official with a seemingly unique problem in touch with a distant colleague who has found a creative solution to a similar dilemma.

We like to help. For us it’s a feel-good, happy, satisfying kind of job.

But occasionally a more serious situation comes to our attention. An animal shelter may, through its misguided policies or outright neglect, contribute to the suffering of animals. Some might say these are local problems requiring only the attention of citizens and animal lovers within the community.

However, local residents may lack the specialized knowledge necessary to properly evaluate an animal shelter’s policies and procedures. They may engage in a public witch-hunt that utterly fails to remedy the situation. Instead, they merely succeed in giving animal shelters everywhere a black eye.

When a shelter does not live up to its mandate to provide humane care for impounded and surrendered animals, then it isn’t just a community problem. It’s a problem for all of us. We have all worked hard to dispel the image of the evil ‘dogcatcher’ and replace it with that of an animal-care professional. As far as our reputations are concerned, we are all in this together.

So I am my brother’s keeper. And so are you. We must be the first to condemn cruelty whenever and wherever it exists. We can’t gloss over or ignore the harmful practices of a few shelters and hope to escape accountability in the public’s eye. We need to keep our own house clean and our own affairs in order.

When we learn of serious problems in animal shelters, The HSUS will get involved, whether through the Companion Animals Section or one of our ten regional offices. We expect statewide animal control and humane organizations to intervene as well.

I’m reminded of some pithy words attributed to Abe Lincoln: “He has the right to criticize, who has the heart to help.”

—Marc S. Paulhus, HSUS Vice President for Companion Animals

GETTING THE LIABILITY INSURANCE COVERAGE YOU NEED

Adapted from an article by The Nonprofits’ Risk Management & Insurance Institute

If your organization needs portable cages, a vehicle, or even temporary office space you ordinarily can deal directly with someone who has what you want.

In insurance, though, the process is much more complicated; you usually must work through an agent who must obtain the coverage from another company. And for this agent to sell you a liability insurance policy, someone you never see must agree that you are a good risk.

In this respect, obtaining insurance is like applying for membership in a club that has a very formal—and impersonal application process. Imagine that you want to become a member of the Insureds Club. One person at the club, called an underwriter, will decide whether you will become a member, but you will never be given the opportunity to speak to this person directly.

Instead, you will be required to deal with an agent who does not work for the club.

The agent’s interest in getting you accepted for membership is that he or she will be paid ten percent of what you pay to join, plus ten percent of your dues each year thereafter. So you must convince the agent that you would be a good club member—for insurance purposes, that you are a good risk.

Convincing the Underwriter

Because the agent does not make the final decision, though, talking with the agent is not enough. Although the agent can be a very effective advocate for you in persuading the underwriter to accept you, that might not happen. Consequently, the insurance application and supporting documents must be your principal vehicle for making the case that you are a good risk. In short, everything you want the underwriter to know must be in writing. If you put the same effort into completing an insurance application that you put into writing grant proposals, your prospects for getting insurance at an acceptable price could be dramatically increased.

As in writing a grant proposal, portraying the organization in the most favorable light is essential.

Because an underwriter has substantial discretion when reviewing an insurance application, applicants should accompany unfavorable information with a positive explanation, if possible. The organization has only $1,000 in its bank account? Be sure to explain, if you can, that diligent fundraising has kept the organization afloat for years despite low reserves. If the future looks brighter than the past, offer your optimistic projections supported with verifiable facts.

In particular, emphasize anything the organization does that reduces the likelihood of claims. Are volunteers trained before they perform services? Are animal control officers and euthanasia technicians certified in any way? Has the organization recently been inspected by The HSUS or American Humane Association? If so, append a list of acceptable standards met by your agency to the application. Recommended shelter standards and risk management standards are not identical, but they usually overlap.

No organization is risk-free, and every applicant has an obligation to reveal known risks. At the same time, workmen’s compensation, liability, and vehicle insurance protect shelters from accidents.
time, be careful of words that may alarm an insurer. "Collecting, housing, and disposing of stray and unwanted animals' is more menacing than "providing animal control, sheltering, adoption, and euthanasia services for the community\".

Also keep in mind that the application is for insurance and not for funding. For insurance purposes, an underwriter will need to determine whether the organization does good deeds. What matters is the "riskiness" of the organization's activities and the extent of its precautions.

At an absolute minimum, an insurance application must be accurate and complete. Neglecting to inform an insurer of a potential hazard or unusual arrangement may invalidate the policy. For example, if an agency's field officers occasionally venture into a neighboring county or other jurisdiction, the insurer should be notified to ensure coverage. Failing to attach requested audit reports or other documents may result in a summary rejection of an application. Neglecting to maintain records obtaining insurance from another company makes it more difficult.

Better Rates for Lower Risks? Ideally, an organization would pay an insurance premium commensurate with its own risk. For some lines of insurance, such as automobile liability, this is common practice. For other types of insurance, however, discounts for effective risk reduction are less readily available.

For example, by conducting board training, an organization may substantially reduce the likelihood of a claim under its directors and officers insurance policy. Nonetheless, few insurers would reward the organization's prudence by reducing its premium.

As long as nonprofits constitute a small percentage of an insurer's business, the financial incentives to tailor pricing to nonprofits' unique characteristics will not be very strong. Through group purchasing and risk sharing arrangements, though, animal protection organizations may be able to create more beneficial arrangements, especially for the long term.

For some large organizations and members of purchasing groups or sponsored insurance programs, experience-rated policies with a variable premium based on past losses are available today. Likewise, insurance providers that serve only nonprofits may more readily adjust premiums to reflect an organization's risk status.

Keeping Coverage

If an animal protection group is truly a poor risk, insurers have a right to be scared. In general, however, insurers' wariness of sheltering agencies and other nonprofits is fear of the unknown. They do not want members in their club who may surprise them. To reduce that fear, animal shelter administrators must work to increase insurers' understanding of the animal protection field in general and of their organizations in particular.

At the same time, they must operate prudently so they can stay in the club. By planning for the long term, instituting effective policies, training their boards, staff, and volunteers, and operating safe facilities, agencies not only make it easier to obtain and keep insurance, but also better serve the animals in their care.

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**RISK MANAGEMENT & INSURANCE INSTITUTE SERVES NONPROFITS**

**Are lawsuits inevitable? How can we reduce claims? Are we adequately insured? Can volunteers be sued? At least, non-profit organizations and volunteers have their own source of answers to questions about insurance, management, and legal liability.**

In response to the threat of lawsuits against volunteers, liability insurance wanes, and rising health care premiums, the Non-profits' Risk Management & Insurance Institute (NRMII) opened their doors to help nonprofit organizations prevent harm, protect against legal liability, and more readily obtain appropriate insurance.

NRMII's activities include:

- Publishing materials on legal liability, management, and insurance information.
- Assisting nonprofit organizations to establish and operate risk management, insurance purchasing, risk pooling, and employee assistance arrangements.
- Conducting safety and policy-related research.

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**"KENNEL CAPER" BRINGS IN THOUSANDS**

By Geoffrey L. Handy

A week before Thanksgiving, 1988, many people in Reno, Nevada, probably thought Steven Ricker was some kind of kook. That's when Ricker first entered an oversize dog kennel placed in a Reno parking lot and vowed not to leave until he had raised $16,000 for the American Animal Assistance Society (AAAS, 702 Plumas, Reno, NV 89509).

The goal represented $1 for every animal euthanized in Washoe County during the previous year. The money would be used to help needy pet owners get their pets spayed or neutered.

With little more than a cot, a telephone, television set, and two portable heaters, Ricker braved the cold Nevada temperatures and battled his own fatigue until the following Wednesday, when pledges to AAAS had passed the $16,000 mark.

Three years later, the "Kennel Caper" has become a mainstream fundraising event that continues to bring in money for spays and neuters. In Nevada, probably thought Steven Ricker was some kind of kook. That's when Ricker first entered an oversize dog kennel placed in a Reno parking lot and vowed not to leave until he had raised $16,000 for the American Animal Assistance Society (AAAS, 702 Plumas, Reno, NV 89509).

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**NEW CONCEPT IN HOUSING HELPS ELDERLY AND THEIR PETS**

By Gerry Krote, Project Coordinator, Pets and People Care Systems

The prospect of having to move and not be able to take the family pet can be traumatic, especially for elderly people whose pets are their family. But in Baltimore, Maryland, this terrible situation will never be faced by three lucky tenants who live in a residence established and maintained especially for elderly people and their companion animals.

Recently, the Animal Welfare League of Greater Baltimore (AWLGB, P.O. Box 3558, Baltimore, MD 21214) established a new corporation called Pets and People Care Systems. The corporation has opened the first of what it hopes will be several retirement homes in Maryland for senior citizens and their pets. The idea is to give older people the option of keeping the animal companions they love with them.

Their chief goal is to provide elderly people who need some assistance a secure home and future with their pets. Each resident will be allowed to have up to three pets, with no size restrictions on the animals. If need be, Pets and People will take care of the pets for the rest of their lives, even after the owner dies. If a resident loses a pet, he or she can obtain another.

The first Pets and People residence, known as the Hieghian Center, has been refurbished to suit the needs of three residents, their pets, and a 24-hour resident manager/caretaker. The caretaker will provide meals (for the tenant and pet), laundry services, and some personal assistance with daily living tasks. The residents and their pets will have their own private bedrooms. The caretaker will have the use of an apartment on the third floor. All will share common areas of the home, including the living room, dining room, kitchen, parlor, pet activity and grooming areas, plus a large amount of completely fenced-in outdoor space and a wrap-around porch with a ramp. The home will be self-supporting, with residents paying a security deposit for themselves and their pets in addition to the monthly maintenance fees.

Because Pets and People is a corporation formed by AWLGB, the standards set for residents and their pets are high and provide for the welfare of all concerned. When new applicants apply for residence in the house, they and their pets must meet with the existing tenants to determine compatibility between themselves and their animals. All pets must be spayed or neutered. Because some animals will be cared for even after their owners die, the corporation will keep close watch on the number of animals living in the house so that comfortable levels are maintained.

Pets and People hopes that there will eventually be several residences in the Baltimore area, offering man, older tenants peace of mind and the continued companionship of the animals they love.

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**SPCA LAUNCHES “OPEN DOOR” CAMPAIGN FOR PETS IN RENTAL HOUSING**

The San Francisco SPCA (SFSPCA) recently launched an “Open Door” campaign to make more rental housing available in the city for responsible pet owners.

Phase I of this campaign consists of a ten-point plan, as outlined below. This plan is aimed at establishing services to help landlords and tenants integrate pets into their buildings. The plan also provides for publicizing these services and the contributions pets can make to people’s lives.

Phase I began last summer and will be completed in one year. After that time, results will be evaluated and proposals for the second phase of the campaign implemented.

### Overview of the Problem

For renters who have or would like to have a pet, the outlook for finding suitable housing in San Francisco is grim. According to one estimate, only 54 percent of landlords in the city allow cats in their buildings, while a mere 11 percent allow dogs. For a city in which 63 percent of all housing available is rental housing, these figures make living with a pet a privilege only a very few can enjoy.

The costs to tenants of “no pet” policies are high. Pets can help people living alone stay off loneliness. They can also help prevent depression and provide a sense of security, self-esteem, and emotional well-being.

The animals also pay a high price for these policies. Well over 1,000 animals are surrendered each year to San Francisco animal shelters because their owners can’t find a place to live that will accept pets. If “Open Door” policies prevailed, the vast majority of these animals would remain at home, and countless others would find new homes with people who want to adopt a pet, but who are unable to do so due to current policies.

On the other side of this equation are the very real concerns of landlords, including the potential for property damage and the possibility that pets will create a nuisance and soil public areas. For most landlords, it has seemed easier to simply prohibit all pets rather than adopt policies that prevent potential problems and complaints. SFSPCA believes that, with a little effort, the interests of landlords, tenants, and the animals can be harmonized to the benefit of all.

The evidence shows that by following a few simple rules, pets can and do work in rental housing. Landlords who have adopted these procedures report few, if any, problems. Some even consider pet owners among their best tenants, and have found that opening doors to pets helps reduce vacancies.

### The Ten-point Plan

The following measures are being implemented to get this message out and to provide services that will help make San Francisco an “Open Door” city.

1. **“Open Door” Advisory Committee.** This committee will consist of representatives from the legal profession, landlord and tenant organizations, and the media. It will also include a veterinarian working on issues relating to the human/animal bond, a professional mediator, and an expert on San Francisco rental housing. The committee will provide advice on policy issues and strategy for the “Open Door” campaign.

2. **Technical Assistance Team.** This team will consist of SFSPCA experts in animal behavior and care, animal placement, and veterinary medicine. The team will be available to assist landlords and tenants in establishing “Open Door” policies. It will provide advice on matters such as screening mechanisms, pet rules that best suit the individual building and tenant population, and internal procedures for resolving potential problems and complaints. The team’s purpose will be to help design policies that prevent potential problems and resolve any problems that do arise early and amicably, thus reducing the need for mediation.

3. **Mediation Services.** Volunteer mediators and other professionals, such as attorneys, arbitrators, and
TIPS FOR PET OWNERS SEEKING RENTAL HOUSING

• Have references ready that mention your pet specifically.
• Show signs of being responsible.
• Have proof of licensing, spay/neuter surgery, vaccinations, regular veterinary care, obedience school, etc.
• Encourage the landlord to meet your freshly-groomed, well-behaved pet.
• Offer to pay an additional pet deposit.
• Show a willingness to have the landlord visit your place shortly after rental so he or she feels satisfied the pet is adjusting.
• Offer to help clean up the premises used by pets.
• Agree to sign a pet agreement; offer to cover any damages made by your pet.
• Upon meeting the landlord for the first time, dress as if you were in a job interview. Dressing well shows you care about how you take care of yourself, your living environment, and your pet.

—from the San Francisco SPCA

UNORTHODOX APPROACH PUTS PUPPY MILL OUT OF BUSINESS

By Geoffrey L. Handy

The wheels of justice turn slowly, the Humane Society of Jefferson County had found out. For more than ten years, the society (HSJC, W6510 Kiesling Rd., Jefferson, WI 53549) had tried unsuccessfully to have a large-scale breeding operation in the county shut down.

So after one of the puppy mills’ owners died last February, the agency took matters into its own hands. HSJC actually purchased the 200-plus animals on the property from the surviving owner.

“The last thing any of us wanted to do was reward a large-scale breeder for those activities,” said William Hue, president of the society’s board of directors. But the surviving owner had made the decision not to continue the business on his own. “We wanted to stop other breeders from coming in and taking over the stock,” Hue said.

The $14,000 outlay was for some 140 adult dogs, 20 of whom were pregnant, 60 puppies, 15 cats, and a monkey. HSJC took possession of all licenses and records, AKC papers (which were destroyed), supplies, portable runs, cages, and the entire inventory of the owner’s Milwaukee, Wisconsin, pet store, which had earlier been been shut down because of health violations.

The purchase also came with a signed agreement that the owner would never again operate a breeding business.

The unusual solution marked an end to a frustrating decade of struggles to curb the operation. The puppy mill had operated under a conditional-use permit limiting it to 20 adult dogs, a limit that HSJC had earlier persuaded county officials to establish. After learning five years ago that more than 100 animals were housed on the property, the agency alerted officials to the zoning violation. Despite possible penalties of between $50 and $2,500 per animal per day, a judge fined the owners $100 and gave them a full 18 months to reach the 20-dog limit. That 18-month period had nearly expired at the time of the purchase.

Most of the animals were in relatively good health—the majority had been kept indoors—but thirty had to be euthanized on the spot by three veterinarians who donated their services.

Paralegals, will be recruited to provide mediation for resolving pet-related disputes (e.g. return of pet security deposits, neighbor complaints, violations of building rules governing pets). These services will provide a neutral forum for resolving pet-related disputes that could not be resolved at the individual level.

• **Legal Services.** A group of volunteer attorneys will be gathered to advise landlords and tenants on the legal aspects of pets in rental housing. These attorneys will also be available to litigate pet-related disputes in appropriate cases.

- neutrality for resolving pet-related disputes in appropriate cases. Since there are few, if any, attorneys who concentrate on cases that involve pets in rental housing, this group should play an important role in developing case law in this area.

- **Damage Fund.** The SF/SPCA is exploring the possibility of establishing a fund to reimburse landlords for pet-related damage. The fund would be supported by tenants who wish to participate by contributing set amounts. SF/SPCA will print and distribute materials to landlords in San Francisco.

- **Outreach to Community Resources.** Landlord and tenant groups, neighborhood associations, state and local bar associations, arbitration services, and other community resources will be contacted and advised of SF/SPCA’s “Open Door” services.

- **Pro-pet Leases.** The standard, printed leases sold in stationery stores and other outlets almost invariably contain no-pet clauses. SF/SPCA will print and distribute pro-pet leases and/or lease riders to landlords and others who request them. SF/SPCA also plans to contact major wholesale suppliers to discuss possibilities for changing standard leases to include pro-pet clauses.

- **Open Door Brochures and Materials.** Brochures and other materials are being prepared for distribution to landlords, tenants, and community groups. These materials will include tips for both landlords and tenants, a description of SF/SPCA’s “Open Door” services, information on the social and health benefits of pet ownership, and sample pet rules and pro-pet leases.

- **Outreach to Landlords.** Once the above components are in place, SF/SPCA will begin an active program of outreach to landlords throughout the city. Mailings will be sent to landlords informing them of the “Open Door” program. The SF/SPCA will contact landlord groups and will continue to ask rental agencies to negotiate “Open Door” policies with landlords who have current vacancies.

- **Open Door Publicity Campaign.** A publicity campaign will be developed to call attention to the problems faced by tenants with pets and to publicize the services that SF/SPCA has developed to assist landlords and tenants in integrating pets into their buildings.

The SF/SPCA will send an information packet on their “Open Door” campaign to interested humane societies. Send requests to them at the San Francisco SPCA, Dept. SS, 2500 16th St., San Francisco, CA 94103.

Pets can make great tenants, as the SF/SPCA is trying to show landlords in San Francisco.
Proud adopters Joe Colgan and Debbie Cunningham cuddle their new companion, rescued from the puppy mill.

Rescue Program Saves Animals, Serves Public

By Geoffrey L. Handy and Mary Gundlach

A cat or raccoon hit and stunned by a car at midnight couldn’t exactly be called lucky. But if that animal happened to be in Franklin County, Ohio, and the driver was concerned enough to stop and call 911, he or she would have to be considered luckier than most.

The motorist would be given the number of the Capital Area Humane Society (2770 Groveport Rd., Columbus, OH 43207), which runs one of the most far-reaching animal rescue programs in the country. With a simple phone call, any animal in distress can be rescued 24 hours a day, 365 days a year. ‘We’d always maintained investigational officers seven days a week,’ says Executive Director Gerri Bain. ‘What we didn’t do was provide the nighttime and evening rescue services for animals that got into trouble or were injured.’

Begun in May 1987, the Emergency Animal Rescue Program (EARP) has been so successful that Bain and her colleagues wish they had implemented 24-hour rescue coverage sooner. Requests for assistance have grown from 2,800 in 1988 to over 8,000 in 1990, and the agency’s rescue officers have come to the aid of over 15,900 animals since the 24-hour rescue program was begun. Cats have accounted for about 40 percent of the rescues, but orphaned and injured wildlife such as birds, opossums, and raccoons are also common. EARP has also helped everything from ducks and other migratory birds to coyotes, a bear, and an escaped Burmese python.

After four years and numerous newspaper and television stories along the way, the humane society’s rescue services are well known in the region surrounding Columbus. ‘People in this area now really associate the humane society with that program,’ says Bain.

Four rescue officers (up from two when the program was begun) bear the brunt of the rescue work, with one officer ‘on call’ each night. Other staffers man the shelter phone at all hours of the day and night. Rescue personnel rely on the society’s own staff veterinarian and veterinary technicians, as well as other veterinary agencies, to tend to injured animals.

The cooperation of these other agencies has been vital to the program’s success. If the raccoon hit by the car had a treatable injury (animals in really bad shape are often euthanized on the spot), she might be taken to the state department of fish, game, and wildlife, or one of a number of wildlife rehabilitators. In the case of a cat, the agency’s own staff veterinarian might be called in, or the cat might be taken to a private veterinarian or the Columbus Veterinary Emergency Service, a private corporation of vets.

Large animals are often transported with the help of the county sheriff’s department, and the Columbus police department helps in other ways. The Ohio State University College of Veterinary Medicine provides emergency services for large animals as well as birds and other wild animals. The Columbus Zoo and local raptor groups help treat birds of prey. Without exception, incredibly, these services are all donated. Over the past four years, the society has strived to develop these mutually beneficial relationships.

Of course, the agency’s 24-hour rescue services do not come without a price tag to the society itself. With annual operating costs of the humane society in the $1 million range, the field services budget— which includes all rescue and investigational work—accounts for nearly 20 percent.

Yet Bain points out that while the program does not totally pay for itself, it has helped the agency’s funding and membership growth rapidly. This growth, she says, is a natural extension of the public goodwill generated by the agency’s rescue services. ‘The immediate satisfaction is you’ve helped an animal,’ she says. ‘But generally being behind every animal you’ve also helped a person with his or her problem.’

Additional monies for field services come from corporate support and fundraisers, including a summer fund appeal specifically targeted to the society’s rescue services. ‘We’d tell any other humane society that this is something they can’t afford not to do,’ says Bain. ‘It’s been money very well spent. When you’re in the service business, as we are, you have to remember that you’re selling a service to people as well as animals. And if you don’t provide it, there’s probably a huge void.’
**SHELTER SENSE—NOVEMBER 1991**

**SHELTER SHORTS**

**DOG’S DIGGING PROBLEM TURNS TO GOLD**

From the first day Stephen Grossbart took his new pup, Howard, home from the Jacksonville Humane Society, the mixed-breed dog had a penchant for digging. Last June, the eight-month-old mixed breed turned his bad habit into gold.

While digging in his owner’s backyard one evening, Howard unearthed a gold diamond ring and part of a necklace. Grossbart promptly rented a metal detector, and ended up finding some $3,700 worth of rings, necklaces, and pendants buried there.

Fearing that it was stolen merchandise, Grossbart and his wife turned the cache over to police. Had the loot gone unclaimed for 90 days, the couple would’ve been allowed to keep it.

"If we realize any financial gain," he was quoted as saying in the Florida Times-Union, "we’re thinking of giving a donation to the humane society, because that’s where we got the dog.”

But five days later, a local pawn shop claimed the jewelry, saying it had been stolen some eight years earlier. The shop owner offered Grossbart a $100 reward, but Grossbart managed to persuade him to match that amount and make a combined $200 donation to the humane society.

**HIGH SCHOOL SENIOR REPORTS FINDINGS OF PET SURVEY**

Why do pet owners allow their cats and dogs to breed? In a local survey conducted by a senior at Blue Valley High School in Stilwell, Kansas, the number one reason for not having cats and dogs spayed or neutered was the desire to breed the pet.

Laurie Hunyadi conducted the survey at her school and at Marketing Resources, a marketing/advertising company in Overland Park, Kansas, where she served as an intern during the school year.

Her findings were compared to results of a recent national poll commissioned by The HSUS. In that survey, by contrast, the number one reason why people’s pets had litters was negligence—it just happened.”

Hunyadi’s survey was conducted in March as part of her final project for the Blue Valley Mentorship Academy Program. Of nearly 900 surveys distributed, 475 were returned. Results from the students were compared to those from the adults to measure any significant differences. Hunyadi’s findings revealed:

• Most people got their pets from a friend, family member, or breeder.
• The place where the fewest people obtained their pets was the animal shelter.
• Adults were more aware than adolescents of the pet overpopulation problem (78 percent versus 46 percent).
• Awareness of the pet surplus did not significantly affect whether owners allowed their pets to breed.
• Significant differential licensing (higher fees for unneutered pets) could increase the spaying and neutering of pets. Over one third of adults and teenagers indicated that a cheaper licensing fee might affect their decision to have their pets spayed or neutered.
• Adults were twice as likely as teenagers to control their pets and not let them run loose (two thirds versus one third).
• Over 70 percent of the adults and teenagers supported reduced spay/neuter fees for limited income families and families who adopt a pet from an animal shelter.

**SPCA POLICY TARGETS ROAMING DOGS**

The Chester County SPCA (1212 Phoenixville Pike, West Chester, PA 19380) recently took a simple step to boost spays and neuters of dogs most likely to add to the surplus dog problem.

Dog owners who reclaim their impounded pets from the shelter can either pay the reclaim fee, or opt to have the fee applied toward a spay/neuter surgery. Spay/neuter rates through the SPCA’s cooperative low-cost program with local veterinarians are $60 for females and $55 for males. The shelter’s reclaim fees are a $10 processing fee plus $10 for each boarding.

"How is the program working for the 600 or so dogs reclaimed from the shelter each year?" Rose said. "They’re doing adequately 30-35 percent of the people who reclaim a stray will apply the fee toward the cost of a spay or neuter.”

**"ANIMAL CONTROL" MAKES IT INTO THE DICTIONARY**

Thanks to D.L. Rose, supervisor of Chesterfield Animal Control (P.O. Box 40, Chesterfield, VA 23823), Webstter’s New York Col­ legiate Dictionary (1994) features a new term: “animal control.”

Two years ago, Rose was looking up a word in a dictionary when the term “dogcatcher” caught his eye. It rubbed him the wrong way, especial­ ly when he saw that “animal control” and “animal control officer” weren’t included.

So Rose wrote the dictionary’s publisher, Merriam-Webster, and told them that “in today’s society, the term predominantly used is ‘animal control officer.’” Rose even went so far as to suggest a definition and ask the publisher to remove the word “dogcatcher.”

The company did some research and responded favorably, and asked him to help by sending them examples of the term “animal control” in print. Rose contacted colleagues from around the state, and they sent in numerous clippings to help Merriam-Webster formulate a definitive definition.

Last June, Rose received a letter in the mail with a photocopy of the final definition of “animal control.” A quick check of a local bookstore revealed Webster’s to be the only dictionary to include the term.

Unfortunately, the publisher chose to keep “animal control officer” out and keep “dogcatcher” in. “Many people still use ‘dogcatcher,’” said a company spokesperson. “Our policy is to record English as it is actually used, not as we or anyone else might wish it to be used.”

Despite that opinion, as Rose says, “the animal control field is to be congratulated.”

**WHAT YOU’LL SEE AT ANIMAL CARE EXPO ’92**

It’s getting closer to The HSUS’s Animal Care Expo ’92, February 2-5, 1992, at Bally’s Casino Resort, Las Vegas, Nevada. And it’s time to take a peek at some of the 50-plus exhibitors that will be on hand to present new products, offer advice and consultation, and provide samples and information on the foods, products, and equipment you need to make your operation run smoothly and efficiently.

Here are just a few of the exhibitors:

• Campbell Enterprises (animal handling equipment, ID systems, grooming supplies)
• Fusion Screenprinting (t-shirt printing)
• Grizzard Advertising (direct-mail fund raising)
• Iams Pet Foods
• Aikens (sanitation, disease control)
• Suburban Surgical (cages, floor coverings, pen systems, grooming supplies)
• Schroer Manufacturing (animal control vehicles)
• Wildlife Rehabilitation Today (magazine)
• Nature’s Recipe Pet Foods
• ACES (animal handling equipment, training supplies)
• Indentichip (ID systems)
• The Dialogue Company (fund rais­ ing, sample adoption kits)
• HLP, Inc. (computer programs, licensing, communications)

This list just scratches the surface of the opportunities available with Expo’s exhibits and over 40 workshops. And remember, register before December 15 to save on the registration fee. Fill out the coupon below to make registration easy. Room reservations can be made directly with Bally’s by calling (800) 634-3434.

**ANIMAL CARE EXPO ’92 REGISTRATION**

Name ____________________________
Organization ______________________
Address ____________________________

Phone ________________________________
Registration fee per person: $18 before 12-15-91; $25 after Amount enclosed ________________

Send check(s) and this form to: HSUS EXPO ’92, P.O. Box 3304, Crestline, CA 93225

**END**
NEW NRMII PAMPHLET HELPS VOLUNTEERS

The Nonprofits’ Risk Management & Insurance Institute (described on page 4) has just released a pamphlet titled, Answers to Volunteers’ Liability and Insurance Questions. The pamphlet is written specifically for volunteers.

As a clearinghouse for risk management, liability, and insurance information for nonprofits, the Institute distributes a variety of books and booklets on these topics. General titles include Liability Insurance Purchasing for Nonprofit Organizations and Risk Management: A Guide for Nonprofits. The programs listed offer a wide range of accounting and financial management services on a short-term basis. Services include basic financial counseling, accounting and management seminars, staff training, and service on boards of directors.

The directory updates the listings from the 1989 edition and adds more than 50 new programs. The directory is available for $6 from Accountants for the Public Interest, 1012 14th St., NW, Suite 906, Washington, DC 20005.

GUIDE COVERS REPTILES, AMPHIBIANS

Houghton Mifflin Company has published the third edition of A Field Guide to Reptiles and Amphibians: Eastern and Central North America. This book by Roger Conant and Joseph T. Collins is the standard guide to the identification and rehabilitation of snakes, turtles, frogs, lizards, and other cold-blooded creatures native to the eastern two-thirds of the nation. The 500-page field guide includes a chapter on techniques for capturing creatures such as snakes and snapping turtles, as well as basic advice on the care of animals in captivity. It’s an essential reference for any animal shelter that rescues or rehabilitates cold-blooded animals. A Field Guide to Reptiles and Amphibians: Eastern and Central North America costs $16.95 and is available at local bookstores.

Job ANNOUNCEMENTS

Advertisements are free and limited to job openings in humane organizations or animal control departments. Ads must be submitted on your organization’s letterhead no later than five weeks before the month of the issue in which you want your ad to appear. Please limit announcements to 50 words (including address). Sorry, Shelter Sense cannot print “position wanted” ads.

ASSISTANT EDITOR—For Shelter Sense, $15-$20 plus benefits. Requires high school or GED, one year experience writing/editing shelter newsletter or developing educational materials are musts. Send resume, references, writing samples to Editor, Shelter Sense, at the address on the back of this issue.

ACO—Duties range from enforcing laws to caring for and disposing of animals. Requires high school or GED, one year experience dealing with the public. Salary $2,151-$2,853 a month. Contact Jim Parr, Oakland Animal Shelter, 5065 Ford St., Oakland, CA 94601; (510) 273-5580


SHELTER MANAGER—For rural shelter. For information and application, contact Jim Sweeney, Lewis & Clark Humane Society. 1712 E. Custer Ave., Helena, MT 59601; (406) 442-1660.

The Other Homeless Problem in Our Area

We call it an animal shelter. But unfortunately it’s the last stop for most of the homeless pets in our area. We keep them as long as we can. But there are just too many. Some are dropped off by their owners. Many are picked up off the streets. And most have been abused or neglected.

Last year alone, thousands were put to sleep. We just couldn’t find homes for them.

The worst part is that this year thousands more pets will end up at our shelter because many pet owners won’t take responsibility for their animals. They’ll continue to let their pets have litter after litter with no idea they’ll be able to find homes for them. After all, everyone wants puppies and kittens. They’re so cute. That is until they get older and have to be taken care of. Then many of these puppies and kittens are put on the streets to fend for themselves. Eventually, most will end up here. It shouldn’t be that way. But it is.

Pet owners, please be responsible. Spay or neuter your pet. It’s a simple procedure and will help your pet live a longer, healthier life. For more information about spay and neuter programs, contact your shelter or your veterinarian.

[Your name and phone number here.]

By working together we can put an end to the other homeless problem around here.
THEY DO IT IN DAYTON.
IN JUNEAU.
IN WINSTON-SALEM.
EVEN IN KALAMAZOO.

SHOULDN’T YOU?

Order multiple copies of *Shelter Sense*, that is.

Shelters in these cities, and many more, have already learned the advantages of providing copies of *Shelter Sense* for their staff, board members, volunteers, and cooperating veterinarians. That way, everyone involved gets a chance to learn about the latest news and information on responsible animal sheltering and community animal protection while it’s still the latest news.

And at special rates for multiple subscriptions, it’s easy to keep everyone informed:
1–9 subscriptions cost $8 for the first copy and $6 for each additional.
Two-year subscriptions are $12 for the first one and $10 for each additional.
For 10 or more subscriptions, the cost drops even further—$5 for each one-year subscription and $9 for each two-year. For 50 or more copies, the cost is $4 for each one-year and $7 for each two-year subscription.

Remember, all copies must be addressed to the same name and address.

Use the envelope provided inside this issue to order extra copies of *Shelter Sense*, and add your shelter to the growing list of those who know you can never have too many copies of a good thing.