

**Oregon Coast Humane Society
Board Meeting Minutes
September 8, 2021
VIA Zoom video call**

Via Zoom Video-conferencing

Present: Shauna Robbers, Laurie Arms, Sandy Davidson, Mary Henry, Judy Thibault, Elizabeth Thompson.

Shauna called the meeting to order at 11:58 a.m., all members being present early.

Mary sent out the August **minutes** prior to this meeting, and thanked Sandy and Elizabeth for their corrections. Shauna moved to approve the minutes as corrected; Sandy seconded. Shauna requested page numbering on minutes. Judy and Shauna requested Executive Session minutes; Mary will provide.

Minutes approved.

The group dropped into **Executive Session** at 12:02, and returned to Regular Session at 12:33 p.m..

Executive Director Report

As per her written report: Elizabeth reported **83 animals currently in our care**. For the month, **intake** included 2 owner surrenders, 6 returned adoptions (3 dogs, 3 cats), 22 strays brought in, 9 dogs transferred in from California (only 2 still looking for homes), and 2 in custody (owner hospitalized).

Outcomes include 37 adoptions (12 dogs, 25 cats/kittens), 3 deaths (one newborn orphan kitten, 2 feral kittens from a colony with generational inbreeding; these deaths were not due to any equipment or process failure), 9 pets returned to owner, 17 pets transferred out (15 cats/kittens to Cat Adoption Team, 2 senior/medical dogs to a new nonprofit partner in Eugene, foster-based Furever Young Senior Dog Rescue). Laurie requested documentation for the animal deaths, even though they were the shelter's animals and there is technically no need.

Mary suggested that Elizabeth work with staff to review reasons for animals being returned, to support continual improvement in the adoptions process. Elizabeth has reviewed them, and works with staff on this. She is puzzled that people returned cats that had been in homes for years because of being "bullied."

Sandy asked if we charge boarding fees for owned animals that are "in custody": Elizabeth advises that we do, but not in this case because the owner was hospitalized suddenly. Sandy also inquired if we are tracking how much of this is from the City of Florence, and suggested we address this with them in our contract. Reedsport does not offer services for cats; the county advises people to take cats to Roseburg; Roseburg says call OCHS. With Douglas County actually telling their citizens to send cats to OCH; Elizabeth plans to approach them about their paying for us to handle. Many places, including Greenhill not that long ago, don't handle cats.

Sandy asked if Furever Young charges us – Elizabeth answered that gratefully, there are no costs to us, a huge help when dealing with expensive care for older and medically needy pets. Mary advised due diligence with any new partner to ensure they are properly licensed, incorporated, and provide high-quality care. Elizabeth says Furever Young is incorporated, and she will continue to exercise appropriate oversight.

Event and public outreach updates include an **online concert by Dan Chadburn & Tom Nichols** planned for Sunday, Oct. 10th at 3pm Pacific, as well as a fundraiser in collaboration with **another local nonprofit – more details to follow.**

Concert organizers wondered if we receive donor information if they use Facebook to fundraise, but we can't, per Beth Hatcher. They will create about 3 minutes of videos about OCHS to include in the concert, with Elizabeth and at the shelter. Board members could also volunteer to create content. Elizabeth is working on media, which the organizers appreciate. Elizabeth will meet next week with the *Siuslaw News* to plan an article on lost dogs (such as Great Danes reported in Mapleton), and will photograph a **check presentation by Goodwill** for the newspaper as well. The intern who did the great article about Moshow has left, and we are working with Chantelle the editor and another reporter – Elizabeth knows both through Rotary and Kiwanis. We are also starting **Grounds & Hounds** online coffee and merchandise sales, and will receive 20% of sales when customers use our link. **New radio ads** have started; Elizabeth asked for feedback or suggestions for future ads. Our **EBay store** is ready to go live once they approve our materials. Jill Ann, who is staffing this project, has done 20 years of EBay, and described the set up as "quite a process." She is currently working from her house in Mapleton, but Elizabeth will move her to town so others can help, especially as Lynne retires.

Shauna asked if we had any upcoming **vet clinics**. Elizabeth answered that they are on hold right now. Dr. Schaad is addressing health needs and selling his vet clinic. Judy asked whether he will help again when he is retired, and Elizabeth says this is likely. Elizabeth continues to actively recruit other veterinary resources. She is working to connect with a Portland group that did a mash clinic in Roseburg, but hasn't heard back from them yet. We have been added to the shelters Oregon State's veterinary college will assist, but they have weight restrictions and need animals that can be handled. Cat Adoption Team will take kittens who aren't fixed. Our OSHA trainer, who is also our Covetrus rep, provided a list of 4 vets that Elizabeth is working to contact. She had also reached out to a list of Oregon relief vets, to no avail. There is a nationwide shortage of vets and vet techs. It is also hard to get vets to relocate to Florence: pet-friendly housing is difficult to secure, and we can't compete with VCA and Banfield on pay or benefits. Mary asked if Elizabeth has been in contact with Feral Cat Coalition of Oregon, and wondered if we could partner with Oregon Humane Society's "second chance" program that assists about 100 shelters. Elizabeth will follow up with Mary outside meeting

The shelter is currently serving clients **by appointment only**, and is **closed from noon until 1pm** for lunch. Elizabeth reported a community member's concern about the lunch closure, and the board expressed support for the decision, given current circumstances. Elizabeth stays in the building over lunch and goes outside to greet people who show up at the shelter, and volunteers answer the phones. This change is important to assure that staff take required lunch periods, but only temporary as we work to stabilize our staffing. Mary thinks it is important to communicate the policy, perhaps by moving the information up to the top of the home page, if possible. Laurie says have gotten "hits" on FB saying people like the decision and acknowledge the need.

In **thrift store** operations, we have had some staffing and volunteer changes, and are currently **seeking additional volunteers**. We have lost our Easter Seals participant and are awaiting a new one we requested. The kitchen move is being reassessed because we currently don't have strong coverage for the Annex.

Efforts continue to secure a retail space for our **Christmas store**. Elizabeth says she thinks it could fit in the Annex, but understands that it is smaller than ideal. She requested ideas for alternative sites, and will follow up on several suggestions. She had a good conversation with West Coast Realty, stressing the value to owners to showcase their property and our willingness to pay rent if necessary. The board discussed options. We could continue utilizing the garage if we don't find another venue, or use the

Annex for the Christmas Store for a few months, utilizing volunteers who have only come in for this project in the past. This would avoid having to staff three areas at once. Laurie explained that she and Nancy Hayes took turns running it last year, and Beth Sherman was also a key volunteer. Elizabeth notes that we are seeing fewer volunteers during COVID – just one application this week. Summer people are also leaving for the winter. Elizabeth and Laurie will review volunteers list to find additional personnel for the Christmas Store

The **splash tub** was installed over Labor Day weekend, and looks great! We look forward to utilizing it for fundraising, networking and more. A contractor's worker was injured during the installation, but Elizabeth assured the board that this will come under the contractor's workers' comp policy. Manny has been coming to shelter Mondays, painting and doing finishing touches, trim, etc. Please thank him for this.

Our **new kennels** have arrived, but we need someone to install them. The original volunteer isn't available until October, so Elizabeth asked the board for ideas or suggestions about people who might be able to assist. Elizabeth sent a thank you to Todd Larsen, who came over 2 days in row with his forklift and unloaded the kennels from the truck. She also asked if he knew where we could find installation help (volunteer, or even contract), and will keep us posted. Previous referrals haven't worked out. We prefer licensed and bonded contractors, but are open to other competent help since the kennels came with detailed instructions. Laurie suggested asking Manny for suggestions; Elizabeth will follow up.

Work to update the **website** is ongoing. It's a big project, but progress is being made. Elizabeth thanked Mary for helping review some of the new copy. Judy asked about Spiderlink's contributions. Elizabeth responded that they have laid out the front pages for each section, and are waiting for us to provide content. The new pages look good but much work remains. Elizabeth sees further progress being made in about 3 weeks.

We had several donations in response to our recent **newsletter**; Elizabeth is calling to thank the donors.

Finally, Elizabeth reported a bittersweet celebration of Linus the cat's birthday, his 12th at the shelter.

Laurie volunteered to work Saturdays at the thrift store to free up Elizabeth's time. They will follow up outside the meeting.

President's Report: - Shauna is working on a plaque and will send it out to the board for input. She is in touch with Jill Ann, who will transfer EBay items from Shauna's house next week. Shauna is actively seeking Christmas store venues, preferably on 101 or Kingwood, and requests suggestions be routed to Elizabeth. Suggestions included a space next to Ron's Paint and the Saxon Building, but it doesn't have restrooms. Perhaps port-a-potties could be used? Elizabeth will follow up.

Vice President 's Report: Judy working on finishing the internal audit.

Treasurer's Report: Sandy reported that, after several years, Kelly Hancock has taken over from Jeff Turk as our property manager on the lease from Lane County. Kelly asked if we had done a survey of the proposed new lease area, and Sandy asked Kelly to provide a letter authorizing the survey so that we can proceed. OCHS will pay for the survey.

Shauna and Elizabeth advised Sandy that our work with John Webb is complete except for a final settlement. Elizabeth dropped off faucets we are not using.

Sandy will continue to provide monthly financial statements as we transition to a new bookkeeper, and will send them out after the meeting today. It would be preferable to distribute them prior to each meeting so that we can address any variants and meet the requirements outlined by the DOJ in the past.

Secretary's Report: Mary thanked the board for corrections to last month's minutes. She finds Zoom works well, but reports that transcribing the minutes is a time-consuming venture.

A Plan for My Pets forms are almost complete except for a few edits provided by Shauna. Mary will share the forms with Sandy. The forms are designed for a client rather than the marketing work that Sandy is doing. Mary will work on creating a **new brochure** based on the previous bequest brochure, which Elizabeth will share with Mary.

Mary is also working with Elizabeth on editing copy for the newsletter and webpages, and looks to Elizabeth for managing the restructuring of the site.

Work on the **Salesforce** conversion continues – this is a year-long process. We now have a trial “sandbox” version. Brionne has been hired by OCHS, limiting her ability to volunteer for the project, and Beth has had unusual demands on her time as well. Elizabeth is working with Brionne to prioritize her work – cats and kittens come first -- and requires Brionne to include time spent on Salesforce in her billable hours.

Mary has put together a Board roster as required, and will post it on Google Docs once she's made corrections.

Mary commended Elizabeth for responding to a thread on NextDoor, building community relationships through good communication. Judy had also referred the post to Elizabeth, who had already reached out to assist the owner. The animal was surrendered yesterday.

Finally, Mary reported seeing an article that beleaguered shelters in Los Angeles are moving to adoptions by appointment, and commended OCHS for once again leading the way ahead of these large shelters.

Laurie's Report: Laurie is working on staffing, and definitely supports honoring Lynne, whose last day will likely be 10/3.

No additional Executive Session was needed, and the meeting adjourned at 1:37.

The **next meeting** will be held by Zoom on October 13th at noon. Mary will send an invitation.

Respectfully submitted,
Mary Henry
Secretary