Building Relationships Between Shelters & Municipalities

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• Introduction
• Background
• Strategic alignment
• Discussion on relationship building
• Operational successes
The Campus Concept
City of Edmonton – Animal Care & Control

- ACCC exists as a means to ensure the safe and humane treatment for dogs, cats, and other domestic animals found at large within the City of Edmonton
  - Medical care - examination, vaccination, spay or neutering, euthanasia, and minor surgical procedures 900+
  - Customer Services - general information, lost and found, licensing, cash handling
  - Prevention/Education/Outreach - education, community info, rescue networks
  - Other services - assist law enforcement with seized animals; emergency planning; liaison with the ABVMA, government and other animal welfare agencies.
Edmonton Humane Society

Vision
To be a model of excellence in the advancement of animal welfare.

Mission
The Edmonton Humane Society enriches the lives of people and companion animal through animal sheltering, programs and services, and community engagement.

Values
We value the compassionate care of companion animals.
We value the humane treatment of all animals.
We value our staff and volunteers.
We value our relationships with our partners and supporters.
We value our role as a recognized community leader in animal welfare.
We value fiscal responsibility and careful stewardship of our resources.
Areas of Focus

Evolve
Verb. Develop gradually, especially from a simple to a more complex form.

By evolving, we are adapting our existing business model and practices and managing change. This pillar captures new and diversified business models, industry leadership, best practices in animal welfare, and new initiatives and projects (education and advocacy).

Engage
Verb. Occupy attract or involve (someone’s interest or attention); participate or become involved in.

Through engagement, EHS will manage relationships and manage the environment in which it operates. This pillar captures public relations, communications, marketing, partnerships, community activities, the brand, and social enterprise.

Enhance
Verb. Intensify, increase or further improve the quality, value, or extent of.

To enhance what already exists means we will ensure sustainability. This pillar captures the need to make improvements that build organizational capacity and increase organizational effectiveness, which is achieved when we manage resources effectively. Managing resources encompasses finance, HR (our people – staff and volunteers) and assets.
ACCC / EHS Strategic Alignment

Strong and mutually beneficial stakeholder and partner relationships

**EHS**
- Enhance
- Evolve
- Engage

**ACCC**
- We collaborate, connect and innovate
- Citizen centered, open and adaptable
- Results with knowledgeable approaches
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Why Now?

• Modern municipal corporations are evolving and adopting a culture of integration and engagement
• Inclusive and transparent - engagement is the key to success

“We get the best results when we align our diverse ideas, knowledge and efforts in shared purpose.”

“We are all connected in working to achieve the success of our city, both across the corporation and with our external stakeholders.”
Why relationships don’t exist: Root cause analysis

• No communication / relationship
• Lack of knowledge: 3700 municipalities - 3 CFHS
• Perception / Bias
• Values
• What’s in it for me?
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What’s in it for me?
• Animal welfare - end goal
• Cost savings
• Greater effectiveness
  • Alignment (legislative issues)
• Greater efficiency
  • Access to research and subject matter expertise
• Proactive vs reactive
Operational Alignment

- Stray Transfers
- Special medical cases
- Licensing
- Community programs
Animal Protection
Edmonton Animal Rescue Alliance (EARA)

"As individuals we save lives but as a group we raise standards, accountability and trust within the community."

- Improve standards of care
- Accountability/transparency
  - Charitable status
- Benefits
- First of its kind
- edmontonanimalrescuealliance@gmail.com
Program and Services

Trap Neuter Return Program

PALS
Can help you get your pet spayed/neutered

Edmonton Humane Society

Edmonton

Animal Care & Control Centre
Capacity for Care
Community Events

- Campus Carnival ACCC & EHS Open House
  - August 20
  - 12PM - 5PM

- Sunday, August 13
  - 12-5 PM
  - Made for Pets

- Edmonton Humane Society
- Edmonton
- Animal Care & Control Centre
Animal Care Emergency Response Plan (ACERP)

City of Edmonton plan
• ACCC, ABVMA, EHS, EASAV
• ICS / Expandable/ Transferrable
• Next steps:
  • Approvals
  • Regionalization
  • Provincial legislation
• ACERP
• Integrate where possible
• Leverage existing resources
• Create key messaging together
Keys to Success

- **Communication builds relationships** - relationships build trust
- Learn from the journey
  - Acknowledge past and present challenges
- Leadership
- Emotional Intelligence (EQ)
Questions - Contact Us

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