



Connecting

community

with the

p2



Behind the

scenes



p9 Keeping cats safe

Animal La es

Covey's Corner

As the manager of Washington County Animal Services and the Bonnie Hays Animal Shelter, I can't say enough good things about the dedication and commitment of the staff here. They work hard every day to help people and pets, and I am proud of the work they do. I hope you enjoy this issue of Animal Tales, where we are sharing information about our operations and staff. You might find answers to questions you didn't even know you had about the

daily activities and services provided by your local animal shelter!

Laika and her owner pose for a photo after renewing Laika's dog license. Dog license renewals are just one of many activities that take place at the Bonnie Hays Animal Shelter each day!



Animal welfare and helping animals and people live safely in Washington County are our most important concerns. We provide many services to our community — both visible and behind the scenes. Our staff respond to calls about animal abuse and neglect, provide exceptional care for animals temporarily staying with us, reunite stray pets with their families, provide resources and information about responsible pet ownership to the community, and more. Thank you for your support that allows us to continue to provide these important services!

Warm regards,

Randy Covey, Animal Services Manager

Keeping pets safe at the shelter

Housing animals close together comes with challenges, and keeping pets and people safe in our shelter is a top priority! It's important for us to do everything we can to prevent the spread of disease and parasites in our facility.

We do this by:

- Proactively looking for signs of illnesses like respiratory infections and ringworm when pets arrive at our shelter. We also give most animals dewormers, flea treatment and basic vaccinations at intake as a preventive measure.
- Using special cleaning products and procedures. Many viruses that can make pets seriously ill are very hardy and not easily killed by household cleaners. We use products intended for animal shelters/veterinary hospitals and follow specific cleaning protocols.
- Wearing appropriate personal protective equipment (PPE) when working with animals that show signs of illness or are at high risk of catching diseases. PPE might include gloves, gowns, booties or goggles, depending on the situation.
- Watching for signs of illness during the animal's stay with us. Our staff keep their eyes open and ears alert! Whether it's a cat that is acting unusual or a dog that starts sneezing, our staff are quick to communicate with each other and isolate sick animals as needed.

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Like Bonnie Hays Animal Shelter on Facebook, follow @BonnieLHays on Twitter or follow @BonnieHaysAnimalShelter on Instagram to stay up to date on happy reunions, events, shelter news and more.

Connecting with the community

We welcome you to stop by the shelter to license your dog, bring in a stray dog or a sick or injured stray cat, make a donation or chat with our staff about community resources. However, we also look for opportunities to connect with you outside our shelter walls, too!

Active on social media? Connect with us on Facebook, Instagram and Twitter. Catching up on your favorite TV shows? Keep an eye out for our new dog licensing public service announcements. They will air across Washington County this May and June. Prefer an in-person conversation? We'll be at the Washington County Fair, farmers markets and other local events this summer.

You might also see our staff pop up throughout the greater Portland metro area as we collaborate with our partners! We have a far reach that includes work with regional emergency response organizations, transfer shelters, the Animal Shelter Alliance of Portland, and several professional organizations.

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Volunteer ambassadors help us reach even further! These are specially trained volunteers who have completed our Animal Services Academy (see the box below to learn more about this opportunity). They share pet-related resources with their friends and neighbors throughout Washington County, and even join our staff in representing Animal Services at community events.

You can help us spread the word about our work, too! If you have a pet-related business, contact us for informational handouts. These can be provided to clients as needed; for example, if they find a stray dog or are worried about the level of care an animal in their neighborhood is receiving. Finally, if you've been reunited with your missing pet at our shelter, adopted from us in the past or had a helpful interaction with our team, tell others about your experience and that we are here to help the people and pets of Washington County!

Join us for the Animal Services Academy!

Join us for the Fall 2023 Animal Services Academy this October to learn more about the services and resources we offer the people and pets of Washington County. This free two-day training will cover trends in animal sheltering, the importance of dog licensing, lost and found services, shelter medicine, field services and enforcement, careers in animal welfare, and more! Find dates, details and registration information at www.WashingtonCountyPets.com.

From lost dog to happy reunion – how we help every step of the way

A concerned community member calls Animal Services because there is a loose dog on their street.



Eleven-year-old black lab Kobe's heartwarming reunion with his family. Kobe was only lost a short time, but he was thrilled to see his people again.

The ASO checks the dog for identification, a license tag and microchip.



Thanks to her microchip and our hardworking team, Amy was reunited with her family after being missing for over a year!



Mama dog Cali and her three puppies went on a bit of an adventure after escaping when a gate had accidently been left open. We quickly reunited the canine family with their owner once they arrived at our shelter.



Either an owner is identified and the dog is returned to them, or no owner is immediately identified and the dog gets a safe ride to the shelter.

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Shelter technicians care for the dog while searching for its owner.



Shelter technicians identify and contact the dog's owner.

An administrative

specialist dispatches an

Animal Services Officer (ASO) to pick up the dog.



Gandalf's owner called us when she realized her dog was missing. Luckily, after hearing his description, our staff was able to confirm that Gandalf was at the shelter.

Happy reunion at the shelter between the dog and their family!

Each year, we reunite hundreds of pets with their people!

Luna tried to charm her owner after playing escape artist and ending up at the shelter. A lost pet can happen to anyone. We're happy Luna is back home!



Behind the scenes with field services: Protecting people and pets outside the shelter

We provide care for lots of animals at our facility, but our staff also protect people and pets outside the shelter, too! Our field services team consists of Animal Services Officers (ASOs) who respond to animal-related concerns throughout Washington County.

Along with handling animal welfare investigations and animal-related code enforcement, our ASOs play a role in keeping our community safe from aggressive and dangerous dogs. They respond to and investigate dog bites, as well as pick up and transport stray dogs that may be a danger to people or other animals. Our field services team also work closely with a variety of city and county entities and provide animal-specific expertise to other organizations, such as the District Attorney's Office, the Sheriff's Office and other law enforcement agencies. A Sorvices My provide A SOs load animal crates into our emergency response trailer. This ensures we're prepared if pets and their people need our help in a disaster.



Like other teams at Animal Services, our ASOs play an important role in helping lost pets get back home. In addition to picking up stray dogs, they also pick up injured and sick cats, and provide safe transport to the shelter where our staff care for them while trying to find their owners. If a dog is wearing their license tag, a pet has an up-to-date ID tag, or a scan shows that an animal has a registered microchip, an ASO may even be able to reunite the lost pet with its family without a trip to the shelter.

When we get calls about possible animal abuse and neglect, our ASOs are the ones who investigate. They are specially trained to document the facts, gather witness statements, collect evidence and more. These cases frequently lead to our officers working closely with other teams at Animal Services, as well as other law enforcement agencies.

Whether they are responding to a call about a barking dog, making our parks safer by educating owners on the importance of leashing their dogs, or providing information to a community member about animalrelated codes and laws, our field services team works hard to help the people and pets of Washington County live together peacefully. The next time you see one of our Animal Services vehicles out and about, give our officer a friendly wave!

Behind the scenes with shelter technicians: Caring for pets and people at the shelter

If you've ever called us because you lost or found a pet, then you've likely talked with one of our animal shelter technicians. This team facilitates reunions, provides care for pets staying at the shelter, assists our medical staff and Animal Services officers with moving and handling animals, and more! They clean kennels, feed, walk and provide enrichment for pets, and keep detailed records of each animal's time at the shelter. Shelter technicians are also the first faces many visitors see when they stop by the shelter. These frontline workers take lost and found reports, intake stray animals, and play the role of pet detective with the goal of getting lost animals back home.

Getting lost pets back home

When a stray pet arrives at our shelter, no stone goes unturned in our efforts to reunite the animal with the people who know and love them. First steps include looking for identification on the animal, such as a dog license or ID tag, and scanning them for a microchip. If a tag contains outdated information or a microchip isn't registered, shelter technicians will follow all leads to try to find the current owner's contact information. No known owner? Shelter technicians review lost and found reports, monitor social media, and keep their eyes and ears out for any information that could help with a reunion. Thanks to their efforts, we've reunited more than 10,000 pets with their people over the last decade!

Individual care for animals in need

Shelter technicians provide direct animal care, but that means more than just feeding and walks. They observe the pets staying with us, learn about them and work hard to provide individual care for each animal. This includes offering physical and mental enrichment like puzzle feeders, Kongs and new smells and sounds for our furry shelter visitors. Our donors also help us with this enrichment by donating items from our Amazon Wish List.

It's not just lost pets

We are proud to help lost pets get back home, but we are also here for other animals in need of temporary care. Our shelter technicians care for animals that come into our shelter because of suspected neglect and abuse. They also care for pets in cases where something unexpected has happened to the owner, such as a very serious accident or arrest. Shelter technicians provide care for those animals until arrangements are made for someone to pick them up.

Compassionate care for the community

Feline shelter visitor Harriet enjoys receiving enrichment provided by our shelter technicians in the form of a lick mat with Churu treat.

> Shelter technicians played an important role in Koa's care when he arrived at the shelter as part of a neglect case, including making sure he got playtime outside.

Our caring staff frequently talk with community members in upsetting and sad situations. When a deceased stray animal arrives at our facility, our shelter technicians try to identify and contact the owner in hopes of offering them closure. Shelter technicians also talk with community members who are having a hard time with their pets — whether that is because they need to rehome the dog they love but can no longer care for or because they are looking for affordable veterinary resources for their beloved cat. Shelter technicians are trained to have these hard conversations respectfully, and with compassion and professionalism.

Behind the scenes with our administrative specialists: Here to help however you reach out



Our administrative specialists greet shelter visitors, answer questions via phone and email, process dog licenses and donations, dispatch Animal Services officers, and more! Their job requires them to identify urgent situations and shift priorities as needed, while also making sure each person who reaches out to Animal Services gets the assistance they need in a timely manner.

Along with being master multitaskers, our administrative specialists also work hard to communicate respectfully and efficiently with people who are in stressful and upsetting situations. Imagine calling us because you are worried about possible animal abuse. Or because you saw a stray cat get hit by a car. Or perhaps you are in the emergency room receiving treatment for a serious dog bite. Our administrative specialists are experienced in helping people focus on conveying important information in these distressing situations. Our administrative team knows the importance of helping people in the language they are most comfortable with. In addition to having access to an interpretation service, two of our administrative specialists are bilingual in Spanish and English.

Senior Administrative Specialist Jenna Draggoo is bilingual and talks about her job at Animal Services with pride. "I love when I can communicate with someone who speaks Spanish. You can sense the relief when a person can communicate their needs in their preferred language. We're here to help. If we are unable to understand what a person needs, then we can't help them in the best way possible."

Administrative specialists also play a role in helping lost pets get back home. They dispatch the officers who respond to calls about stray animals, talk with Good Samaritans who need help connecting with the owners of the pets they've found, and send out letters when we have a possible address for the owner of a lost pet at our shelter. "It's very rewarding to be part of the return-to-owner process," Draggoo said. "Losing a pet is scary. It feels good knowing we're a safe place for animals, and that we can help."

Behind the scenes with our medical team: Spotlight on our certified veterinary technician

With over six years of experience as a certified veterinary technician (CVT) at Bonnie Hays Animal Shelter, Natasha Hines knows the ins and outs of life in shelter medicine. Natasha first got her start with us as an animal shelter technician in 2016, before moving into her current role as a CVT in 2017. With a small but mighty medical team consisting of only one veterinarian and two CVTs when fully staffed, our staff leans heavily on Natasha for critical support when caring for animals in need.

A typical day for Natasha might consist of helping our veterinarian with physical exams, preparing animals for surgery, checking on pets that are recovering from procedures, cleaning medical equipment and surgery tools, and making sure the shelter has the inventory of food, medicine and other supplies needed to care for the animals we see.

Natasha provides a tremendous amount of support to staff across the organization. She works closely with the animal shelter technicians, who also provide hands-on care for the pets staying with us. Our field services team calls on her and our veterinarian to assist with animal abuse and neglect investigations. And with her involvement in both the shelter's safety and enrichment committees, it's hard to find a place in Animal Services Natasha doesn't touch! Natasha also participates in community outreach by presenting at our Animal Services Academy and is a member of the Portland Veterinary Medical Association/Oregon Veterinary Technician & Assistant Association, as well as the Washington County Veterinary Medical Association.

Natasha with Hamish, a tiny Chihuahua that required medical care because he came to the shelter with skin problems.



Although being a CVT keeps her very busy, Natasha is happy to make time to give shelter visitor Musubi extra chin scratches.

There have been several full circle moments in Natasha's career. Before becoming a CVT, Natasha was a volunteer at one of our partner shelters, Cat Adoption Team (CAT) in Sherwood. As a volunteer at CAT, she supported the Animal Shelter Alliance of Portland's Spay & Save program by helping to return cats to their owners after surgery. These days as a CVT, Natasha joins our veterinarian at CAT twice a month to assist with the actual Spay & Save surgeries. This Spay & Save veterinary staff collaboration with CAT started in 2021 and has helped spay and neuter hundreds of cats in Washington County.

Natasha is a graduate of Portland Community College (PCC) veterinary technician program. Her link to PCC is where we see another full-circle moment. Each year, our medical team offers externships to several students from PCC's program. Having completed externships at other local shelters during her time as a student, Natasha knows just how valuable it is for our shelter to offer this experience. "Externships allow students to see what veterinary medicine is like in real life," says Natasha. As our CVT, Natasha works closely with these students and says they inspire her to continue learning. As an organization, we are proud to help develop and support the next generation of veterinary professionals.

A CVT's work and duties can vary greatly, and working at an animal shelter can be unpredictable even during the best of times. Natasha handles it all with grace and professionalism. We're proud of our veterinary staff and the care they provide to shelter animals in need.

A lost pet can happen to anyone: Plan ahead for a happy reunion

There are lots of ways a pet can get lost a door or gate left open, a leash that slips out of your hand or a carrier that doesn't close properly, for example.

We reunite hundreds of lost animals with their families each year. But with your help, we can do even better. Do the following to increase the chances of a happy reunion if you and your pet are ever separated.



Make sure your dog or cat is wearing a **COLLAR** that fits well, with an easy-to-read **ID TAG** and your phone number embroidered directly onto the collar.

Include **MORE THAN ONE PHONE NUMBER** on the ID tag. Do you have a roommate, friend or family member who can be your back-up if you can't be reached?





Talk with your veterinarian about **MICROCHIPPING** your pet if they aren't already. Register the chip and update the information associated with it as needed. Call us at 503-846-7041 to add your pet's microchip information to our records at Animal Services.



LICENSE YOUR DOG. This provides another form of identification and can help establish that you are the owner of the dog.

Take **PHOTOS** of your pet and update them regularly. Get full body shots, as well as clear photos of their face. Be sure to photograph any unique features or markings. Finally, take a photo of you and your pet together.



Get to know your **NEIGHBORS** and let them know you have a pet. Those who live nearby may be the first people to spot your pet if it escapes from your yard or home.



We hope you'll never find yourself searching for your lost pet. But if you do, you'll be glad you followed the steps above.

Keeping pets safe at the shelter

continued from page 1

These strategies not only help our shelter continue to be a safe space for pets, but they also help decrease the spread of disease in our greater community. You can keep your own pets safe by working with your veterinarian to determine appropriate vaccines and preventive care. By working together, we can make sure your pets are protected from disease should they ever end up at our shelter unexpectedly.



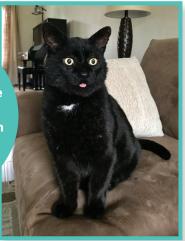
A shelter technician wears gloves and a gown while reuniting a lost puppy with its family. This PPE helps keep the puppy safe from serious diseases that it may not be immune to yet.

Keeping cats safe indoors and in catios



José started as an outdoor cat, but the human who loves him wanted to keep him safe indoors. There are many risks that come with allowing cats to roam freely outdoors. This is why we urge you to keep your feline family members indoors. Not only is your cat in danger of being hit by a car or injured in a fight with another animal, but they may also harm birds and other wildlife while out and about. Being outside also increases the chances that your cat will be mistaken for a stray, even though they have a family back home!

If you have a free-roaming cat you would like to move indoors permanently, know this may take some time. One idea is to start with feeding your cat indoors, gradually increasing the time you keep them inside after each feeding. Be prepared for some pushback against the new lifestyle, such as scratching at doors or window screens, meowing or yowling, and attempts to escape. It took some work, but eventually José began to enjoy the luxuries of indoor life, like sitting on the couch and sticking his tongue out for the camera.





Now when José wants some fresh air, he relaxes in his catio. This enclosed patio is much safer for him than roaming freely.

If you have the space and resources, you may want to consider adding a catio to your home. Catios are outdoor enclosures that provide a happy middle ground for cats that enjoy being outside and their owners who want to keep them safe. Need some catio inspiration? Check out the 11th Annual Cats Safe at Home Catio Tour taking place in the Portland metro area this September. Learn more at www.catssafeathome.org/catio.

Donations: Friends of the Animals October 1, 2022 through March 31, 2023

Every effort was made to ensure the accuracy of this donor list. Please accept our sincere apologies for any errors or omissions.

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We would like to extend a special thank you to everyone who donated toys, treats and other goodies to our shelter animals through our Amazon Wish List! You make it possible for our staff to continue to provide individualized care and enrichment for pets staying with us.





Donations made in honor or memory of special people and pets:

Many of our generous donors ask that their donations be made in honor or memory of a special person or pet. We list them all here together in recognition of the human-animal bond and our regard for our loved ones who are with us as well as those who have passed. We so appreciate these gifts and the many ways that people and pets touch our lives.

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Help us care for the pets and people of Washington County by making a donation.

Donations help us continue to reunite lost pets with their people, rescue stray and injured animals, investigate animal abuse and neglect, and provide specialized veterinary care for animals temporarily staying with us.

Donate online, in person, over the phone or using the enclosed envelope. You can even make a gift to the animals in honor of a special pet or person in your life.

Thank you for your generosity and continued support!

Flower was brought to the shelter by a concerned community member who found the cat injured and in pain. Our team immediately went to work providing medical care for Flower while looking for her owner. We were successful in getting her back home where she was able to finish healing with her own family. Donations from the community allow us to provide specialized veterinary care to stray pets in need, like Flower.



Animal Tales is a publication of Washington County Animal Services & the Bonnie L. Hays Small Animal Shelter

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