



FORT WAYNE ANIMAL CARE AND CONTROL
HELPING PEOPLE. HELPING ANIMALS.



GRATITUDE
REPORT 2020

It is our mission to serve our community in a humane, public safety capacity while working to keep pets with loving families by providing educational opportunities and resources or facilitating re-homing or adoption when necessary.

It is our vision to promote a humane community and find a positive outcome for each healthy, safe and treatable animal in our care.

Interested in learning more about us and what we're doing in our community?
Check out our website at fwacc.org.
Follow us! @fwanimalcontrol



Business Hours:
Monday- Friday
11 a.m.- 6 p.m.
Phones
9a.m.- 8p.m.
260-427-1244

Adoption Hours:
Tuesday-Friday
12 p.m.- 5:30 p.m.
Wednesday
12 p.m. - 6 p.m.

Officer Hours:
Monday- Friday
9 a.m.- 8 p.m.
260- 427-1244
Outside of those
hours:
260-449-3000

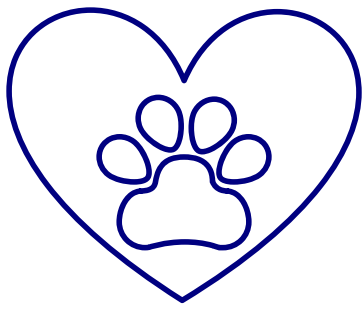
3020 Hillegas Rd. Fort Wayne, IN 46808

A LETTER FROM OUR DIRECTOR



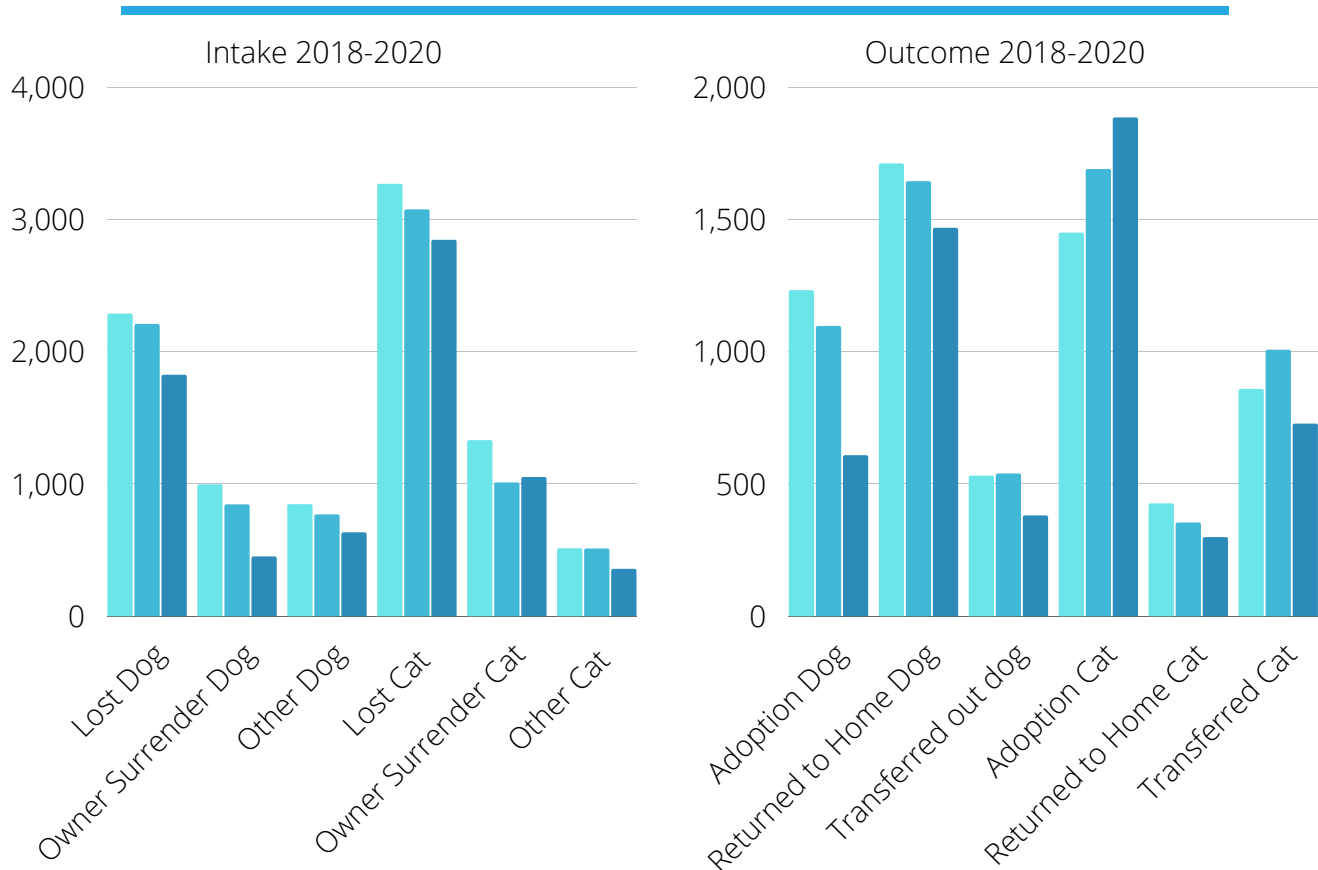
To say that 2020 was a challenging year would be an understatement. We as humans are social creatures, so being isolated on various levels and our worlds virtually flipped upside down made the year full of uncertainty. One thing I can say is we here at FWACC could not slow down the progress we had been making in our life saving programs. The staff and volunteers showed unprecedented resiliency to the changes the world was faced with. Regardless of the restrictions and limitations placed on our community, our dedicated staff and volunteers took the challenge head on and made sure to save as many lives as possible. 2020 proved to be a record setting year for our Foster program.

Not only did we see over 200 homes step up to become foster homes, but we were able to send out over 1200 animals into those homes until they were ready for adoptions. I am truly inspired by the dedication our team showed to launch our first ever 'drive-thru vaccine clinic'. Our focus this past year has been two-fold, to keep pets in their loving homes and to ensure a live outcome to those that are in our care. We accomplished both these goals and will continue to expand our programming and services to the animals in our community. I am proud to be part of this agency and surrounded by those that put the needs of the animals in our care first.



Our Shelter

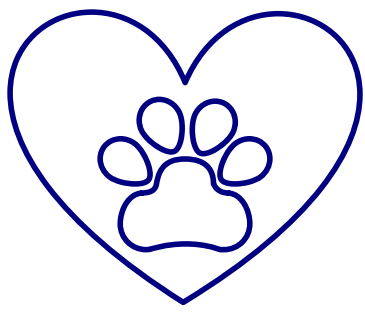
BY THE NUMBERS



What do those graphs mean?

These graphs show our continued growth. As our intake goes down, our outcomes, for the most part are going up. Each animal that doesn't come in to our shelter represents an open kennel, the ultimate currency in an open admission animal shelter. We don't turn animals away. We don't say we're full. The steady decline in intake numbers represents room to breathe. It's room to let animals hang out for a little while longer if they're nervous or if they need more testing to diagnose an issue.

A decrease in intake doesn't mean a decrease in work for our staff. We are constantly increasing the programs and services we offer. Our entire staff and most volunteers became Fear Free certified in 2020. We have implemented new protocols to reduce stress for the animals into every facet of the shelter we can think of, read on to find out how!



Our Shelter

2020

LOOKING BACK

As you are aware, 2020 presented it's share of new challenges. Each department was affected and was able to overcome the difficulties presented by Covid-19.

When it became apparent we were going to have to shut down for at least two weeks, we knew we had to get as many animals out as possible. Behaviorally, where were the animals we currently had going to be in two weeks? With limited staffing, we wanted to keep our animal population as low as possible. It was unnerving to consider the prospect of not having adoptions available as an outcome option for two weeks, maybe longer.

We asked police Chief Reed for permission to open one more day to be able to get as many adoption animals out as possible. We waived adoption fees and marketed our sale in every way we could think of. Our community responded. Every animal but one dog was adopted. At the same time that we were preparing to get the adoption animals out, we made a plan for the animals who weren't quite ready to be made available. Our team of foster warriors stepped up and every animal we could legally or safely place in a home was in an adopted home or foster home by the end of the day. We received hundreds of applications for new fosters.

As we began to slowly open back up we figured out how to create a limited contact, mostly online adoption process. We worked hard to create new processes which would allow us to continue life saving operations while keeping staff, the public, and animals safe.

We had another record breaking year.

Our animals were adopted quickly. Our foster program blew previous years' records out of the water.

We put zero animals to sleep for space in 2020.

In a year of challenges never seen before we adapted and continued to save more lives than ever before.

We look forward to another year of growth and life-saving.

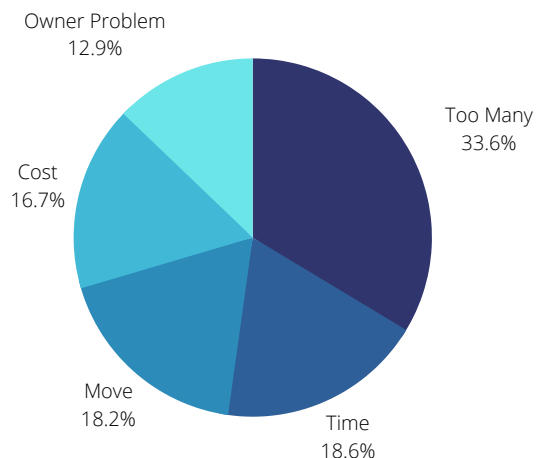
DISPATCHERS AND PET RETENTION

When fully staffed, we have five full time and one part time employee to take phone calls, dispatch officers, help citizens at the front counter, process bite reports and many more behind the scenes administrative tasks that keep our department running smoothly. They answered 32,015 calls in 2020, an 8.275% increase from 2019.



When a citizen calls to surrender their pet, our dispatchers talk to them about what's going on and talk them through possible solutions to keeping their pets. We always accept animals when need be but we want to make sure owners are aware of all the options available to them. If they're frustrated with their pet's behavior, we have behavior assistance certificates. If they're moving we have a list of pet friendly housing. Out of 1,006 appointments made to surrender 26.74% were no shows, which is what we want! We are working every day to grow more resources to keep pets in homes where they're already loved.

Our top 5 surrender reasons for 2020 were Too Many, Time, Move, Cost, and Owner Problem. We use this information to decide where to devote resources going forward. In 2019 Move was our largest surrender reason. We created a list of rentals in Fort Wayne and pet policies. We saw fewer animals surrendered due to moving in 2020.

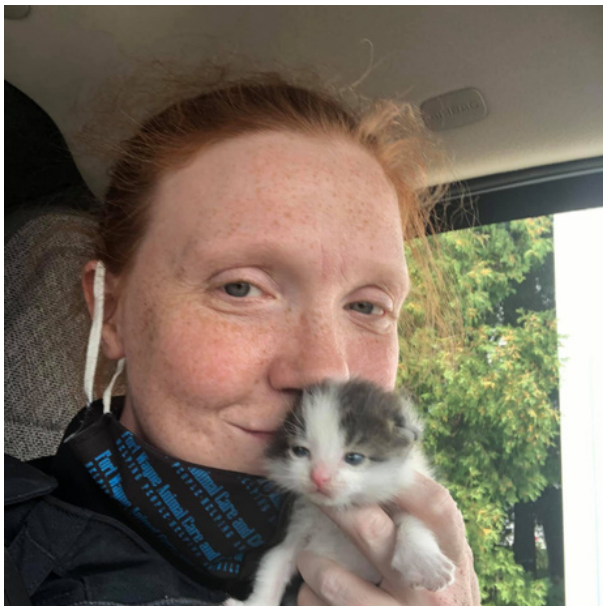


SAVING LIVES IN THE COMMUNITY



Our animal control officers work around the clock to ensure the animals of our community are safe. There are 12 officers and they completed a total of 17,887 calls in 2020. These calls include everything from searching for stray animals to conducting animal cruelty investigations, and bite investigations.

Our officers investigated over 1600 calls where cruelty or neglect was suspected. They work every day to ensure they give a voice to those who cannot be heard. They adapted and changed and found ways to still make a difference even with the challenges presented by Covid-19.



There were 1,233 bite investigations completed. Of those, 792 were bites to humans (192 were bites to minors) and 441 were bites to animals. When a bite occurs state law dictates that the bite must be reported. The animal has to be quarantined but our organization has the ability to determine if the quarantine can be completed at home or if it should be at the shelter.

This is an 11 % increase over 2019, however we attribute some of the increase to more people being at home with their animals due to Covid-19.

Our animal control officers completed 221 activities for "assist public". These calls are to assist people who just need a little help in caring for their animals. We are thankful for resources to be able to help these people!

PUTTING THE "CARE" IN ANIMAL CARE SPECIALISTS

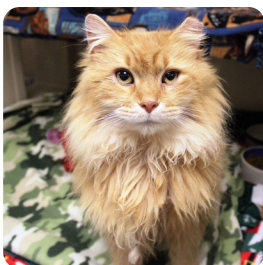


Our team of animal care specialists works every single day to ensure the needs of the animals in our care are met. All staff and most volunteers completed Fear Free training for animals shelters in 2020. This is an online course and this certification helps shelters make changes, big and small, to their every day operations to set animals up for success by minimizing stress. While this training was mandatory, our ACS team wholeheartedly embraced the changes and make the conscious effort to incorporate Fear Free techniques into every animal interaction they have.



These awesome staff members administer thousands of basic vaccines yearly, keep an eye out for developing illnesses, behavior challenges, and much more.

Pictured here to the left, ACS Shelly is working with a dog who tested positive for Parvo Virus. This virus can be deadly and can wreak havoc in an animal shelter. As soon as Shelly and our medical team were able to verify this dog was stable, he was sent to an awesome foster home for the remainder of his quarantine period to protect the other animals in the shelter from being exposed to Parvo Virus.



We had another awesome year for community cats in 2020! There were 861 spayed and neutered cats who were returned to the area they came from. They have a live outcome from our shelter and they're contributing to a declining outdoor cat population since they aren't adding to the problem, but they're taking up resources and territory.

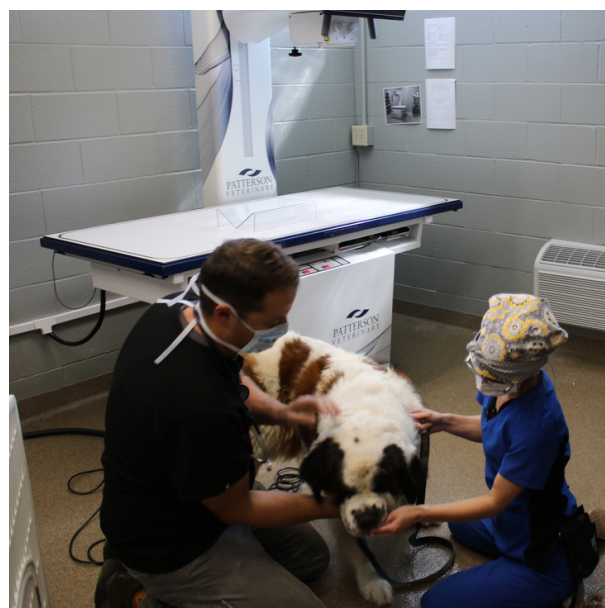
MAKING STRIDES WITH THE MEDICAL TEAM

This was our first year in our fully operational brand new surgery suite. The efficiency made a huge difference, evident in the number of surgeries we were able to complete in spite of having fewer surgery days due to Covid-19.

FWACC 2020 Annual Surgery Report

Year	Total Surgeries Performed	% Change from Prior Year	Total # Surgery Days	% Change from Prior Year	Average # Surgeries Per Day	% Change from Prior Year	Total Sterilization Procedures (% of Total)
2020	3584	+16.36%	217	-8.82%	16.5	+27.91%	3476 (97%)
2019	3080	+11.75%	238	-0.42%	12.9	+12.17%	2981 (97%)
2018	2756		239		11.5		2609 (95%)

After getting settled into the new surgery suite and getting processes streamlined, we were able to purchase an x-ray machine. This is a game changer for our medical team. Not only does it save the animals the stress of having to be transported to a vet, it saves officer time by not having to transport them, we don't have to wait for a vet appointment. It also allows us to efficiently process cruelty and neglect investigations without taking the animal to another vet clinic. It has been amazing to have this tool in house. It was made possible by Petco Foundation and our generous donors. We could not be more thankful.



VOLUNTEERS MAKE A DIFFERENCE



Volunteers play a pivotal role in the day to day operations of our organization. That was never felt more strongly than when we had to severely limit the amount of volunteers we were able to have in our building. Volunteers help with everything from playgroups, doing adoptions, daily cleaning, exercising the animals and just hanging out with them giving them ever so important time with humans outside of their kennels. They are an invaluable part of this team and we are so thankful for them. Even with the pandemic, **our volunteers gave 7,918 hours in 2020.** That is an equivalent of almost 4 more full time staff members.



One thing that was made very apparent in 2020 is that our foster program and volunteer program had both grown to such great lengths that they could not continue to be managed by one rockstar person! Our generous animal control commission that manages donor dollars agreed to fund a separate full time foster coordinator position. We were able to hire one of our long time animal care specialists to be the new volunteer coordinator and he was slid into the role with ease, already bringing many great ideas to the volunteer program!

FOSTERS: LIFE SAVING WARRIORS



Our foster program is making life saving strides year after year. In 2019 our goal was to save more bottle babies. We found that we were able to save even more in 2020. Not only did we grow the number of fosters we had willing to take bottle babies on, but we were able to expand the types of illnesses and injuries we sent to our foster program. We sent an astonishing 1,236 animals to foster in 2020. Of those, 1,075 were kittens. We saved bottle babies, ringworm litters, and kittens recovering from surgery. This program has seen enormous growth in the last few years.

	Number of Homes	Number of Animals
2017	53	483
2018	88	771
2019	141	971
2020	217	1,236



Part of the success of the program last year was due to a generous grant from Best Friends Animal Society. Their gift of \$15,000 allowed us to create foster kits that our foster families could come in and pick up when they pick up their new fosters. Streamlining this process allowed for the record number of animals to be placed through foster. In addition to saving kitten lives, this program has been a life saver for dogs who are nervous or just not doing well in a home environment. Allowing us to get an idea of the animal's behavior outside of the shelter environment has been amazing. The Fort Wayne Komets have been an integral part of this program. Pictured left is Anthony Petruzzelli with the Fort Wayne Komets.

ADOPTIONS: ADAPTING TO SAVE LIVES



Adoptions saw what could arguably be the biggest changes. They had to adapt policies quickly to ensure we could re open while keeping everyone safe.

We were able to create a system that allowed potential adopters to fill out applications online or while outside the building and then counselors could call while they waited in their cars.

We did not allow potential adopters to walk through the building but posted available animals on a window and we saw a remarkable reduction in the animal's stress.

	Dog adoptions	Cat adoptions	Pocket Pet Adoptions	Total
2017	895	1,174	228	2,297
2018	1,231	1,449	261	2,941
2019	1,096	1,689	265	3,050
2020	608	1,889	236	2,733



While our dog adoptions are down, it is proportional to the decrease in intake. There was not an increase in euthanasia rates. As you can see, we are able to save more cat lives through adoption than ever before. We were able to make some huge strides in the types of animals we're placing through our adoption program in 2020. We placed our first ever FIV + cat, Beefcake, through our adoption program, and have since placed several more. Beefcake pictured to the left has a great life and is so loved by his new family. This would not have been possible without a life saving growth mindset!

TRANSFER PARTNERS: SAVING LIVES TOGETHER



Our partnership with the Allen County SPCA and other area rescues has continued to be vital in saving the most lives possible in our community! We transferred a total of 270 dogs and 691 cats to the Allen County SPCA.

We were able to transfer 84 cats to them for the working cat program. This program is a great live outcome for cats who aren't great fits for our adoption program and can't quite make it as community cats.

There were 128 animals transferred to other rescue groups. We often use rescue groups to find a live outcome for some of the more exotic animals who find themselves in our care.



HUMANE EDUCATION

COMPASSION. EMPATHY. KINDNESS.

2020 was a year of innovation and creativity for the Humane Education Department!



Humane Education is a crucial part of the work we do at the shelter. There is a clear and understood link between animal abuse and other types of violence. Children who are victims of abuse or witness violence are more likely to become abusers themselves when they are adults and often start with animals. It's our mission to break that cycle of violence through educational programs that teach compassion, empathy and kindness.

When the pandemic gripped the country, our extensive educational programming came to a halt. Our team rose to the challenge and created virtual programming called "Humane At Home" and worked to put summer camp in a box creating UNLEASHED Camp Kits. Through much of the year we used the power of social media to still deliver vital programming promoting humane attitudes.



In the fall we were able to slowly roll out some programming again. Our readers came back for their monthly Read to the Animals nights and we relaunched our Animal Care Teens program offering a more intimate and hands-on experience exploring animal-related careers. Teens explored the number of careers in shelter medicine - getting a front row seat to surgeries and medical exams with our medical team. Teens also got first-hand experience as a "Farmer for a Day" feeding, cleaning and caring for a variety of animals.



We were also proud to supply Kind News Magazine to 138 classrooms - reaching nearly 4,000 children in our community!



COMMUNITY OUTREACH

Staff volunteered their time on a beautiful Saturday in November to hold our very first Rabies Clinic. As with everything, we worked to make the clinic as safe against Covid-19 as we possibly could!

We saw over 120 dogs and cats and helped them get current on Rabies Vaccines. Not only does this help pet owners avoid citations, but it helps to grow a healthier population of pet animals and create a larger barrier between the Rabies Virus and humans. It's also a great opportunity to build a bridge with the community so they know they can come to us for help when needed!



Launched in September, the donor-funded Pet Behavior Help Program has already connected nearly 200 pet owners with a certified dog trainer to work through behavioral issues in the home.

We are incredibly lucky in our community to have a network of CPDT-KA certified trainers who have agreed to participate in this program. An owner can go to our website and fill out a short survey and will then be emailed a certificate for \$50 towards a training session or class with a participating trainer.

We couldn't do any of this without
you!

Thank you to our awesome
supporters, donors, volunteers, and
staff for making this life saving work
possible!

