Nevada
HUMANE SOCIETY

90 Day Action Plan

THE IMPORTANCE OF IMPACT

Focus

A sustainable organization maintains a laser focus on its mission and exercises discipline based on those principles in all its organizational decisions. At the same time a sustainable organization looks ahead and adapts for the future.

Right People

A sustainable organization has the right people in the right roles. The right board and staff work together as partners.

EVALUATING IMPACT

FOCUS

Does our direction match our focus? Does it align with who we are and where we are going? Does it match our mission, values, and our purpose? Do we measure what matters?

Right People

Do we have the right people to undertake the work at hand? Do we have the appropriate balance between our leadership and our staff? Is there sufficient momentum at the leadership level to ensure we make it so?

KEY STRATEGIES FOR SUCCESS

Coordinated Entry:

- Leave animals in place when intervention is not necessary.
- Return community cats to their home in the community.
- Offer self-service rehoming.
- Schedule intake.

Pathway Planning:

- Identify appropriate outcomes prior to intake.
- Conduct daily rounds to review outcome plans for every animal. Establish protocols to do so.
- Remove bottlenecks.
- Measure LOS daily, weekly, monthy, yearly.

Remove Barriers to Outcomes:

- Prioritize reunification of animals to their original home.
- Mandate open adoptions as a key organizational principle.
- Expand foster and facilitate adoption from foster.

"Capacity for Care is the fundamental building block of an animal welfare organization's ability to serve their communities population of animals and influences the ability to provide a humane place for animals and those who care for them."

90 DAY OUTCOMES

- Daily population wellness rounds with written protocols moving animals deliberately to their most appropriate outcome.
- Adopters Welcome fully implemented. All restrictions to adoption removed. Waived fees at 14 days length of stay.

- Organizational restructure to align teams around key functions of pathway planning.

- Facility Redux. Animal housing and offices reorganized to prioritize humane housing for animals and people in support of reducing length of stay.

- Adaptive change management plan that includes communication channels and development on adaptive change for the team

- Rescue Disinfectant and spot cleaning implemented.

- Improve animal welfare by decreasing stress and increasing choice

ACTION PLAN

ACTION ITEMS FOR CORE LEARNING

Maddie's Fund: The Future Is Four: The Right Care in the Right Place at the Right Time to the Right Outcome (maddiesfund.org)

Maddie's Fund: NACA Field Services Series: Community-Centered Programming (maddiesfund.org)

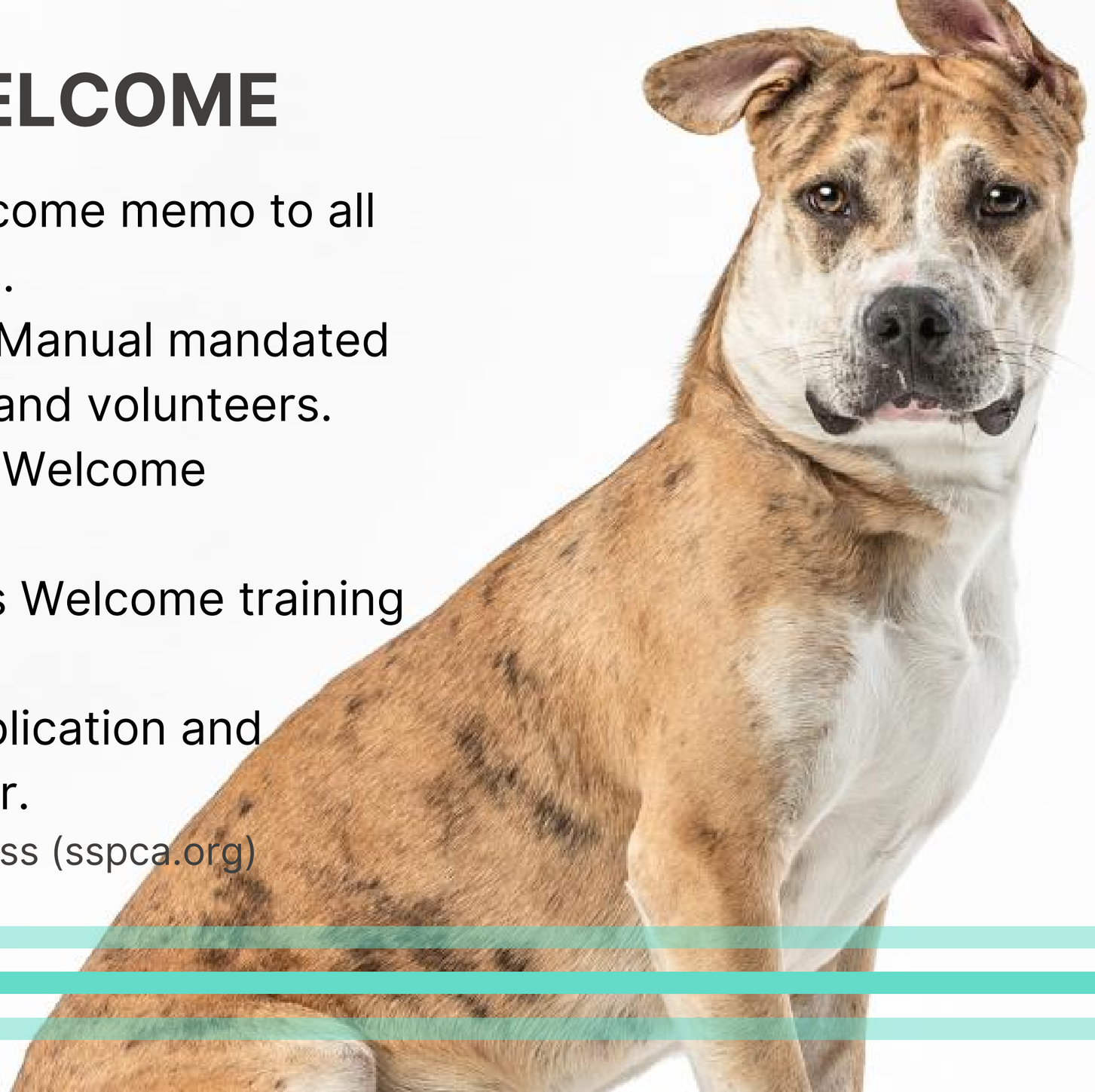
Maddie's Fund: March Fourward: The Future is Four (maddiesfund.org)

POP ROUNDS & POP FLOW

- Edit Population Wellness Rounds SOP
- Edit Pet Evaluation Matrix SOP
- Create POP Rounds team and daily schedule for POP Rounds
- Create a Daily Action Report to be shared internally to all staff.
- Develop metrics related to responding to medical and behavioral conditions and reducing LOS. Measure LOS daily, weekly, monthly, and quarterly.
- Provide a weekly team review and monthly progress report. Share report with all staff.

ADOPTERS WELCOME

- Send Adopters Welcome memo to all staff and volunteers.
- Adopters Welcome Manual mandated training for all staff and volunteers.
- Complete Adopters Welcome checklist.
- Implement Adopters Welcome training plan.
- Revise adoption application and process for end user.
  - 2022 Adoption Process (sspca.org)

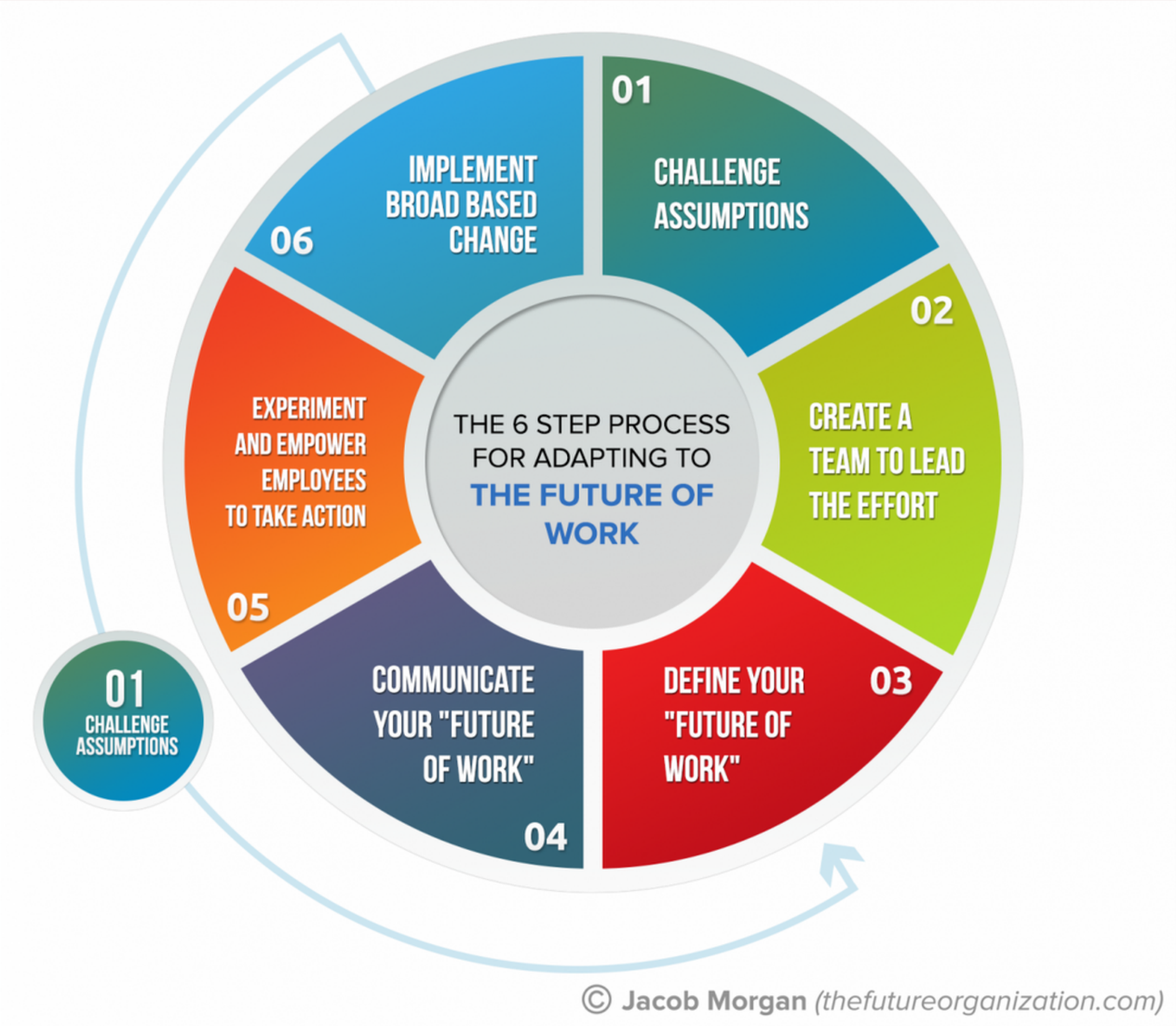


ORGANIZATIONAL RESTRUCTURE

- Develop a communication plan for internal stakeholders on the business need to restructure.
- Implement adaptive leadership training.
- Develop new job descriptions that include bottom line objectives and key behaviors for staff members to exhibit.

FACILITY REDUX

- Conduct Shelter Checklists Based on ASV Guidelines.
- Prioritize expanding square footage per animal per housing unit with double sided housing being mandate in every area. Utilize unused dog kennels for cat and kitten housing. Remove pop up crates and cat cages.
- Set a maximum room capacity per animal area.
- Move dog meet and greet rooms to where small animals are housed and retrofit retail area for small mammals.
- Create zones for different species of animals.

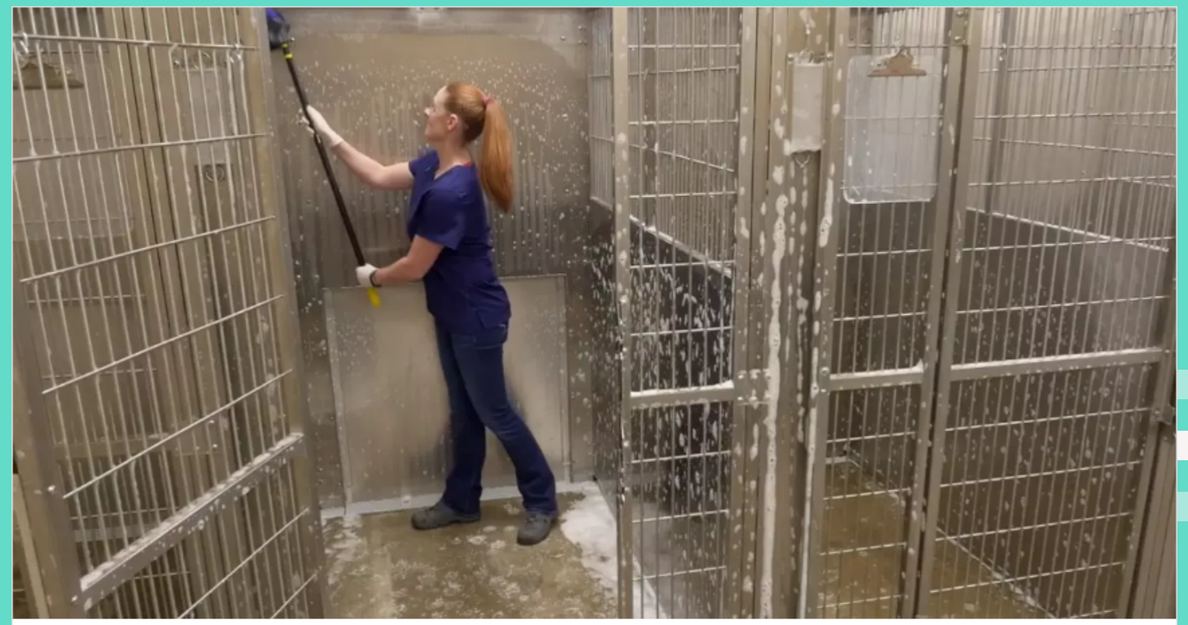


ADAPTIVE CHANGE

- Develop an all-staff communication plan for delivering key steps of change initiatives and to measure progress.
- Make adaptive change apart of weekly progress review and team meetings.
- Protect change agents.
- Implement adaptive change training to expand emotional intelligence.

RESCUE/SPOT CLEANING

- Develop a schedule and protocols on spot/deep cleaning. www.aspcapro.org/resource/video-how-spot-clean-dog-kennels
- Replace all animal cleaning/disinfectant chemicals with Rescue Disinfectant
- Replace cleaning equipment with foaming applicators. (applicationequipment.net)
- Create infectious disease prevention program (learnaboutrescue.com)



Video: How to Deep Clean Dog Kennels

It is important to deep-clean periodically, especially between residents. Download our step-by-step instructions to brush up on your technique.

ASPCApro / Aug 23, 2017

IMPROVE WELFARE

- Ensure each animal has double sided housing and a hiding spot in every housing unit including temporary housing.
- Implement treat buckets and click/treat for calm behavior.
- Replace food bowls with food puzzles.
- Measure FAS scores via behavior and medical daily monitor sheets.

SET GOAL
MAKE PLAN
GET TO WORK
STICK TO IT
REACH GOAL

Successful leaders have the courage to take action while others hesitate.
John C. Maxwell