

WINTER
2018

All Things Pawsible



HUMANE
SOCIETY
SILICON
VALLEY



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America

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From the President

“We will go above and beyond to keep you healthy and safe while we find you a home. We will value your emotional and physical welfare while you are with us. You will not suffer needlessly in our care.”

Such a simple vow, but so very powerful. And one we are so proud to make to all of the animals in our care.

We are so excited to be the first shelter in the world to meet all of the Association of Shelter Veterinarians (ASV) guidelines to be a Model Shelter. We can’t wait to tell you all about it in this issue of *All Things Pawsible*.

Because of you, saving lives is something we’re very, very good at here at Humane Society Silicon Valley (HSSV). But *just* saving lives is simply not enough. At HSSV, we always ask ourselves if we can do better, if we can do more. So when we learned that no shelter had yet to meet the guidelines established by the ASV, we knew it was our calling to step up to demonstrate it was possible to deliver this standard of care. For over two years, every single department in our shelter worked to meet the 543 guidelines set forth to raise the bar on animal care and welfare.

It’s truly our honor to be at the forefront of animal sheltering. We could not do any of this important work without you.

Sincerely,



Carol Novello

Carol Novello
President



Humane Society Silicon Valley Animal Community Center

408-262-2133
901 Ames Avenue
Milpitas, CA 95035

Sunnyvale Neighborhood Adoption Center in PETCO

408-720-1419
160 East El Camino Real
Sunnyvale, CA 94087

Mountain View Neighborhood Adoption Center in PetSmart

408-425-1569
2440 East Charleston Road
Mountain View, CA 94043

West San Jose Neighborhood Adoption Center in PETCO

408-370-2732
500 El Paseo de Saratoga
San Jose, CA 95130

Cats in Crates

Usually any story that starts with two angry cats in crates won't be a happy one. But for the two cats carried into our Spay/Neuter Clinic by ace cat trapper Chris, everyone — humans and animals alike — experienced a very happy ending.

These two feral cats — we'll call them Mom and Dad — were a known entity on the streets of Santa Clara. Dad was a gorgeous Siamese mix, Mom a stunning tortie with one bad eye. They were community cats. They had a food source and a safe place to sleep, but people, in anything other than small doses, made them nervous.

The challenge was the kittens . . .

Five Adorable Little Roly Poly Balls of Fluff

While old enough to be safely in foster care, they were still young enough to be socialized and have a chance at a home. So while Mom and Dad were spayed and neutered, received their vaccinations, and then returned home, the five babies went to seasoned foster parent and adoption counselor Jessie Zubizarreta. For weeks, they were lavished with love and attention and socialized with people, other cats, and even dogs. They blossomed



into affectionate, outgoing kittens. Once old enough, they were spayed and neutered and brought to our West San Jose Neighborhood Adoption Center in PETCO. Within days, Hip Hop, Tango, Salsa, Rhumba, and Lambada all found loving homes.

The impact of this little family's journey through Humane Society Silicon Valley will be felt for years. Mom and Dad will likely have longer, healthier lives. They won't be adding to the homeless pet population. And their kittens will be beloved family pets.



Thanks to your support, these kittens were fostered, loved, spayed and neutered, and adopted into loving families!

A Promise Fulfilled

When Dr. Kate Hurley saw a dog die unnecessarily in a different shelter, she promised the dog's death would not be in vain. You've helped her keep that promise — and the results are extraordinary . . .

By all accounts, nothing about Nala's history or time in our shelter stood out. The little Lhasa Apso mix wasn't in the best shape, but there was nothing life-threatening. She was a bit skinny, her teeth were dirty, and she had a skin tag near her eye. The excessive mats she'd been covered in had been shaved, leaving her much more comfortable but a little ragged. Nala needed a good grooming, a dental cleaning, a few weeks of food, and she'd be right as rain. All of these things were easily accessible to her. Within two hours of being cleared for adoption, she would be adopted to a lovely older couple whose last dog had lived to be 23 years old. Nala's future was bright.

While every animal that walks through our doors is exceptional, Nala's story didn't stand out. She didn't need as much medical or behavioral care as some of our animals do. But what she represented was groundbreaking.

As far as adoptable pets stories go, Nala's is fairly routine. And yet, her happy journey is a world apart from the tragic experience of a different Nala just a few years ago.

On the day our Nala was making her way through our intake process, Dr. Kate Hurley of the Koret Shelter Medicine Program at UC Davis, and co-author of the Association of Shelter Veterinarians' *Guidelines for Standards of Care in Animal Shelters*, was at Humane Society Silicon Valley with a team of other veterinarians. She spotted Nala, with her shaved body and floppy ears. This Nala was not the first Nala Dr. Hurley had met. In fact, our Nala was the second.



The first Nala had been in a different shelter, years before. The other shelter had requested a consult. It was a large, well-funded shelter that was focused on saving as many animals as they could. They were, Dr. Hurley remembered, good people doing the best they could, and convinced they were doing a great job. The animals were getting adopted. They weren't being euthanized for lack of time or space or because people didn't care. But still, animals in this shelter were dying. Overcrowding and poor sanitation meant diseases were running rampant. Dogs were falling ill with pneumonia. Cats were constantly getting sick.

Sheltering in general had reached a point where it was no longer acceptable to euthanize pets for simply being unwanted, but there was an idea that illness and suffering in shelters was something that “just happened” — tragic, but unavoidable. Lives were lost, but people were doing their best.

The Nala that Dr. Hurley met in that other, past shelter was an exuberant brindle shepherd mix, ten months old and healthy. A whole future stretched before her and she was just waiting for space on the adoption floor. Days later, that first Nala would be gone. Stricken with pneumonia raging through the

shelter, she passed away before she even had a chance to find a home.

Dr. Hurley made a promise that day. She promised that Nala's death would not be in vain. It was Nala's death that inspired her to co-author the ASV's *Guidelines for Standards of Care in Animal Shelters*, a voluntary set of guidelines designed to elevate the practices and protocols in animal shelters. The goal is to eliminate the suffering and needless death of homeless pets waiting for homes. It lays out five basic freedoms for animals in shelters: freedom from hunger and thirst, from discomfort, from pain and suffering, from fear and stress, and freedom to express natural behavior. It consists of over five hundred guidelines.

Once authored, the guidelines needed a shelter willing to commit to and fully implement and maintain them. Humane Society Silicon Valley would be the first. "As an organization, we are always asking if we can do more, do better," our President Carol Novello remembers. "And it seemed like a natural fit, and a way to not just help us increase our lifesaving capacity, but also inspire and lead the way for other shelters."

The process of becoming a Model Shelter took almost two years of work across all departments. We wrote new protocols for cleaning, for behavior, for animal care. Being first meant such documents didn't yet



exist — so we created them. On the day Dr. Hurley met Nala, she and her team would certify HSSV had met all 543 guidelines. We would be the first shelter in the world to achieve Model Shelter status. The work we did will make it easier for other shelters to do the same. The work we did will improve the lives of shelter animals across the country.

For Dr. Hurley, meeting Nala and seeing her happy ending was seeing a promise fulfilled. Not just to one dog, but to all the other Nalas that will come after her.



The common sense principles established by Dr. Kate Hurley have led to a dramatic reduction in animal deaths at shelters. Thanks to your support, HSSV is the first shelter in the world to fully implement them.

Saving Kittens Around America

They came to us from South Carolina, Oklahoma, Texas, Arizona, Nebraska, and so many other states — shelter workers determined to save helpless kittens in their communities . . .

Every year, our kitten nursery, Gilliland Mommy & Me ward, foster care, and ringworm programs save thousands of orphaned kittens. Through the Maddie's® Kitten Lifesaving Apprenticeship Program, we share this knowledge with shelter workers from all over the country. Three groups of four apprentices spent five days at Humane Society Silicon Valley to learn how we heal thousands of sick and injured kittens a year and prepare them for adoption.

For the apprentices and our HSSV staff who worked with them, it was an intense five days. In our kitten nursery, they socialized formerly feral kittens with our behavior department staff. In our ringworm quarantine rooms, they helped dip and clean the kittens while medical staff taught protocols for preventing the spread of disease. Foster mentors met with the apprentices to discuss managing a large foster home workforce. Vaccination Station volunteers showed them how we manage to keep our thousands of foster kittens up to date on shots while not tapping out medical staff.

“I wish I could have stayed longer,” said Kat Hamlin, adoption specialist for PetsConnect! in Indiana. “I learned so much.” As much as the apprentices enjoyed



Apprentices moved through all of our departments learning procedures and best practices to save vulnerable little lives.

their time with us, we were just as delighted with the opportunity to help twelve other shelters save even more lives. One of our imperatives as a Model Shelter is to help other shelters achieve their goals of promoting and enhancing welfare. We are intensely grateful to Maddie's Fund® and kind friends like you, who are creating a more compassionate, humane future for kittens all over America.



We love animals. Every. Single. Day.

Faithful Friends are the heart of what we do at Humane Society Silicon Valley. By setting up an automatic gift each month, you ensure there are resources to help care for every homeless animal who comes through our doors.

Sign up to be a Faithful Friend today!
Visit hssv.org/faithfulfriends

Linus Defeats the Deadly Parvovirus

Hanging halfway out of his puppy stroller in downtown Los Altos with foster parents and major supporters Nikki and Rich Beyer, bat ears flapping in the wind, tongue lolling and tail wagging, Linus looks like the picture of puppy health. You would never know that only weeks before, he was deathly ill.

The call we received was one every animal shelter dreads. A Good Samaritan had rescued a dying puppy from someone without the funds to get him help. While the Good Samaritan had paid for the dog to begin treatment, she wasn't allowed to have pets. The owner didn't want the dog back. Could we take Linus into our care?



There was a time when it would have been too dangerous to let Linus into our shelter. But, thanks to your support, we were well-equipped to heal him while keeping our other dogs safe . . .

Of course we said yes! But while our Medical Department excels at tough medical cases, parvovirus is an extremely dangerous disease. Not only does the disease have a high mortality rate for puppies, it is also incredibly contagious to other dogs.

Lifesaving Parvo Protocols

For seven days, Linus received around-the-clock care. With Linus safely housed in a special area of our shelter,

a designated number of trained staff followed rigorous disinfection procedures to treat him while protecting our other animals from the disease.

One week later, he emerged — disease-free and full of pent-up energy. After two weeks in foster care with the Beyers to gain weight and get stronger, he found his forever home.

While it's easy to look at Linus and see a beautiful life saved, this story goes beyond that. It's about having the capacity to take that dreaded parvovirus call, heal the animal, and protect the other dogs in our care. This ability is just part of what makes us so very proud to be the world's first Model Shelter.



Answering the Cry to Help Animals

Zeus had escaped the hurricane-ravaged South, only to arrive in our community just before the devastating fires . . .

By the time the fires hit, Zeus had already been waiting almost two months for a home, and journeyed over two thousand miles. The little Chihuahua had been flown up from Louisiana as part of a transfer to ease the burden on hurricane-ravaged areas in the South. He had arrived at Petaluma Animal Services on Saturday, only to see the world again fall apart around him on Sunday.

Meanwhile, in a North Bay shelter, lanky Trixie had been waiting for a home, too. The sweet senior mix loved to play ball and had perfect manners, but a ten-year-old dog can be a hard sell for adopters. Obviously, she had been someone's beloved pet, but her world had been turned upside down. And as the Napa and North Bay Fires raged even more fiercely, things would change for her again.

Making Room for Zeus, Trixie, and Other Evacuees

The Monday after the North Bay fires began, we



Your support helped rescue Zeus, Trixie, and many other homeless animals after the devastating fires.

received the call from Petaluma Animal Services that they needed to clear space for animals coming in from the fire-ravaged areas. Within hours, our Regional Rescue Team was on the road. Under a smoky sky, they loaded five dogs into the transfer van. Little Zeus was one of them.

As we put the word out that we were available to help, we then heard from Marin County and Rohnert Park animal shelters. They, too, needed to clear out their adoptable animals to make room for evacuees and lost pets. By the end of the day, Trixie was one of the twenty-five dogs, twenty-one cats and two guinea pigs that had come from the northern shelters.

Long, Scary Journeys Come to an End

Within two weeks, Zeus' dedicated foster mom introduced him to the perfect family. Trixie caught the eye of a family that specifically came hoping to help an animal from the fires.

We were so grateful that we could be there for Zeus, Trixie, and the many other animals affected by the fires. We could not have welcomed them in without friends like you. When we put out word that these animals were coming, many neighbors gave generously to help, while others stepped up to provide foster homes. We are so proud of our community for rallying for this worthy cause.