



Aurora Animal Shelter

New Volunteer Orientation



Aurora Animal Services
City of Aurora Housing and Community



Animal Services Mission

Our mission is to balance the needs of people and animals as we provide

- Humane shelter
- Treatment
- Placement of animals



Enhance and preserve the human-animal bond through

- Education
- Outreach
- Adoptions
- Cruelty prevention



History



The Aurora Animal Shelter was **established in the 1950's**. Created during last rabies epidemic in Colorado

This **current AAS facility was built in 1983**. It is the sole animal shelter in Aurora. Various renovations and facility changes have occurred over the years.



Similarly, the city has undergone several **changes to the animal related ordinances**. Two of the most notable changes in the past few years has been the removal of the Restricted Breed Ban and allowing TNR.



RESIDENTS OF AURORA

MAYOR AND CITY COUNCIL

CIVIL SERVICE COMMISSION

Matt Cain - Administrator

BOARDS AND COMMISSIONS

OFFICE OF PUBLIC DEFENDERS

Doug Wilson - Chief Public Defender

CITY ATTORNEY

Dan Brotzman

PRESIDING JUDGE

Shawn Day

CITY MANAGER

Jim Twombly

INTERIM COURT ADMINISTRATOR

Michael Ridder

OFFICE OF INTERNAL AUDIT

Wayne Sommer

OFFICE OF DIVERSITY, EQUITY, AND INCLUSION

Angel McKinley-Paige
Interim DEI Officer

DEPUTY CITY MANAGER

Jason Batchelor

POLICE
Vanessa Wilson
Chief

FIRE
Fernando Gray
Chief

AURORA 911
Tina Buneta
Director

PLANNING &
DEVELOPMENT
SERVICES
Jeannine Rustad
Director

OFFICE OF
DEVELOPMENT
ASSISTANCE
Jacob Cox
Manager

OFFICE OF OIL
AND GAS
Jeffrey Moore
Manager

DEPUTY CITY MANAGER

Roberto Venegas

FINANCE
Terri Velasquez
Director

HOUSING AND
COMMUNITY
SERVICES
Jessica Prosser
Director

CITY CLERK'S OFFICE
Kadee Rodriguez
City Clerk

COMMUNICATIONS
Kim Stuart
Director

OFFICE OF
INTERGOVERNMENTAL
RELATIONS
Vacant

OFFICE OF
INTERNATIONAL &
IMMIGRANT AFFAIRS
Ricardo Gambetta

DEPUTY CITY MANAGER

Laura Perry

WATER
Marshall Brown
General Manager

PUBLIC WORKS
Cindy Colip
Director

PARKS, RECREATION
AND OPEN SPACE
Brooke Bell
Director

HUMAN RESOURCES
Ryan Lantz
Director

LIBRARY AND
CULTURAL
SERVICES
Midori Clark
Director

OFFICE OF SPECIAL PROJECTS

Kendall Koca

INFORMATION TECHNOLOGY

Scott M. Newman
Chief Information
Officer

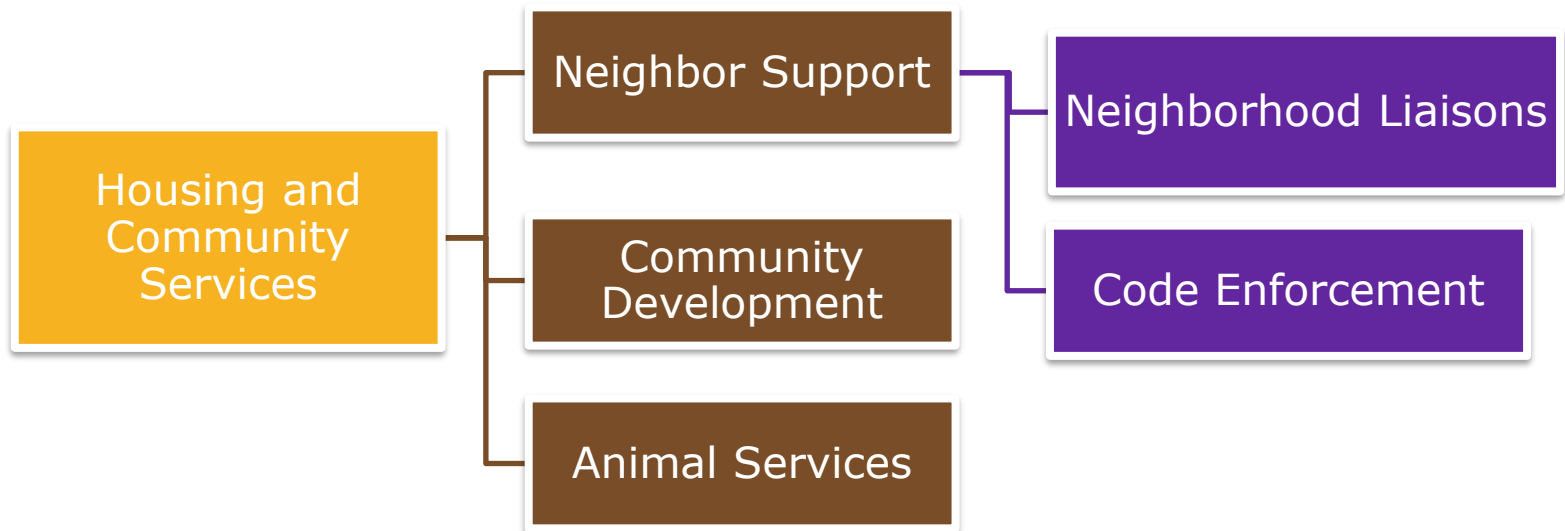


CITY OF AURORA ORGANIZATIONAL STRUCTURE

February 2022



Housing and Community Services Division

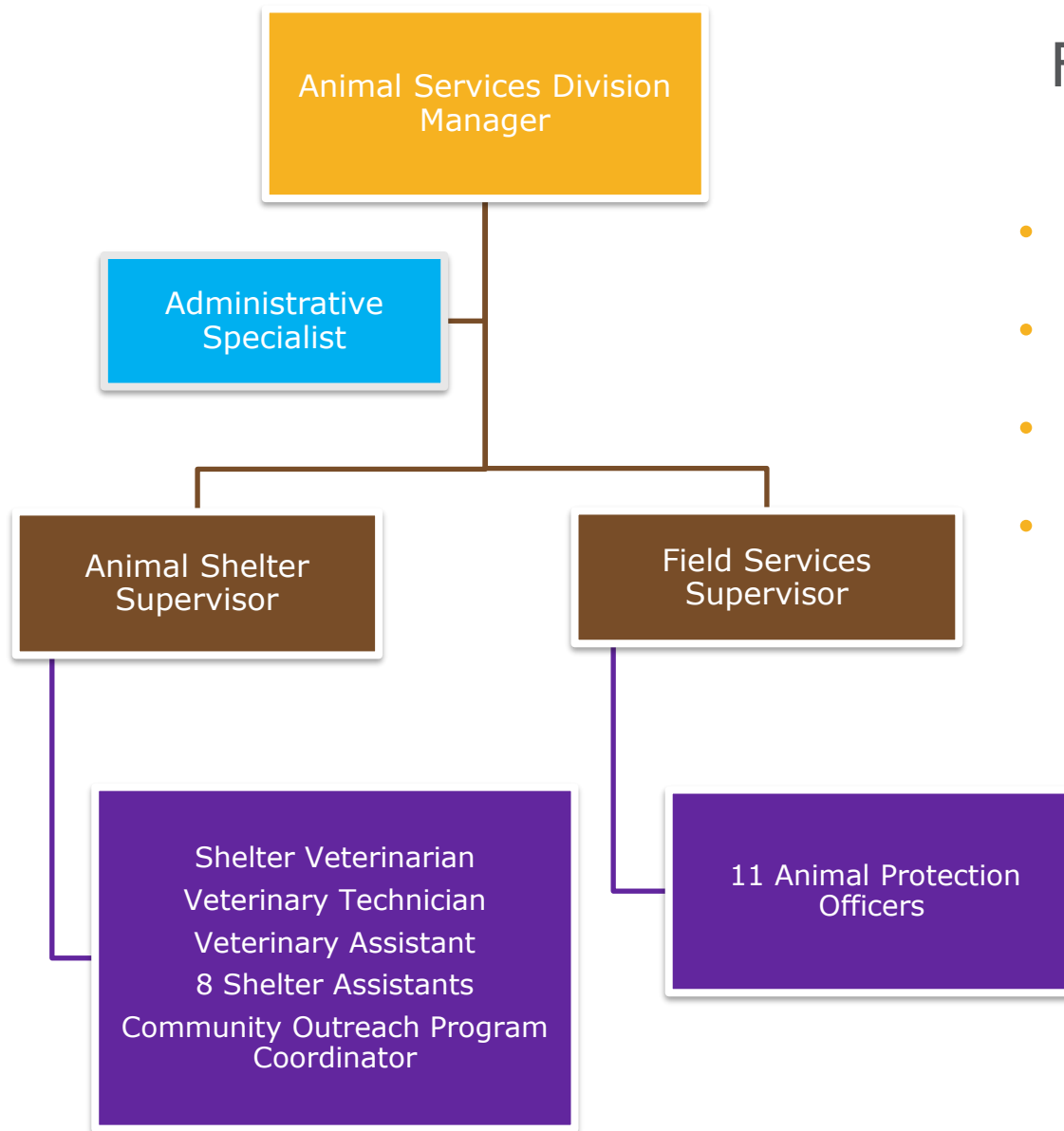


Neighborhood Liaisons work with community as a point of contact for the residents of Aurora with Neighborhood Referral Program.

Code Enforcement works with property owners, renters and businesses to meet the requirements related to the city's zoning and housing codes for property maintenance

Community Development focuses on a wide range of issues, ranging from affordable housing to maintaining the city's historical business





Four Distinct Teams of Operation:

- Administration
- Shelter Operations
- Veterinary Services
- Field Operations



Field Services Operations

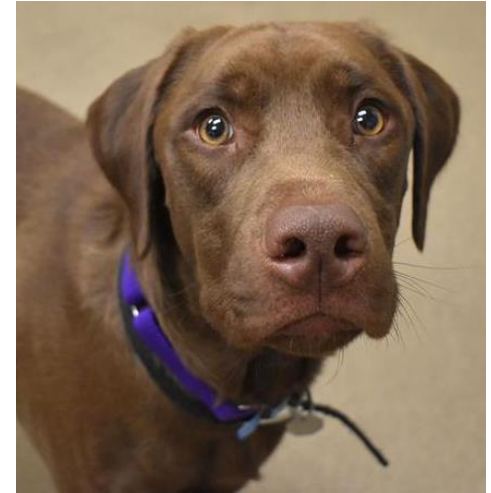
- 1 supervisor - 11 officers
- Animal Protection Officer(s) on call
 - 365 days a year, 24 hours a day
- 11,921 calls in 2022
 - 12,718 in 2021
 - 10,474 calls in 2020
 - 12,500 calls in 2019
- Top 3 calls in 2022:
 - At Large
 - Bite
 - Mistreatment/Neglect

Field Services brought in ~33% of animals intakes in 2022



Shelter Operations

- **Stray Animals**
Aurora and Arapahoe County Only
 - Field
 - Abandons, running at large
 - Citizens
 - Night Drop
- **TNR** (Trap, Neuter, Release)
 - Community Cat Caretakers
- **Owner surrenders**
 - Any type of domestic pet
 - No residency requirements *(based on capacity)*



Shelter Operations

- **Adoptions**

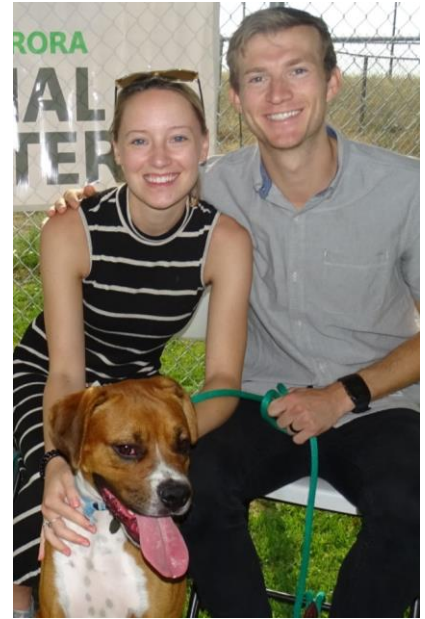
- Dogs, cats, birds, reptiles, small mammals
- On and offsite

- **Transfers**

- PetSmart/Petco Partners
- Animals from other shelters in
- Animals to other shelters/rescues
 - Medical or Behavioral
 - Farm animals, injured wildlife etc.

- **Licensing**

- Aurora residents
- Dogs and cats
- Pairs with rabies vaccinations



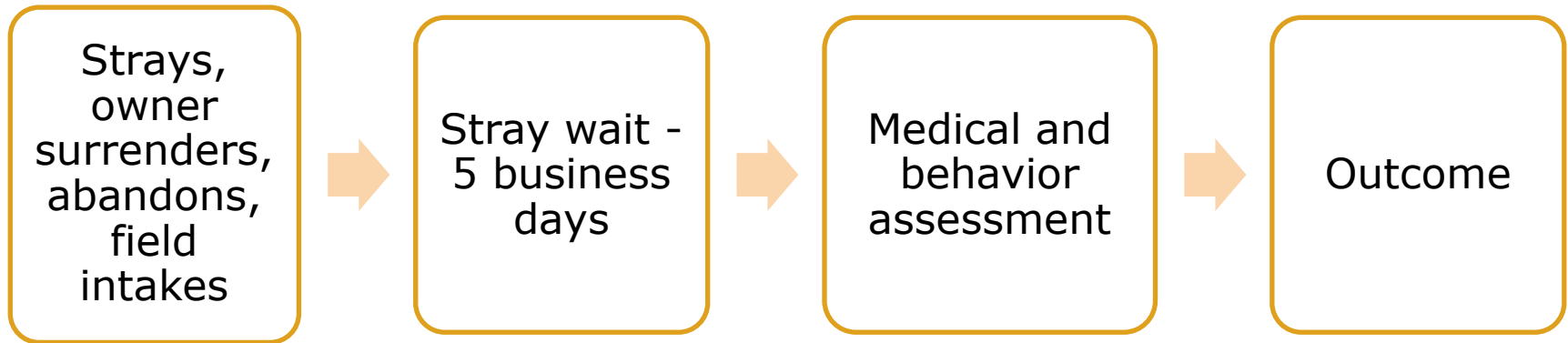
Shelter Operations

Being an animal welfare resource for our community.

- **End of Life services**
- **Vaccine clinics & microchipping**
 - Vaccination clinics held quarterly
 - Microchipping offered daily, RTO
 - Vet services only for animals within our care
- **Providing community resources**
 - Pet Food Bank
 - City/Community Events
 - Partnerships with local nonprofits/community organizations



Process for Animals



Shelter Statistics

- **Returning to Owner – the shelter's first goal!**

Per ASPCA data* the national average RTO rate:

Dogs = 22%

Cat = 3%

AAS 2022 RTO rate:

Dogs = 49.7-54.6%

Cat = 7.69-10.7%

- In 2022, AAS preformed **1745 spays/neuters**
 - Over **200 other surgeries** - mass removals, dental procedures, amputations, enucleations, etc.

How many animal intakes did AAS do in 2022?

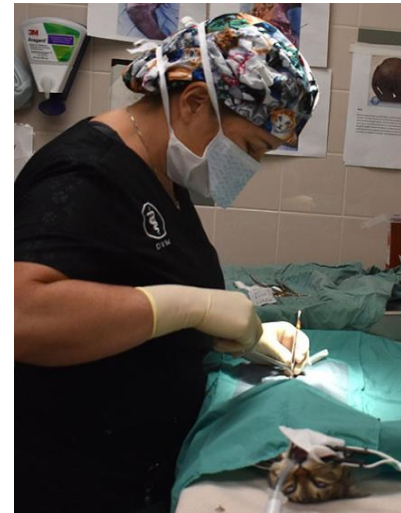
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Average length of stay:

Dogs: 11

Cats: 12

Others: 8



Aurora Animal Shelter

Aurora Animal Shelter is
an **Open Admission** shelter.



What does this mean?



**It means that no animal is
turned away.**



Socially Conscious Sheltering

- Place every healthy and safe animal.
- Ensure every unwanted or homeless pet has a safe place to go for shelter and care.
- Assess the medical and behavioral needs of the homeless animals to ensure their needs are thoughtfully addressed.
- Align shelter policy with the needs of the community.
- Alleviate suffering and make appropriate euthanasia decisions.
- Enhance the human-animal bond through safe placements and post adoption support.
- Consider the health, wellness, and safety of animals for each community when transferring animals.
- Foster a culture of transparency, ethical decision-making, mutual respect, continual learning and collaboration.

Euthanasia decisions are **never** made based on time or space.

AAS achieves a live release rate ~90% each year. This is recognized as the benchmark for no-kill shelters.



WHERE DO VOLUNTEERS FIT IN?



Animal Focused

A primary focus of our volunteer program is to provide socialization and enrichment to the animals in our care.

Hound Helper - Basic

- Walks outside and playtime in designated areas
- Follow all behavioral suggestions
- Report any medical or behavioral concerns.
- Assisting with cleaning of kennels:
 - *Scooping kennels any dirty of dogs taken out, refill water as needed, removing and replacing dirty laundry etc.*



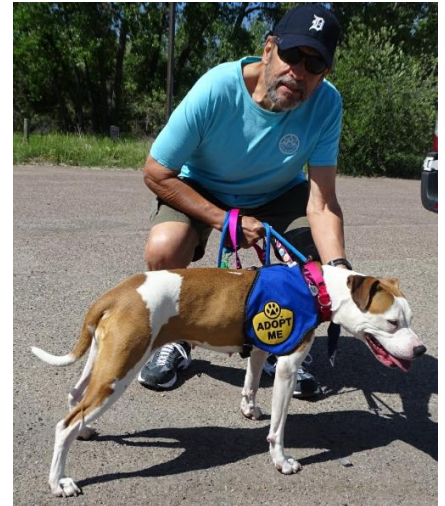
| Mon-Fri | Sat |
|-------------------|------------------|
| 10:30 am-12:30 pm | 9am-11 am |
| 12:45 pm-2:45 pm | 11:15 am-1:15 pm |
| 3-5 pm | 1:30 pm-3:30 pm |



Animal Focused

Hound Helper - Advanced

- Specifically works with dogs selected by behavior team:
 - *Long term stays – 30+ days*
 - *Behavioral modification candidates:*
 - *High energy*
 - *Fearful*
- Additional walks/out of kennel time
- Training work with dogs
- In kennel socialization for dogs too stressed for walks
- Requires additional qualifications:
 - *Must be physically capable of handling potentially large, rambunctious dogs.*
 - *Attending additional training*



Volunteers in this role will be working with our **HIGHEST need dogs**. Additional assistance with these animals has a huge impact on their wellbeing. Due to the need for this role, timelines for these shifts can be flexible.



Animal Focused

Enrichment – Basic

- Assisting with prepping enrichment materials
- Passing out enrichment materials to all dogs
- Picking up enrichment materials
- Cleaning and storage of materials used
- Shifts can be flexible starting **after 10 am**

Example of shift:

1. Pass out cereal boxes filled with treats
2. Stuff KONGS with treats and PB & place in freezer
3. Blow bubbles at dogs
4. Clean up materials from cereal boxes

This role impacts EVERY dog at the shelter!



Animal Focused



Kitty Companion

- Interact and socialize cats
 - In kennel
 - Outside of kennel for select candidates
- Clean and tidy kennels
- Implement enrichment plan daily for cats
- Follow all behavioral suggestions
- Report any medical or behavioral concerns
- Advanced trainings may be available to work with special populations (e.g. kittens, under socialized)
- Shifts times can flexible.

| Mon-Fri | Sat |
|-------------------|---------------|
| 10:30 am-12:30 pm | 9:30-11:30 am |
| 3-5 pm | 2-4 pm |



Other Opportunities



- **Foster Care**
 - Provide in-home care for animals that are too young or not medically ready for adoption
- **On or Offsite events**
 - Assist at community outreach events – pet food give aways, Pet Pics with Santa, Vaccination clinics, adoption events, ect.!



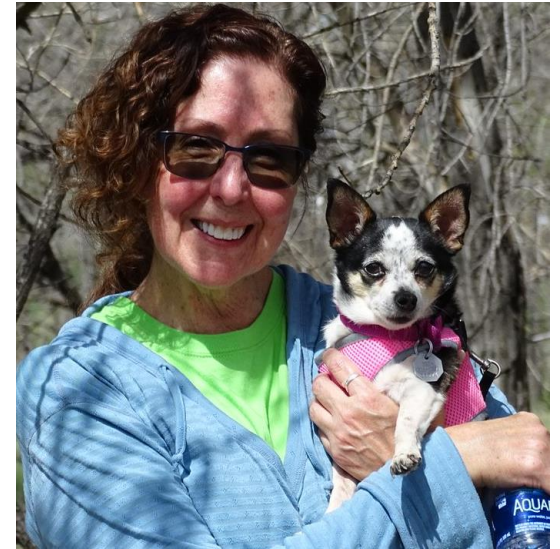
- **Interpretation Assistance**
- **Host a Donation Drive!**



Volunteer Commitment

- Volunteering here is NOT a single time engagement
- Expectation is a minimum 6-month commitment
 - At least 4 hours a month
- Shifts are weekly or bi-weekly
 - If you have a rotating schedule, reach out to the Volunteer Coordinator directly, this can be accommodated.
 - Communicate any necessary absences – short or long term!
- Follow any behavioral or medical concerns or observations
- Follow all policies, procedures, and direction from staff

Take Emotional Care of Yourself.
Be mindful of Compassion Fatigue!



Volunteer Etiquette

- Adhere to the City of Aurora's **Core 4 Values**:
 - Integrity
 - Respect
 - Professionalism
 - Customer Service
- Provide animals with highest level of care possible
- Utilize Fear Free animal handling techniques
- Serve the interests of the shelter and the animals
- Be polite and courteous with visitors and staff
- Ask questions if unsure
- Direct media requests to shelter spokesperson
- Follow all shelter policies and guidelines





CITY OF AURORA ANIMAL SHELTER

Thank you

WE ARE AURORA!

**We are proud to be your local animal shelter
and animal services providers**

**WE ARE WORTH DISCOVERING
AURORA ANIMAL SERVICES**



Worth Discovering
aurora.gov

