

In this issue:

- ◆ Fiesta de Gracias
- ◆ License for Love
- ◆ Beer Anyone?
- ◆ Bark in the Park
- ◆ Waldo's Story: A Tail of True Love
- ◆ Why Customer Service?
- ◆ February/March Birthdays
- ◆ Amazon Smile
- ◆ Meet the Staff
- ◆ Volunteer Spotlight

City of
SACRAMENTO
Front Street Animal Shelter

Feb/March
2015

Volunteers

focus

TEAM FRONT STREET: WORKING TOGETHER
TO SAVE LIVES!



front Street

FIESTA de Gracias!

Every volunteer and staff member of the Front Street Animal Shelter is invited to celebrate our hard work and success at the

3rd Annual Front Street Fiesta de Gracias!

Who: Every volunteer & staff member, plus one guest. Additional guest tickets may be purchased for \$15 to help cover the cost of the event.

When: Thursday, April 23rd 6-9pm

Where: California Auto Museum

What: A Fiesta party! We will enjoy tasty Mexican-themed food, dessert, awards, and lots of fun!

Why: Because we all deserve a thank you for our hard work!

Please RSVP at frontstreetvolunteers.weebly.com

no later than April 9th!! *Bring your own alcoholic beverages (age 21 and older!)*

Shelter Stats:



	Jan 2015	Jan 2014	Feb 2015	Feb 2014
Cats Adopted	175	108	94	70
Cats to Rescue or Transfer	44	5	24	4
Cats Returned to Owner	1	2	2	2
Dogs Adopted	140	133	141	122
Dogs to Rescue or Transfer	132	92	71	79
Dogs Returned to Owner	77	72	97	75
# of Volunteers	356	212	310	227
Volunteer Hours	4805	2997	4163	2312

OMG
YOU'RE HOW OLD??



Happy Birthday!!

A great big **HAPPY BIRTHDAY** to all of the wonderful volunteers who are celebrating February or March birthdays!

Kathy Baldrige 2/27	Garrett Brown 2/7	Keenen Brown 2/17	Dawn Capp 2/25	McKinley Caywood 2/10
Rina Dixon 2/4	Larissa Dolen 2/9	Kristine Elftmann 2/24	Justine Evans 2/2	Robert Florian 2/16
Andrea Gallardo 2/22	Jennifer Galvin 2/8	Sarah Garcia 2/6	Walter Goodson 2/8	Andrea Guerrero 2/2
Serafin Hernandez 2/13	Casper Le 2/26	Carlene Lucas 2/19	Leticia Miner 2/28	Jacqueline Mooney 2/22
Becky Moore 2/11	Vanessa Naylor 2/22	Ruth Perez 2/1	Chelsea Renneke 2/5	Jeremy Rivera 2/16
Anne Steele 2/10	Dianna Tejada 2/11	Yong Thao 2/11	Maya Vargas 2/21	Yani Yan 2/4
Samantha Yang 2/19				

Sara Aceves 3/1	Chase Alger 3/30	Nick Baker 3/20	Sabrina Berube 3/30	Shauna Brown 3/3
Elena Calvillo 3/30	Brian Chandar 3/2	Armando Covarrubias 3/24	Melanie Crum 3/13	Jenn Doll 3/3
Krishma Dutta 3/14	Irene Firato 3/12	Pam Tuss 3/27	Mary Gibson 3/31	Mikaela Gregorius 3/29
Liz Harrison 3/13	Jannelle Henry 3/18	Max Johnson 3/22	Tina Liang 3/24	Jin Lim 3/18
Cassandra Lynch 3/19	Kaitlin McGonigle 3/6	Dana Mitchell 3/23	Alyssa Morris 3/21	Bianca Pelletti 3/9
Kristi Randel 3/28	Tia Raner 3/21	Josh Roberson 3/3	Kayla Robertson 3/6	Mindy Roces 3/31
Wendy Strasser 3/3	Joann Sugioka 3/18	Stephanie Summers 3/31	Patty Thorpe 3/21	Matthew Urke 3/23
Mikayla Vang 3/31	Karen Vernau 3/20	Michael Vernau 3/5		

Happy Birthday to all! May you have a wonderful day celebrating YOU!

Happy Beginnings—Tails of True Love!

“Where’s Waldo?” by Evelyn Dale

Are you wondering, “Where’s Waldo?”

Shortly after Waldo arrived at Front Street last August he joined Chako Pit Bull Rescue’s Pit Bull University (PBU) program. Although Waldo was adopted shortly thereafter, he was returned in November due to a change in the living situation of his adopters. As a former PBU dog, Waldo was back in the program.

Anna Cambrey, coordinator for the PBU program at Front Street, writes, “Along with shelter volunteers, the PBU team worked on keeping [Waldo] calm, balanced and socialized. He was taken on long walks to Old Town, went to offsite events and given lots of love and exercise. We also promoted him heavily on social media. #whereswaldo and #waldoneedsasuperhero became frequent posts on Facebook, Instagram and Twitter.

“We love all our PBU dogs but Waldo had a special spot in everyone’s hearts. He’s a great example of how patience, teamwork and refusing to give up, gave a good dog a second chance at finding a great forever home.”

Waldo certainly hit the jackpot when Kelly Bell, his girlfriend, Jeanna, and her son, Tyler, decided to adopt him after seeing his photograph online.

Kelly writes, “There was Waldo sitting with his tongue hanging out of his mouth and a scarf around his neck. We...started laughing and couldn’t stop. It was Friday the 2nd and I happened to get out of work early and [Jeanna] was home for the weekend. After looking at Waldo’s picture again, I asked her if she’d like to run to the Front Street Animal Shelter real quick and take a look at the dogs and Waldo. I had to see this dog that made me laugh out loud just from his picture alone.

“A half hour later, we pulled up to the front and were headed in the door. We asked to see Waldo and we got to spend some time with this tank of a dog. Needless to say, I was very respectful when I first stepped in the viewing area with a pit-bull. We’ve heard so many negative things about these dogs. But ten minutes later we were falling for him. We left the animal shelter with all the information and a smile on our faces. We got to the car and I turned to my girlfriend and said, ‘We need a picture with Waldo.’ We decided to run back in and the volunteers were nice enough to go back and get Waldo out of his pen. As we took the pics, we knew...Waldo was the dog for us.

“We went back to get Waldo the next day but he was at PetSmart and I remember saying to myself, ‘I hope no one adopted him.’ A little selfish but in our minds, he was already our dog...We waited at the shelter till he got back so we could spend time with our new addition. Waldo showed up and was his super happy self, tail wagging, and going from person to person to greet them. All the volunteers came to the front when they heard we were adopting Waldo and it just so happens that Elizabeth [Dom] was there, she was with Waldo helping train him from the beginning. I think she was happier than we were that Waldo had found a new home. If I’m correct, she was a little teary eyed also. She was so great and so helpful with offering herself as a contact in case we had any questions. We left elated that we were going to bring Waldo home the next day.

“Day three, we went to get Waldo and as they brought Waldo to the front most of the volunteers again came to the front to see Waldo off. There was lots of laughter, congratulations, hugs and kisses. It was a huge send off and it took a while to leave because no one wanted to let him go. We just want to say that the Front Street Animal Shelter volunteers are the greatest! They are so loving and caring and you can tell this simply because the animals love them so much and it showed. They were so helpful and so kind we almost felt bad for taking Waldo away. It was bitter sweet and it showed in their expressions. They were also so generous and gave us a leash (thank you to the young lady that gave it to us) and a food container to take with us. We also want to thank the person/persons who fostered Waldo and say thank you so much for paying all the adoption fees.

“And now we are happy to say we get to spend time with Waldo every day and it’s still not enough. Our family is complete now. We’ve only had him for [a few] weeks but it feels like a lifetime that we’ve known him. We used to own a house, couch, beds, chairs, etc. Waldo owns them now, but he is happy to share with us as long as we love on him or he gets to hear the bedtime story being read to my girlfriend’s young man. He is truly the best dog and a blessing. I don’t know how we went this long without him. We just finished our first road trip to LA together, and he did fantastic. Everyone we met on the way fell in love with him and other than owning the hotel bed when we stopped for the night, he was awesome.

“Again, we want to thank the Front Street Animal Shelter and the foster parents; you people are so incredibly awesome. We love you and everything you’ve done for Waldo and all the animals at the Front Street Animal Shelter. Your selflessness knows no bounds and this world would truly be a better place if we all were a little more like you.”



Where’s Waldo? He’s at his forever home after 5 long months at Front Street!

License for Love!

You may have seen the bill boards. Or the headline on our Facebook page. What is this License for Love campaign all about? Well, each year thousands of lost animals come to the shelter - that's no surprise to you. But, if these same animals were licensed, we would be able to return them directly



to their owner rather than have them sit and wait in the shelter. This would reduce our intake, reduce stress on the animals, and increase our revenues! License fees pay for the care that we give each animal. License fees for unaltered dogs and cats fund our Spay/Neuter program helping those in need get their pets fixed. Licensing is super important to Sacramento! Just imagine if every dog and cat were properly licensed...

How can you help? 1. Make sure all of your pets are properly licensed! 2. Tell your friends and family! 3. Check out our new online licensing option and encourage everyone you see with a dog or cat to get them licensed! We even have a special website just for this: www.LicenseForLove.com

Why do we care about Customer Service?

Customer service is all that sets our shelter apart from other organizations. We want to be sure to greet everyone with a smile, and make them feel welcome, noticed, and appreciated. Are people always easy to deal with? Heck no! But no one should ever walk away from our shelter feeling like they were not treated well. Even when we have to say "No" to a customer, we need to take care in how we say it so the conversation ends on a positive note. Each staff member and volunteer is tasked with providing great customer service. I've got one question for you - have you been giving great service?

MEET
GREET
LISTEN
RESPOND
DELIVER
DELIGHT

+
CUSTOMER
SATISFACTION



Here are some tips:

- ◆ Be sure to greet everyone with a smile!
- ◆ Thank them for being here
- ◆ Take the time to talk to our customers to find out what they want
- ◆ Be sure to recognize your own hang-ups and take people as they are, not how you expect them to be

Save the Date!

Front Street will be joining the River Cats this year as the "Partner of the Night" for the ball game on Sunday, May 24th. They have traditionally done a Bark in the Park event, but have never had a featured charity. We will be doing an adoption event and plan on selling 500 tickets to the ballgame. The ticket link will be available on our website soon, so stay tuned!



New Adoption Center at PetCo on Arden



Sneak Peek Alert! We are super excited to announce that the Front Street Animal Shelter has been asked to take over the adoption center at the PetCo at 1878 Arden Way. We will be able to house cats and dogs at this offsite satellite adoption facility. All of the details are still being finalized, so please stay tuned! More details on this event will be coming soon - we will need volunteers to help with this event and lots of purple shirts to show up and support our new partnership. Look for the official announcements coming soon...

Stay tuned - we will be sending out some recruiting messages, once we finalize the details. We will need volunteers to clean the kennels and feed the animals every morning, adoption counselors who are trained in both cat and dog adoptions for the times the adoption center is open. We are also discussing creating a contract position which will be the store lead and responsible for completing the adoptions and managing the animal's wellbeing. If this sounds interesting to you, be sure to brush up on your resume and stay tuned for details!

How cool is this? Another great way to get more animals adopted and save lives!

You shop. Amazon gives.



Smile! You're on Amazon! We are super excited to announce that the Friends of the Sacramento City Shelter Animals, Inc., our nonprofit fundraising partner, is now on Amazon Smile. **What is Amazon Smile?** Amazon Smile is a simple and automatic way for you to support your favorite charitable organization every time you shop, at no cost to you. When you shop at smile.amazon.com, you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to your favorite charitable organization. You can choose from nearly one million organizations to support - including the Friends of the Sac City Shelter Animals! Don't forget to add "smile" in front of amazon and start shopping!

Got Beer?

Well, we do! We are super excited to announce that the Front Street Animal Shelter is the beneficiary of the Beer Garden at the Sacto MOFO (Mobile Food Trucks) meet ups at McKinley Park and Tahoe Park through October. We will be at McKinley Park on the 2nd Friday of every month and at Tahoe Park on the 4th Friday of every month.

We need lots of volunteers to make these events go smoothly. We will need 3 servers and 2 cashiers for each event. Be sure to sign up on your MyVolunteerPage so that we know you are going to be there. Don't forget, we will be counting on you being there, if you have signed up. So be sure to sign up for only those days that you know you will be able to attend! All volunteers working these events must be age 21 and older.

Special thanks to Chris Knepp for securing the beer and making this exciting opportunity possible for us!



Meet the Staff: Pam Francis-Tuss

Meet Dog Training Instructor extraordinaire, Pam Francis-Tuss

How long have you worked at Front Street? I've been employed at Front Street since June 2014, prior to that I had volunteered about a year.

What did you do before you came here? I retired in 2010 from 30 plus years working in the medical field as a Medical Manager which I did not enjoy. However I did work at a few shelters and rescues

Where did you go to school? I attended CATCH

Canine Trainers Academy and went through their Master Dog Trainers Course and am now certified!

What do you like to do when not at the shelter? To travel and spend time with my son but

when I'm not here at the shelter I'm at home with my husband and my sidekick Maddy.

What is your favorite hobby? Traveling, reading and quilting.

Tell us about your family? I have 1 very awesome son, Zach, who is 27 years old who I have lots of fun with (did you see my Thanksgiving post on FB of us in Disneyland). I have

been married for 30 years to the same incredible man, Vic, who is an Artist/sculpture and we live in South Natomas with our dog, Maddy.

What kind of pets do you have? We have 1 dog, a 3 year old 40 pound Heinz 57 pit mix named Maddy who acts more like a cat than a dog.

What have you liked best about your job? I love knowing that by



training hundreds of Dog Handlers it will help so many of our dogs not only get adopted but hopefully give them the good manners to stay in their forever home!! However, the caring people I come in contact with daily has been a blessing in my life!

What would you change if you could? Teach more classes and train more volunteers!!!

“Experience the Experience of the Experience”

Volunteer Spotlight Lesa Saville

I have been visiting Front Street Animal Shelter for years and adopted my last cat from the “Pound”. Every visit I thought about volunteering and even picked up flyers a couple of times. Last year I decided that my life was missing something; I needed purpose and fulfillment. I finally took the plunge and signed up for new volunteer orientation. After waiting for what seemed like an eternity, I finally got into a session and was instantly hooked. Now I help Janice with the orientation sessions so I can share my excitement about Front Street and so volunteers can have one more person that they “know” when they start working at the shelter. When I started volunteering, my goal was to work with the dogs as soon as possible, but I have found incredible satisfaction from, don't laugh, cleaning kennels. Yes, cleaning kennels! Cleaning kennels provides me with time to talk to the dogs and clear my head while providing them with a clean living environment. In addition to cleaning kennels I enjoy being an adoption counselor for both cats and dogs (it's a great feeling to pair one of our residents with their forever home), working with the dogs to make them more adoptable, greeting visitors to the shelter, serving as a Mentor/Lead Volunteer and most recently I've become involved with the production of “Shelter Life” on Access Sacramento. I have even had several foster cats. There are so many areas that I have become involved with that it is hard to choose what to do at Front Street! It isn't just the animals that are great at Front Street, it's the people too! The staff, volunteers, and our customers have all added to my life. Being a Front Street volunteer has definitely provided me with purpose and fulfillment on a much greater scale than I could have even imagined.



CALENDAR

MARCH MADNESS

◆ Volunteer Orientations:

- ◆ 2nd & 3rd Wed. each month
5:30-7:30

◆ Shelter 101:

- ◆ Every Saturday at 8:30am

◆ Cat Class:

- ◆ Cattery Class Sat. 3/21
- ◆ Cat Enrichment 3/14
- ◆ Cat Body Language 3/14
- ◆ Cat Foster 3/21
- ◆ Cat Adoptions 3/28

◆ Dog Classes:

- ◆ Language of Dogs 3/22
- ◆ Dog Auto-sit 3/15
- ◆ Dog Handling—check the schedule!
- ◆ Dog Foster Ambassador 3/10 & 3/17

◆ Offsite Outreach Events:

- ◆ Every weekend! Sign up online!

Wish List

We would be most grateful if you could help us with these:

- ◆ Dryer Sheets
- ◆ Towels
- ◆ Gas cards
- ◆ Foster care supplies
- ◆ Cat beds
- ◆ Coffee! We do not have a coffee budget, so any donations would be welcome!

facebook

Follow us on Facebook at City of Sacramento Front Street Animal Shelter to keep up with more fun activities & animal stories!