



**KATRINA FOLEY**  
ORANGE COUNTY BOARD OF SUPERVISORS

COUNTY ADMINISTRATION NORTH  
400 W. CIVIC CENTER DR., SIXTH FLOOR  
SANTA ANA, CA 92701  
PHONE (714) 834-3220 FAX (714) 834-6190  
Katrina.Foley@ocgov.com

Dear Concerned Citizen,

Thank you for reaching out to share your thoughts concerning OC Animal Care with my office. I'd like to provide additional information for your consideration. You may have a different perspective, but it is important that we all have the same information.

**Is the OC Animal Care shelter open?**

Yes. OC Animal Care's doors are open to the public seven days a week from 8 a.m. to 5 p.m. for redemptions, license renewal, and intake. Adoptions are available seven days a week from 11 a.m. to 5 p.m.

**Why do I need to schedule an appointment in advance?**

You don't. For your convenience, appointments are available to offer you expedited, time-certain service. The public, however, is welcome to walk-in and sign-up for the next available pet viewing any time during adoption hours.

**If I don't schedule an appointment, will I have to wait?**

We hope not. There are over 400 adoption appointments offered per week and currently approximately 250 appointments are reserved by potential adopters, leaving a lot of opportunity for walk ins. OCAC makes every effort to accommodate same day visits and often this can happen within 15-45 minutes. That being said, if your time is limited, scheduling an appointment is a good idea.

**How do you know this is true?**

To check if the walk-in system really worked, I sent a "secret shopper" to anonymously drop in unannounced for a walk in. I'm pleased to say the OC Animal Care staff accommodated them almost immediately and they were able to view multiple animals.

**Is OCAC turning away adopters?**

No. OCAC's mission is to get animals adopted out of the shelter as quickly and safely as possible. By offering both pre-scheduled appointments and same day walk-ins (first-come, first-served), OCAC can maximize staff time showcasing as many animals as possible while not making potential adopters wait in frustrating, long lines.

**Why can't I select a dog by browsing through the kennels? Why do I need an appointment?**

Adopting a pet is an important, long-term decision and should not be made on impulse. By making an appointment or signing in for a walk-in slot, trained and experienced OCAC staff offer a personalized adoption experience starting from the time someone calls to make an appointment until they leave with their new best friend. This model decreases impulse adoptions and prioritizes

matching pets to families who are prepared to care for them for life. This makes sense to me as I am a strong supporter of responsible pet ownership.

**Are a lot of dogs being killed?**

No. Despite taking in some of the most challenging dogs, OCAC is proud to report the save rate for 2021 was 94.81% for dogs which is above the animal care industry standard.

**Are the animals well cared for?**

Yes. OCAC has a team of animal care experts trained to care for the animals that come to the shelter. But the shelter is not the same as a home environment. The shelter is a weigh-station where an animal should stay for the shortest amount of time as possible. There is no substitute for the love and attention of a permanent home.

**Are their cages clean?**

Yes, until they are not. The shelter employs standard cleaning procedures that occur every morning and the kennels are spot-checked throughout the day. But with over 500 animals on campus, many of whom are scared in the unfamiliar shelter environment, messes occur. Thankfully OCAC has dedicated kennel attendants working hard to set things right. While staffing levels are currently low, additional temporary custodial help is being brought online and my office is sponsoring a job fair during my first annual Animal Adoption Day event on September 10th.


**If they are so understaffed, how can they send staff and animals to community events?**

Community outreach and education are an important part of OCAC's mission. While it was curtailed during the pandemic, I am thrilled to see the OCAC Community Outreach Team is back out in the community educating the public and showcasing hand-selected animals that are safe for public venues.

**How can I help?**

To learn more about opportunities with OCAC please visit [www.ocpetinfo.com/get-involved](http://www.ocpetinfo.com/get-involved).

Sincerely,



Katrina Foley

Orange County Supervisor, Second District

Cc: Orange County Animal Care