



One Health 2021 Kicks Off | By Vice President, Strategic Relationships, Deb Scola

Our first One Health Michigan clinic was a great success last Sunday in Detroit, serving 46 families and 63 pets. Red is one of those amazing pets and his owner, Myron N., told us how much his dog means to him.

“I’m kind of handicapped a little bit, and Red helps me out with certain things. He’s playful and friendly and loves attention from everyone. He’s part of the family.

“We’re here to try to get Red looked after. I can’t get him groomed unless I have records of his shots, so I’m going to make sure I do that so I can take care of him.

“Without this program, it would be a little bit strenuous because of fixed income. Michigan Humane is very wonderful and I love the program. It helps me a lot. Red is a big boy. He was very slim when I first inherited him. I try to do what I can for him because I love him.”

This is why we do it!

Together with All About Animals, we’ve treated 220 pets on the way to our 2021 goal of 2,500.

Making this program available for 2,500 pets is costly. Considering staff time and all the products we need, the total budget is over \$645,000! We’re grateful for the many partners who share our passion for community service, especially the Banfield Foundation, IDEXX, PetHealth, and Zoetis, who donated the medicines, prevention, test kits and microchips needed. Partners who provided a monetary gift to cover staff costs include Strategic Staffing Solutions, Ralph Caplan, Community Foundation for Southeast Michigan, Kenneth Scott Charitable Trust, Maddie’s Fund and the DTE Foundation. And our municipal and human service partners have gladly signed on to help bring important resources to our clients and their families, such as food boxes, health screenings, pet licenses and resource guides.

This program is touched by everyone on our staff in one way or another. Congratulations to all of you and our volunteers for compassionately serving our community.



APEX Supports Michigan Humane | By Mission Support Coordinator, Sarah Shackelford

Did you know that filling out the Apex 'How Did We Do?' survey you receive after a ticket is completed does more than just let them know how they did?

Every time Apex receives a survey response, it counts towards a donation on their part to a worthy organization. What organizations did you ask? Well, these organizations include Michigan Humane! In fact, this month, they are making all survey donations towards Michigan Humane. Each survey our staff completes counts towards a dollar amount given. The surveys are quick and usually only involve a few questions, so by helping Apex, you can help others! Keep an eye on your email the next time you have an Apex ticket closed so you can take part in the survey process.

Join Us for Kitten Shower! | By Media Manager, Anna Chrisman

This Sunday, April 25, at 11:00 a.m., we'll be hosting our virtual Kitten Shower in support of our Kitten Project. We'll be joined by Hannah Shaw, aka the Kitten Lady, who will be answering questions and providing valuable information about kitten care. If you want to join us, you can register now at michiganhumane.org/kittenshower. For those of you that can't attend, we will be recording the event and can share the recording once it concludes.

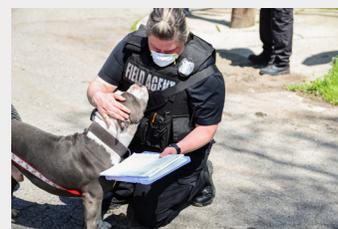
WOOF and White Kitten Update | By Facility Director, Katie Ouwerkerk

I wanted to quickly update you all on the name change that will be happening with the White Kitten WOOF system. For years, we have utilized White Kitten as a term that references requests that we receive from board members, donors, and other special friends of Michigan Humane. These requests come in all shapes and forms! They might be a request for a clinic patient, to help with an animal surrender, or to assist with an adoption. This term has been utilized for so long that it has lost its true meaning. We have decided that we are going to keep it simple and use the term **Special Request** instead of White Kitten. Nothing else about the process will be changing, simply the name. When the senior leadership team receives a **Special Request**, they will still utilize the WOOF system to make their request. The **Special Request** team will then use the information that is submitted on WOOF to look at animals at all locations as well as our foster base and our transport base. As always, exceptional customer service is important no matter who we are assisting; this process just gives us a clear approach to helping those special supporters. Please contact me if you have any questions.

Prevention of Cruelty to Animals Month | By Media Manager, Anna Chrisman

One of the many ways our team works to prevent animal cruelty and neglect is through pro-active relationship building in our community. The team works in a focused and strategic way to connect with residents, let them know about the resources available to them through Michigan Humane and provide access to information on pet care, medical care and more.

These efforts, under the umbrella of Operation DINGO, are already creating results: this past weekend at our Detroit One Health event, several pet parents let us know that they were there due to the efforts of our team to spread the word and create access to care. Block by block, house by house, we're having the chance to support pets and families in our community.



Core Values Call Out

ANSLEY MOFFATT | Value: Compassionate

“Ansley created an awesome Easter Egg Hunt for the whole clinic staff at Westland. Everyone received a list of what type of eggs to find throughout the clinic and everyone had so much fun! Thank you for going the extra mile for your co-workers and providing them with a fun “brain-break” and lots of yummy treats! You’re awesome!”

WENDY, JERVANTE, JAYLAN, CREE, JEAN, ZOE, CHANDLER, MJ, DEVON, STEVE, MARY, KATELYN | Value: Collaborative

“All of us have strengths and weaknesses, different roles and tasks but every single one of them jumps in to help and be there for each other as a team. They are one of the best teams I ever worked with.”

CLAIRE BAIR | Value: Collaborative

“Claire does a great job taking care of our Detroit volunteer crew! She is always thinking about each one helping them have a great experience. Detroit is lucky to have you!”

DR. BERKSHIRE | Value: Collaborative

“Dr. Berkshire is a superstar! He makes sure to not only see clinic clients, but he’s our shelter veterinarian as well. You are constantly moving and busy helping an animal in the community, a shelter animal needing medical care, or your team. I appreciate everything you do for us, thank you!”

SAM PODERSEK | Value: Collaborative

“Thank you for working with the ACE team at Berman—we have many new faces, eager to learn, and you have been thoughtful and compassionate in your teachings!”

KIMBERLY SCANLAND | Value: Compassionate

“Kimberly is empathetic with her callers and creates a great rapport while providing the information that they need.”

VINEETA GOPWANI | Value: Collaborative

“Vineeta helped me address an adopter’s urgent concerns about the health of her recently adopted dog by researching background information on the constituent’s adoption details, which allowed me to quickly direct the inquiry to the appropriate facility staff to respond to her questions in a timely manner.”

ANDREA BUCHANAN | Value: Compassionate

“This year has been brutal. However, you have stayed strong and deal with all of the crazy situations that have been tossed at you by all of us. We appreciate all that you do!”

ANGELA WEBB | Value: Collaborative

“Angela has demonstrated great collaboration she is efficient and hard working. Angela works hard to support her team and maintain good patient care.”

DAWN STEVENS | Value: Compassionate

“Dawn has always demonstrated compassion for our patients and clients. She works hard and always is a team player.”

KARA ERNST | Value: Passionate

“Kara is very dedicated to providing the best care to all animals. She is very diligent and observant. She has been a great asset for the shelter med team by promptly letting us know if an animal is in need of any medical care. She shows great compassion for all the animals she cares for”

MARY BRINKER | Value: Passionate

“Mary is an amazing person. She is always willing to help, talk, or do whatever is needed. She has been a great colleague to lean on and we would be lost without her in Detroit.”

DEVON JAMES | Value: Collaborative

“Devon is always willing to jump into any situation at any time. He helps out wherever is needed and really cares about all the animals in our building. Keep up the great work!”

Core Values Call Out

TIFFANY BLAINE | Value: Passionate

“On two occasions in recent weeks, Tiffany has taken the time to find owners of strays brought in by searching lost and found social media pages. I was just able to RTO an old chocolate lab to his owner who had just relocated from Chicago. These reunions make my day! Tiffany is to be thanked for this one.”

JESSICA FABIAN | Value: Passionate

“Thank you to Jessica Fabian for nominating Michigan Humane for the Golden Paw award through Wolfenoot. Wolfenoot chose us as their April charity organization and we will receive a portion of their total sales through the month of April! That is amazing!!”

ANSLEY MOFFATT | Value: Collaborative

“Ansley took the lead in celebrating our Clinic CSRs by starting their week off right with a round of donuts! In her own words “Receptionists are the face of our business, the first impressions team! They are a wonderful part of our mission and we could not go a day without them.”

LAURA GOLDEN, JACKIE WESLEY, MEGAN LONDBERG, DR. DANIELS | Value: Collaborative

“Combing multiple departments; Shelter Management, Clinic CSR, Vet Tech, and DVM. All worked together to assist a clinic client through multiple challenges to get her pet the care it needed. From arriving at the incorrect door to leading the client to the clinic, to working through a language barrier, through the collaborative effort of everyone, the pet was able to have a comprehensive visit with us.”

JACKIE WESLEY | Value: Collaborative

“Jackie is the burst of joy you need in your day. She knows how to keep you smiling and knows how to get the job done. We are proud and lucky to have her on our Clinic CSR team!”

ROBIN ZERBST | Value: Passionate

“Robin has put her heart and soul into working with Michigan Humane over the years and her proficiency is truly appreciated. We are proud and lucky to have her as part of our Clinic CSR team!”

ALYSON MCGOWAN | Value: Compassionate

“Alyson comes in each shift ready to tackle the day. She is a true team player and is very knowledgeable. We are proud and lucky to have her as part of our Clinic CSR team!”

DAVID WALLER | Value: Collaborative

“David joined our team and never looked back. Since day one he has been committed to learning and perfecting his position and it shows. We are proud and lucky to have him as a part of our Clinic CSR team!”

JILLEYIN WOODS | Value: Collaborative

“Jilleyin is always willing to jump in and help where she’s needed. Even on the busiest days, she holds a great attitude and keeps the day rolling. We are proud and lucky to have her on our Clinic CSR team!”

**INTERESTED IN SUBMITTING CONTENT FOR THE NEXT ISSUE
OF THE CONNECTION? SEND YOUR SUGGESTIONS TO**

theconnection@michiganhumane.org