

Township of
Langley



Est. 1873

REPORT TO MAYOR AND COUNCIL

PRESENTED: JULY 25, 2022 - REGULAR MEETING
FROM: COMMUNITY DEVELOPMENT DIVISION
SUBJECT: ANIMAL CONTROL AND SHELTERING SERVICES
AGREEMENT BUDGET INCREASE

REPORT: 22-93
FILE: 2250-31-012

RECOMMENDATION:

That Council refer an increase in the amount of \$187,378 to the animal control and sheltering services agreement with the Langley Animal Protection Society (LAPS), for inclusion as part of the 2023 budget.

EXECUTIVE SUMMARY:

The purpose of this report is to recommend that Council consider a \$187,378 increase (includes 2022 Consumer Price Index) to the animal control and sheltering services agreement with the Langley Animal Protection Society (LAPS) as part of the 2023 budget.

For the past 19 years the Township of Langley has contracted the Langley Animal Protection Society (LAPS) for animal shelter and animal control services. The previous contract between the Township of Langley and LAPS expired on September 30, 2021; although an extension to that contract was agreed upon by both parties to September 30, 2022 to allow for LAPS to conduct an in-depth review of their financial and operating needs. This included a review of the cost of service provided and fees for services received from the Township.

LAPS has completed a comprehensive review of their financial status and concluded that donations have been supplementing contract services for the Township of Langley at an average annual rate of \$187,378 over the last four years. Staff recommend that Council authorize an increase of \$187,378 to further extend the contract for another five-year term.

LAPS has played a pivotal role during the past 19 years in dealing with animal related issues under the Animal Control Bylaw such as sheltering, animal control services, impoundment, and adoption. The work undertaken by LAPS is considered to be of the highest caliber and quality, particularly considering their limited staff resources, their emphasis on public education, and their establishment of dedicated community volunteers. With an increase to the contract, subject to Council's approval, it is anticipated that the current excellent service levels can be maintained into the future.

PURPOSE:

To increase the animal control and sheltering services agreement by \$187,378, for a total budget of \$579,315.

ANIMAL CONTROL AND SHELTERING SERVICES

AGREEMENT BUDGET INCREASE

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BACKGROUND/HISTORY:

Since 2003, LAPS has provided animal sheltering services, public education, and enforcement with respect to the Township of Langley's Animal Control Bylaw 2005 No. 4440. The contract stipulates that LAPS will receive a consumer price index (CPI) increase per year (based on the previous year's increase percentage). Other than CPI increases, the contract has not received any additional funding.

The City of Langley has also received services from LAPS since 2003. Their services and costs are covered through a separate contract between the City of Langley and LAPS, which expires on December 31, 2023. As staff understand, LAPS will be seeking a similar increase to their contract with the City of Langley based on their financial analysis and service delivery model.

DISCUSSION/ANALYSIS:

At the April 11, 2016 Special Closed Meeting, Council passed a motion to renew the Animal Control and Sheltering Services Agreement for a five-year term commencing October 1, 2016, with an option to further extend for three consecutive five-year terms up to a maximum term of 20 years, subject to mutual agreement of both parties.

As such, staff intend to further extend the Animal Control and Sheltering Services Agreement for five years, with an option of another two consecutive five-year terms.

Although the needs and services of each municipality differ, the table below provides a brief overview and comparison of animal control and shelter budgets of neighbouring municipalities.

Municipality	Population	In House or Contract	2022 Approximate Cost
City of Delta	108,000	In House	\$1,212,500
City of Coquitlam	150,000	Contract	\$820,618
City of Maple Ridge	68,949	Contract	\$625,000
Township of Langley	145,000	Contract	\$391,937

The City of Langley has a population of 29,000 and contributes approximately \$104,000 for animal control and sheltering services through LAPS. The services provided to the City by LAPS are similar to those of the Township, with minor differences as a result of the different bylaw structure and other issues such as livestock.

LAPS provides services to the Township of Langley seven days a week, specifically animal control enforcement between the hours of 8:00am – 6:00pm in the winter with extended hours in the summer, and 24-hour emergency response. Furthermore, the shelter is open to the public seven days a week between the hours of 9:00am – 5:30pm.

A letter received from LAPS (Attachment A) provides detailed information with respect to their financial analysis and services.

Community Implications:

Should LAPS not receive a \$187,378 increase to their contract there may be a significant reduction in shelter services and animal control enforcement for the Township.

Respectfully submitted,

Ruby Senghera
MANAGER, BYLAW ENFORCEMENT
for
COMMUNITY DEVELOPMENT DIVISION

ATTACHMENT A Letter from LAPS



Sarah Jones, Executive Director
Langley Animal Protection Society
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P: 604.857.5055
www.lapsbc.ca

Mayor and Council
c/o Ruby Senghera, Bylaw Manager
Township of Langley
20338 - 65 Avenue, Langley BC V2Y 3J1
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Re: Contract Value Increase Request

Dear Mayor and Council and Ruby,

June 15, 2022

Langley Animal Protection Society (LAPS) has long valued the relationship with the Township of Langley. Nearly, 20 years ago the Township made the decision to support a group of volunteer's proposal to provide for excellence in animal welfare and high levels of customer service. Because of this investment, LAPS has grown to meet the emerging needs of our growing community in Langley. As a trusted resource for the Langley residents since 2003, our sheltering philosophy and practices reflect the needs of our community and exceed expectations of our contracts. Optimizing pets' health and welfare both within, and beyond, the walls of the Patti Dale Shelter.

As we enter our seventh (7) contract year, of the current twenty (20) year agreement, LAPS wishes to submit a request for a contract value increase. LAPS underwent a detailed financial analysis of the 2018 – 2021 services provided to the Township of Langley. The four (4) year average for expenses and revenue indicates a misalignment in contract value. It has been determined that LAPS donors are supplementing contract services for the Township of Langley by \$187,378 annually.

In 2017 we entered into a new agreement with a contract value increased to \$352,605.24, which was a reflection of provincial consumer price index (CPI) increase from 2007 only. The current annual fee paid to LAPS for animal services (sheltering for dogs/livestock and animal control bylaw investigations) is \$391,937 which also represents a CPI increase only. However, analysis of true expenses minus revenues shows the true contract value is \$579,315. We herein request contract payment of \$579,315 to better reflect actual expenses incurred.

Summary of Contract Analysis:

Operational Expense	Revenue Generated	Current Contract Value	Contract costs currently supplemented by donations	Revised Contract Value
\$774,778	(\$195,463)	\$391,937	\$187,378	\$579,315

Not only have staffing costs, animal care, and veterinary costs increased significantly with the economy, but the needs of the community have become more significant regarding animal sheltering and animal control services. Although the intake of dogs has decreased since LAPS inception due to societal perception of responsible pet ownership, the needs of the dogs coming into care have become more challenging and resource heavy to support. With the advancement of animal welfare as a profession in the last 20 years, best practice and evidence-based sheltering has emerged. The ability to provide more support to animals to ensure a positive outcome is available and is an expectation from our community. These supports are more intensive which makes them resource heavy and therefore more costly.

Further, Animal Control Officers are no longer hired without education and appropriate qualifications as they once were. The investment in officers is much more significant as they require experience/knowledge related to enforcement, provincial, and municipal legislation, conflict resolution, animal welfare and humane handling to secure public safety. Officers, act as a first responder in that they are required to resolve threats to public safety involving animals. Specialized tools and safety equipment are needed to ensure officers can perform their duties effectively and safely.

Just as the economy has impacted our community, LAPS has been impacted as well. Not only is it more costly to care for animals but we want to ensure that our staff are compensated with a living wage, with benefits. Fundraising to compensate for contract work is becoming increasingly more difficult. We want to continue to grow to meet the emerging needs of Langley’s vulnerable populations through expansion of our mission work programs. However, when a significant percentage of our donor dollars is being utilized to provide municipal services, it limits that possibly.

Additionally, LAPS has taken on sole responsibility for cats in the community at an average cost of \$331,824 annually. Historically, cats have not been part of our contract, but we ask that they be added to the contract as a written endorsement from the Township of Langley to perform this important work.

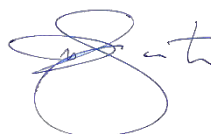
In the package attached we have outlined our expenses and revenue for municipal service contract work with the Township of Langley. As well, we have provided a breakdown of what our operational expenses are related to the service we provide to cats in the community.

Should you have any additional questions, please do not hesitate to reach out to me. Our goal is to be transparent and aim to have a mutually beneficial agreement.

Respectfully,



Sarah Jones,
Executive Director



Doug Sweeting
Chair of the Board

A. Financial Analysis

The Langley Animal Protection Society (LAPS) proposes the following amendment to the value of the Agreement originally dated February 1, 2017. The current service agreement calls for four (4) consecutive five (5) year terms. A mutually agreed upon one (1) year deviation from the contract was made for 2021 to allow for a transition of leadership at LAPS. We now wish to renew to complete our second five-year term with the remaining four (4) more years.

The analysis/proposal below is calculated for a four (4) year agreement term for Animal Control Bylaw Enforcement and Sheltering Services for dogs and livestock. The values represented are mostly based on a 4-year average of expenses between 2018 - 2021. A few expenses are based on current budget (utilities for example).

The costs associated are represented only for service for the Township of Langley based on the current contract service requirements. Over the last four (4) years, Animal Control Officers allocated 81.42% of their time for Township of Langley files/patrols. Additionally, 46.41% of animal's admitted to LAPS care in the last four (4) years were a result of the agreement. These percentages have been used toward the values to capture Township of Langley service cost. All wages include benefits, vacation, and sick coverage. Administration fee captures payroll, accounts payable, volunteer services, and other organizational overhead.

Annual Animal Control Services Expenses (81.24%, 4 yr. average)	
ACO MANAGER & 3 FTE	\$ 242,722
DISPATCH STAFF 1.75 FTE	\$ 57,074
CANVASSERS 2 CONTRACT WORKERS	\$ 21,910
TRAINING	\$ 1,628
UNIFORM & SAFETY EQUIPMENT	\$ 5,019
VEHICLE USE (X 4)	\$ 49,932
SUPPLIES	\$ 6,065
ANIMAL CONTROL SERVICES SUBTOTAL	\$384,350
Annual Animal Sheltering Expenses (46.41%, 4 yr. average)	
MANAGER AND 5.5 FTE	\$ 149,072
RECEPTION 1.75 FTE	\$ 10,010
TRAINING	\$ 928
UNIFORM	\$ 1,392
VETERINARY & SPAY/NEUTER	\$ 57,434
SHELTERING SUPPLIES AND SERVICES	\$14,404
FACILITY (INCLUDES PROPERTY AND SHELTER MAINTENANCE, UTILITIES, GARBAGE, ETC)	\$31,128
ADMINISTRATION (INCLUDES TELEPHONE, INTERNET, OFFICE SUPPLIES, ETC)	\$21,684
LIABILITY AND VEHICLE INSURANCE	<u>\$ 3,327</u>
ANIMAL SHELTERING SUBTOTAL	\$ 289,379
SUBTOTAL ALL OPERATIONS	\$673,729
15% ADMINISTRATION FEE	<u>\$ 101,059</u>
OPERATIONAL EXPENSE	\$ 774,788.35

Revenues Resulting from Contract

Below are revenues averaged from the last 4 years (2018 – 2021). The revenue for LAPS operations is generated from the contract and used to offset the contract cost for the Township of Langley. Due to LAPS use of the Patti Dale Animal Shelter, which is owned by the Township of Langley, we have included all revenues from animal sheltering services for cats and from our City of Langley contract. Revenues have been captured at 100% over a 4 year average.

Annual Revenues Generated (4 yr. average)	
ADOPTION FEES	\$ 63,994
IMPOUND & BOARDING	\$ 37,812
SURRENDER	\$ 5,236
LICENSING COMMISSION	\$ 71,898
OTHER (INCLUDES RETAIL, VETERINARY RECOVERY COSTS, ETC)	\$ 16,523
REVENUE GENERATED TOTAL	\$195,463

Summary of Contract Analysis:

Operational Expense	Revenue Generated	Current Contract Value	Contract costs currently supplemented by donations	Revised Contract Value
\$774,778	(\$195,463)	\$391,937	\$187,378	\$579,315

B. Cat Programming Provided at No Cost to Township of Langley

Although cats are not included in the bylaws for the Township of Langley and are not included in the contract agreement with LAPS, support for cats is a significant part of our work. In the last four years, we have had over 1,300 cats from the Township of Langley be provided with sheltering services.

In addition to sheltering services for stray and surrendered cats, LAPS also provides behaviour modification, veterinary care, emergency response, spay/neuter feral cat program and rehoming services. All cat servicing is upon request from the public and forms part of our customer service initiatives. If LAPS did not provide this support to cats in the community, there would be an increase in animal welfare issues and human-animal conflict because of the overpopulation of unwanted cats.

LAPS has appreciated the support of the Township of Langley toward our cat programs by way of annual granting of \$2,500 toward the spay/neuter voucher program. This program gives access to spay/neuter surgery for cat guardians who cannot afford to sterilize their cats. Further, investment was also made by the Township of Langley into the Cat ISOasis building to ensure cats being serviced by LAPS can receive the best care possible.

A four (4) year average of operational costs for servicing cats from the Township of Langley is \$331,824 annually and is currently 100% funded solely by donations.

Annual Cat Programming Expenses (37.16%)	
MANAGER AND 4.5 FTE	\$87,264
CAT ONLY DEDICATED STAFF (\$82% OF ROLE DEDICATED TO TOWNSHIP OF LANGLEY CATS)	\$71,152
RECEPTION 1.75 FTE	\$26,440
TRAINING	\$1,390
UNIFORM	\$1,114
VETERINARY & SPAY/NEUTER (NOT INCLUDING SPAY/NEUTER VOUCHER PROGRAM)	\$45,987
SHELTERING SUPPLIES AND SERVICES	\$11,534
FACILITY (INCLUDES PROPERTY AND SHELTER MAINTENANCE, UTILITIES, GARBAGE, ETC)	\$23,636
ADMINISTRATION (INCLUDES TELEPHONE, INTERNET, OFFICE SUPPLIES, ETC)	\$17,362
LIABILITY AND VEHICLE INSURANCE	<u>\$2,664</u>
ANIMAL SHELTERING SUBTOTAL	\$ 288,543
15% ADMINISTRATION FEE	<u>\$ 43,114</u>
OPERATIONAL EXPENSE	\$ 331,824

C. LAPS Mission Work Benefiting the Township of Langley

Major's Legacy Fund

Major's Legacy Fund supports pet guardians who are low income or homeless with access to veterinary care for their dog or cat. The fund provides financing of up to \$1000 to approved applicants. In the last three (3) years, sixty-four (64) animals from the Township of Langley have benefitted from the support of Major's Legacy fund. The resulted in a reduction of families having to either euthanize their pet for a treatable condition or preventing unnecessary surrender to LAPS which is not only an emotionally difficult decision but would also tax LAPS resources. By removing the financial barrier to veterinary care, guardians and pets can remain together.

Pet Food Bank

The LAPS Pet Food Bank helps keep pets and their families together by providing dog and cat food and supplies to pet owners who are struggling financially and unable to meet the basic needs of their pet. Without this extra help, guardians would have no choice but to seek rehoming of their pets or surrender them to LAPS. LAPS relies on donations from individuals and businesses to ensure the success of the program. The program has recently expanded its reach and we partner with other organizations such as Kimz Angels, Langley Food Bank, and Gateway of Hope. LAPS is in the process of expanding to partner with other organizations, such as Meals on Wheels, who supports vulnerable people who have pets.

D. Corporate Profile:

Langley Animal Protection Society (LAPS) is a registered non-profit charitable society established in 2003 by a dedicated group of volunteers. They were eager to see positive change in the way stray, lost and unwanted animals were sheltered and cared for in Langley. To uphold these founding member's values, we continue to focus on providing excellent service to the community and overcoming the challenges facing animals in Langley.

The current Board of Directors consists of eight professionals ranging from human resources, finance, business development, lawyer, philanthropy, and veterinary medicine. The Board has four (4) committees consisting of Finance and Audit Committee, Governance and Nomination Committee, Humane Resources Committee, and an Animal Welfare Committee.

Based out of the Township of Langley's Patti Dale Animal Shelter in Aldergrove, our staff and volunteers use a progressive and humane approach to care for hundreds of dogs, cats and large animals each year. All animals that are cared for by LAPS benefit from environmental enrichment, frequent exercise, nutritious food and industry leading veterinary care. Our staff and volunteers ensure that each animal has the best chance at a happy and healthy life.

Since 2003, LAPS Animal Control Officers have ensured public safety, engaged the community through education and responded to dog and large animal complaints promptly and professionally. Thanks to their care and dedication, LAPS has reduced the number of repeat complaints by 50% and has helped make the Township of Langley safer for people and animals alike.

The Langley Animal Protection Society's mandate is to promote the physical, emotional and psychological wellbeing of companion animals in Langley. We carry out our mandate through the use of professional and humane animal control methods and innovative animal welfare programs.

We are committed to achieving the highest standards of transparency and accountability in all of our activities. To maintain these high standards of accountability and to foster public confidence in the work of our organization, we undertake to provide the public with information on our governance, operations and financial position.

LAPS Organizational Goals

- Be recognized as a leader in animal welfare and shelter management.
- Provide compassionate, caring services to animals and people.
- Maintain financial sustainability.
- Engage staff and volunteers through meaningful and impactful roles.

LAPS Leadership

Sarah Jones, Executive Director

Sarah has over 25 years of experience in the field of animal care and 14 years in Animal Shelter and Animal Control leadership. Before her current role, Sarah's career history includes 4.5 years as the Regional Manager at the BC SPCA and 10 years as Manager of the City of Delta's Animal Shelter. Sarah is known for her work building progressive and inclusive community centers for animal enthusiasts. Sarah is also a guest instructor for the

Animal Control Course and the Professional Dog Walking Program at Langara College. She facilitates many collaboration opportunities in the region with municipal and not for profit animal services agencies. Sarah previously participated on a national committee through Humane Canada that created first of its kind accreditation standards for a national Accreditation Program for Humane Society and SPCAs.

Animal Control Bylaw Enforcement

LAPS Animal Control Enforcement philosophy is to seek compliance through education. We find this is the best technique to ensure animal owners make permanent substantial improvements to the care and management of their pets. Should education and collaboration not be successful, or if appropriate for the type of offence, our officers would use enforcement through ticketing or an Information through the court system to gain compliance if needed.

LAPS has been operating with three permanent officers covering 7 days a week, 364 days a year. Officers are on-call at night to aid RCMP as required. In the summer months, regular hours of the officers are expanded into the evening to allow for additional public engagement and to reduce call out fees. One officer splits their duties between being in the role of Manager of Animal Control Services and performing investigations. Based on our current call load and proactive initiatives, the financial analysis includes a third animal control officer. Timely response to community concerns and providing exceptional customer service are important to LAPS. Having an extra permanent officer will allow us to continue to meet the growing needs of our community and proactively provide exceptional customer service.

In the last year, LAPS has significantly increased their engagement with the public at the parks and in the community. Ensuring advocacy of responsible pet ownership occurs with stakeholders in public spaces like parks, is an effective tool to reduce animal conflicts in our community. As well, to enhance our efforts, LAPS has a newly formed partnership with the Township of Langley Park Rangers.

Further, as of 2022, Officers have expanded their proactive activities to include annual visits to the owners of dogs that have been determined to meet the definition of “aggressive” or “dangerous” in the bylaw.

These proactive visits are a tool to enhance public safety by ensuring the guardian of the dog understands, and is following, their responsibilities set out in the bylaw, including licensing. Further, the officers are provided an opportunity to act as a resource to help remove any barriers to responsible pet ownership, that guardians may be experiencing.

Although the BC SPCA is the provincial authority over animal cruelty, LAPS officers do attend to animal welfare issues. In the warmer months, LAPS regularly attends complaints of dogs suffering in hot cars and will not only try to resolve the concern by finding the dog owners, but they will also collect necessary evidence and coordinate with both RCMP (for extraction) and BC SPCA (for charges).

Dog Licensing Program

Every dog leaving LAPS facility (adopted or claimed) is required to be licensed. Further, LAPS hires seasonal canvassers to aid in the collection of dog licenses. These canvassers follow up with owners who have not purchased for the current/past year by either phone or a home visit. New dogs located in the community through our canvassing, or our Park Pop-Up events, are also asked to License. Owners not complying with the requirement to license their dog(s) are visited by an Animal Control Officer to ensure compliance.

Animal Sheltering

Since 2003, LAPS has worked hard to make the welfare of our shelter animals its top priority. Our unparalleled animal enrichment programs reduce stress and keep the animals healthy and happy while they wait for new homes.

During non-pandemic years, LAPS sheltered 1400 abandoned, injured and homeless animals each year, and operates preventative programs in the Langley to address root causes of animal welfare issues to try to keep animals with their families. Our work is evidence-based, using scientific and professional knowledge available.

Standards of Care

All animals in LAPS are provided with exceptional animal welfare. We are strongly committed to ensuring each animal's individual need are met. In 2021, LAPS created an Animal Welfare Committee that consists for three shelter medicine experienced veterinarians, and additional members of the public who have experience in animal welfare. One member of the committee is a current volunteer and previous board member of LAPS.

1. **Fear Free Certification:** In continuing our commitment to ensure the highest of welfare standards for our shelter animals, all LAPS staff (including Animal Control) are Fear Free Shelter Program trained. The Fear Free Shelter Program is used to improve the experiences of animals by helping caregivers identify their emotional needs. By using Fear Free techniques, we reduce negative emotional states that are commonly experienced by shelter and rescue animals—including fear, anxiety, stress, and frustration—and increase their enrichment opportunities. In turn, this creates a healthier more adoptable animal.
2. **The Canadian Standards of Care (CSC):** The CSC in Animal Shelters establishes minimum standards of care, as well as best and unacceptable practices. As an evidence-based organization, LAPS is committed to following these CSC and we actively manage our compliance.
3. **Feeding:** All animals in the care of the LAPS are provided with high quality food in relation to the animal species. Food can significantly impact the welfare of animals and we ensure that all protein requirements and sustenance required to keep the animals in good mental and physical health are used.
4. **Health Examinations and Intake Procedures:** Every animal entering LAPS, whether as a stray, or surrendered animal receives a full physical exam by a trained staff member. Dogs and cats receive ringworm scans, vaccination, and flea and worm treatments in accordance with CSC standards to provide maximum protection while in the shelter. All animals are continuously monitored daily to ensure their physical and emotional needs are being met. The staff are trained in immediately recognizing if any animal appears sick or injured and will arrange for immediate treatment by a veterinarian.
5. **Sanitation and Biosecurity:** LAPS uses the disinfectant Prevail (Accelerated Hydrogen Peroxide). This product is considered very safe and effective against hearty diseases such as Parvovirus. Stray animals, or animals with unknown backgrounds, may be harboring infectious diseases. While LAPS health checkups and intake procedures should catch most concerns, an animal can be asymptomatic, and signs of disease won't immediately be present. A cleaning protocol is in place to insure we are protecting

each animal from illnesses commonly of concern in a shelter setting such as Calici virus, Ringworm and Parvovirus. All LAPS staff have been trained and have resources available to them to ensure effective biosecurity.

6. Treatment of sick, diseased, or injured animals: All animals sick or injured that require treatment that is beyond the scope of our shelter staff are taken to a local community veterinarian for care. We have very good relationships with veterinarians in the Langleys who routinely provided veterinary services for our animals.

7. Behaviour and welfare support for animals in care: All animals are monitored throughout the day to ensure they are not suffering from stress, or other behavioural concerns. Shelter staff identify emotional states of animals in care and ensure the animal is not in emotional discomfort and is able to express natural behaviours that promote their wellbeing. Dogs are provided access to outside playgrounds or walks a minimum of 5 times a day to allow them time away from the confinement of a kennel and ensure they receive positive interactions with staff/volunteers. Any animal that is suffering from fear or aggression are provided with additional supports from our veterinarians and trainer.

LAPS Dog Trainer on staff provides daily hands on, one-on-one training to ensure the dogs are ready to re-enter our communities as good canine citizens. They help other staff ensure safe handling and that we adjust training plans according to the animals every changing needs. The longer a dog is in care the more support they require.

8. Capacity for Care (C4C): By working within our capacity for care we provide staff an environment with appropriate resources to properly care for animals and increase positive outcomes. Our C4C is monitored regularly, and intake is managed/triaged according to resources available.

Adoption Program

LAPS takes significant pride in the success of our adoption matches. Adoption counseling is provided by our staff to assist the potential adopter to find a pet that matches their expectations and lifestyle. Adopters of dogs are provided with three (3) one-on-one training sessions to provide an opportunity for the new guardians to understand the unique needs of the dog they are adopting. This increases the adopter's ability to support the dog through the transition into its new life and creates a stronger more mutually beneficial friendship between dog and adopter. LAPS goes onto to provide support for the life of the animals should any challenges arise.

LAPS ensures that all animals being adopted are as emotionally and physically healthy as possible. We are transparent with adopters about any known health or behaviour history the animal may be dealing with.

Additionally, we ensure animals are only adopted if they are provided with:

- Staff examination, initial vaccination, de-worming and flea treatments
- Spay or neuter surgery to prevent the overpopulation of unwanted litters
- Permanent Identification in way of a microchip and registration
- PetSecure Pet Insurance 6 week trial
- Free Veterinary Exam voucher to a local clinic

Euthanasia Policy Summary

Since 2003 the goal of LAPS has been to provide every animal with a second chance. We continue to aim to meet this expectation. Animals are not euthanized at LAPS for space, and we continue to meet the No-Kill threshold. The only animals that are humane euthanized are those whose suffering cannot be reasonably addressed or who pose a risk to public safety. Veterinarians are always consulted, and a committee of staff (including the Executive Director) review the cases to confirm consensus in decision making.

The Doghouse Program

The Doghouse is a unique partnership between LAPS and the Correctional Services of Canada (CSC). The program takes place in Abbotsford at the Fraser Valley Institution, a federal prison for women. Inmate participants take place in an employment training program where they learn industry skill such as how to handle, train and groom dogs. Through this they acquire both industry-specific and general employment skills along with certificates in Canine First-Aid, Groomer's Aid, Professional Dog Training and Kennel Attendant Levels 1 & 2. The program provides a therapeutic opportunity for the participants to develop skill and friendships in a healthy and respectful environment. This smart enterprise is intended to earn enough revenue to fund itself.

More than 150 female inmates have worked in the Doghouse program since the project's inception in 2006. Women who are eligible can volunteer or do work experience placements at the Patti Dale Animal Shelter. Many of the women who've gone through the program continue to work with dogs after completing their time at the institution. We believe this program can be a catalyst for change in the people who participate. It can give participants the skills, confidence, and knowledge to pursue a career that they love.

Staff Training, Onboarding and Support

People are the heart of our organization. Animal services work attracts a special type of person who believes in giving of themselves to support vulnerable animals. These caregivers and service providers often sacrifice their own wellbeing to ensure every need of the animals are met. LAPS takes the responsibility of ensuring staff wellness and their personal success very seriously. We invest in our people and work hard to provide them with the support, education and experience they need to do the work the best they can.

New staff receive extensive training through online resources and various in person opportunities. All staff are provided with shadowing for the initial phase of their employment. LAPS leadership is currently working on formalized onboarding matrix to help guide the process and ensure that all staff are provided the support they require.

Volunteer Program

LAPS is a small organization doing big things in Langley for lost, stray, and unwanted animals. It takes the whole community to make this happen and without our volunteers, we wouldn't be able to continue our life saving work. From walking dogs, cleaning kennels, brushing cats, driving animals to veterinary appointments, and getting out in the community for educational and fundraising events, our volunteers do it all!

Our volunteers go through a series of training seminars to ensure we find the right fit in the shelter for everyone. We are proud to offer volunteer opportunities for members of the public with disabilities and special needs. We also provide enriching environments for community service workers to fulfill their hours of volunteer time. At LAPS, we believe that everyone brings their unique value to our organization. Together as a diverse group of like-minded people, we make a lasting impact for the animals in our community.

Educational & Therapy Programming

LAPS has been evolving our education base programs with schools over the past few years. We have been working with multiple teachers and Education Assistants that bring kids into the shelter weekly to do basic work around the facility, while learning proper ways to handle, clean and provide for cats in our care. Some students have also taken this time to read to the cats to help them on their learning journey. We are looking to expand our cat reading program. LAPS has attended schools for therapy sessions with shelter dogs/puppies and take the opportunity to educate the students about dogs and how to interact with them safely. We will be continuing to build our education programs as engaging youth has been proven to build empathy and responsible pet ownership in the community.

END.