

# Cat Portals: A Tale of Two Shelters

Humane Society Silicon Valley  
Milpitas, California



Kootenai Humane Society  
Hayden, Idaho



*Creating Lifetime Friends Through Adoption*

Welcome to this  
MILLION CAT CHALLENGE WEBINAR



Thank you for stopping by, we are really looking forward to spending some time with you today!

If you have any questions throughout this presentation, please type them in the chat box as you think of them. Don't worry, you aren't interrupting. We'll gather them up and ask the speaker as soon as they are finished talking.

If at any time you have to run, or our Q & A session is unable to be contained by the time limits we silly humans have tried to impose, don't worry: We are recording this presentation and we'll send you a link after the show.

Want to connect with us outside of this webinar?  
Good—we want to talk to you too! Visit us at  
[www.millioncatchallenge.org](http://www.millioncatchallenge.org) or drop us a line at  
[info@millioncatchallenge](mailto:info@millioncatchallenge)





**9 Lives + You = 1 Million Lives Saved**

#EveryCatCounts

#ThanksToMaddie



# Your Presenters



**Cristie YJ Kamiya, DVM**  
Chief of Shelter Medicine  
**Humane Society Silicon Valley**  
Milpitas, California



**Debbie Jeffrey**  
Executive Director  
**Kootenai Humane Society**  
Hayden, Idaho

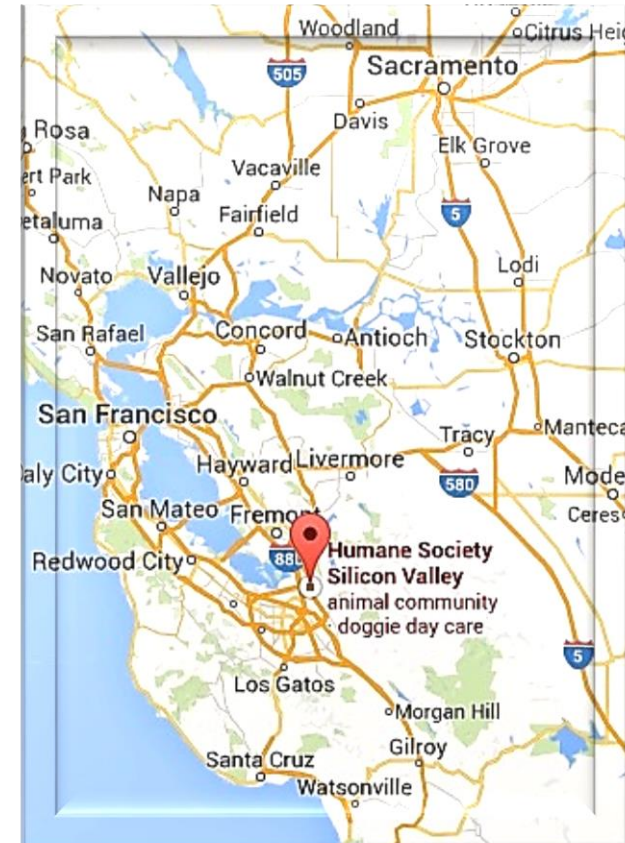
# Portalizing HSSV





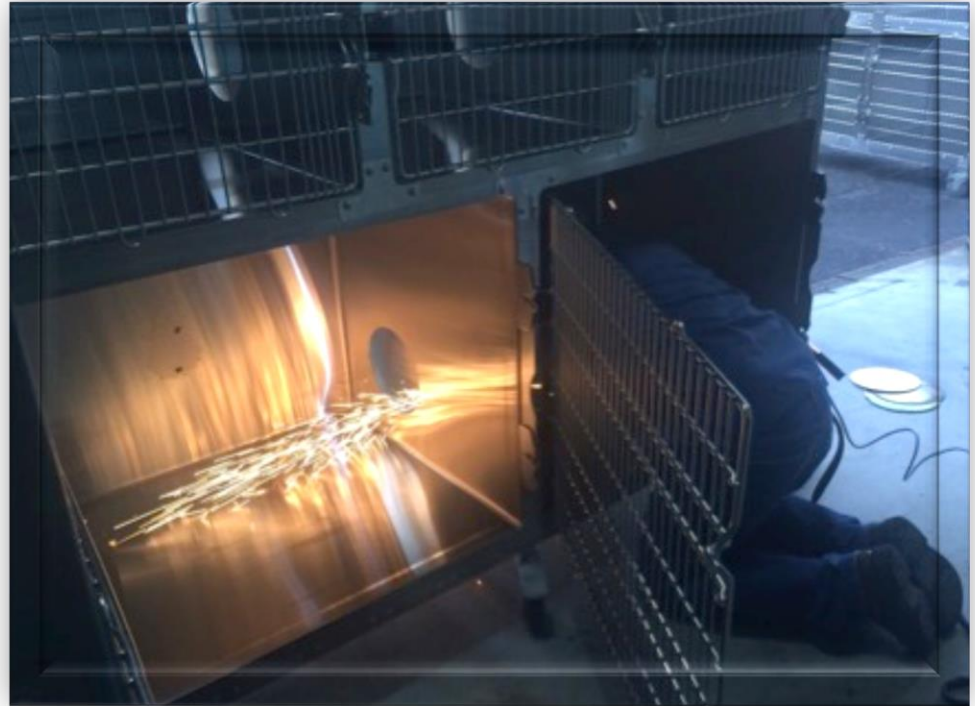
# Humane Society Silicon Valley

- 49,000 sq ft main location
- Gold LEED Animal Community Center
- 3 Neighborhood Adoption Centers
- Intake ~6,100/year
  - ~3,000 kittens, ~900 adult cats
- Safety net for the community



# Why portalize cages?

- Part of larger plan to increase feline life-saving capacity
- Length of Stay (LOS)
  - In discussion
- Inefficient processes
  - Cleaning
  - Animal flow



# Challenges

- Staff believed they were doing a good job already.
- Feared euthanasia rates would increase.
- Did not understand how cutting holes saved lives.
- Change is hard!





# Challenges

## Common Belief in Shelters:

“The more cages you have,  
the more lives you save.”

**THIS IS FALSE!!!**

# Overcoming Challenges

- Played LOS Game
  - Board meeting
  - All-staff meeting
- Incorporated LOS into organizational goals and culture
- Promised we would NOT increase euthanasia rates



# Process

- Alleviate fears through communication / education
- Develop trust - leap of faith on staffs' part
- Picked the winter to try it out
- Portalized in phases: (several months)
  1. Long-term stay: URI and Ringworm Isolation
  2. Moved through other holding areas
  3. Prevent impact to normal operations

# Process

- Purchased plasma cutter ~\$2,500
- PVC handmade portals ~\$100-200
- Door template (local plastics store) ~\$5 each
- UC Davis Koret Shelter Medicine Program
- One-day training session
  - Facilities staff and volunteers
- Summer Camp:  
kids made beds



# Results

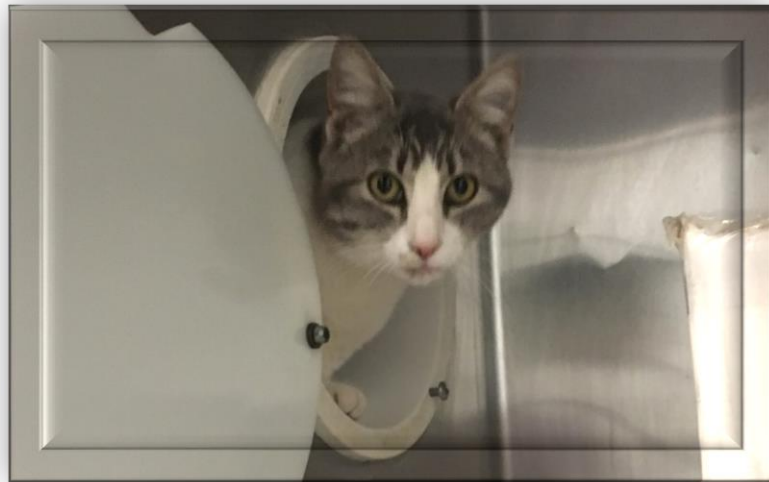
In five years:

- Increased feline intake by 38.6%
- Increased feline adoptions by 44.6%
- Continuing the upward trend in FY18

	FY14	FY15	FY16	FY17
Intake	2,752	3,209	3,703	3,813
Adoptions	2,122	2,370	2,976	3,068
Save Rate	83.9%	88.10%	86.7%	90.6%



# Today





## Cat Cage Setup: Side-by-side open portal- LARGE cages



**Pro Tip:**  
**Make it easy**  
**for staff**

Ensure each cage has:

- Cat Kuranda bed with bedding draped over
- Food and water dishes
- Bedding under Kuranda bed
- Toy
- Scratch pad
- Cage curtain on one side of one cage door
- Litterbox with towel underneath

## Cat Cage Setup: Side-by-side open portal- small cages



Folded towel  
bed underneath



Ensure each cage has:

- Cat Kuranda bed with bedding draped over
- Food and water dishes
- Bedding under Kuranda bed
- Toy

- Scratch pad
- Cage curtain on one side of one cage door
- Litterbox with towel underneath

**Pro Tip:**  
**Make it easy**  
**for staff**

# Thank you!

Cristie YJ Kamiya, DVM  
Chief of Shelter Medicine  
[cristie.kamiya@hssv.org](mailto:cristie.kamiya@hssv.org)



# Portalizing Kootenai Humane Society



*Creating Lifetime Friends Through Adoption*

# Kootenai Humane Society

- Hayden, Idaho: 90 miles south of the Canadian border
- Only animal shelter in Kootenai County, population: 150,000
- 39 years in same location

2017 intake: 2,835 (982 were kittens)

2017 adoptions: 2,189

KHS is a private, non-government, independent organization





# May 2015 – Outbreak of canine distemper







Dr. Sandra Newbury  
University of Wisconsin



Dr. Sandra Newbury  
University of Wisconsin



Dr. Chumkee Aziz  
UC-Davis Koret Shelter Medicine Program

*Dr. Aziz looked at all aspect of the shelter and recommended portals for the cat kennels.*

Bedding, food, water, litter pan, and mobile area all  
in a 24" x 24" kennel



\$1,300 grant written through the ASPCA's Northern Tier Shelter Initiative

Received funding with the assistance of Dr. Tami McReynolds, DVM, Senior Director, ASPCA Northern Tier Shelter Initiative







Cat waits on one side while you clean the other!





Twice as nice!  
Twice the size!



Dr. Denae Wagner, DVM, MPVM, and Chief of Service is the inventor of the portal system.  
She and Dr. Aziz performed the installation for KHS.



## Results

- Cleaning is easier and quicker
- Scared cats are less stressed
- More options
- Cats appear to be happier





# Kootenai Humane Society

P.O. Box 1005  
Hayden Idaho 83835  
208-772-4019

[www.kootenaihumanesociety.com](http://www.kootenaihumanesociety.com)

Debbie Jeffrey, Executive Director  
[manager@kootenaihumanesociety.com](mailto:manager@kootenaihumanesociety.com)



*Creating Lifetime Friends Through Adoption*



Win up to 30 portals and one template!



[MillionCatChallenge.org/portal-it-forward](https://MillionCatChallenge.org/portal-it-forward)