

# ANIMAL Sheltering

The Magazine for Animal Care Professionals and Volunteers



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## On the Inside, Looking Out

San Quentin State Prison, California's oldest penitentiary, isn't a nice place to be. But in 2005, inmates at the prison got a little ray of sunshine: They began working with dogs from a local shelter, helping to socialize and prepare them for new homes. It's not a unique program: Dozens of prisons around the country have teamed up with area shelters and rescue groups.



In this issue we introduce a new department, Humane Law Forum, which will alternate with our Shelter Medicine column and address legal issues that shelters face daily. The inaugural column examines the issue of discrimination, asking when an adopting agency might be held liable for a decision not to adopt.  
—Humane Law Forum, p. 49

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## Making It Work

Amber van Leuken, grant writer (and former assistant manager) at the Ark-Valley Humane Society in Buena Vista, Colo., recounts how the shelter revamped its volunteer program to fit its needs, rather than simply making do with whoever walked in the door that day.



THE HUMANE SOCIETY  
OF THE UNITED STATES



## 5 Letterbox

### 7 Scoop

Some organizations offer “bunnymoons” to help rabbit owners find a suitable match for their lonesome pets; music store owners turn used CDs into cash to support local shelters; a former ACO connects pet owners to low-cost spay/neuter options throughout Alabama; shelter staff charged with filing their annual tax returns scramble to adapt to changes in the form used by nonprofits; a humane officer goes to extraordinary lengths (well, heights) to free a trapped bird, and more.

### 26 Coffee Break

In your space, you told us about what gadget—real or imagined—you would most like to have, and how it would help you help animals.

### 39 The “101” Department

Thanks to the Internet, people are conducting more and more of their lives online: shopping, socializing, doing business—and that goes for seeking a new pet, too. That’s why it’s become essential for shelters to have an online presence, and to ensure that presence contains some basic key elements. Learn about them here, and see if your site’s working for you!



## 45 Q & A

Is there a customer service crisis in the animal welfare field? In a series of interviews excerpted here, *Animal Sheltering* editor Carrie Allan talks to staff of Maddie’s Fund and the Petfinder Foundation about the results of a “secret shopper” program they conducted last summer at a series of rescues and shelters.

### 49 Humane Law Forum

In a new department, an attorney who specializes in animal law tackles the issue of discrimination, explaining how to make sure your adoption decisions don’t leave your organization vulnerable to legal threats.

### 53 Volunteer Management

Our columnists—both of whom have recently made career transitions—discuss how the volunteer programs they directed were able to survive during periods of change.

### 60 Off Leash

A rescue group based in Mill Valley, Calif. has released a limited run of a frisky new wine that not only raises money to support the group’s mission, but spreads the spay/neuter message.

**Animal Sheltering** is a publication of  
**The Humane Society of the United States.**

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ABOUT THIS MAGAZINE

*Animal Sheltering* (ISSN 0734-3078) is published bimonthly by The Humane Society of the United States. Our magazine serves the people on the frontlines of animal protection—by offering practical expertise, technical know-how, forums for debate, program profiles, news on the latest research and trends, and a sense of inspiration and community among those striving to make the world a better place for animals.

**Subscription Prices**

Single-copy subscriptions are \$20 each (\$25 for subscribers outside the U.S.). Members of Shelter Partners receive a 10-percent discount. For information on multiple-copy discounts, visit [animalsheltering.org](http://animalsheltering.org).

**Circulation Offices**

To order, renew, change your address, or inquire about other subscription-related issues, visit our website at [animalsheltering.org](http://animalsheltering.org) or contact our circulation office:

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