



## P R E S S   R E L E A S E

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**FOR IMMEDIATE RELEASE**  
**Tuesday, May 10, 2016**

### **The Fairfield County Dog Adoption Center and Shelter to Make Changes towards Better Service and Accessibility**

**Lancaster, Ohio-** In March the Fairfield County Dog Adoption Center and Shelter released a statement regarding their commitment to increase customer service along with the distribution of a survey seeking feedback about convenient hours of operation. After analyzing the results the Adoption Center is moving to implement a trial of new hours of operation.

“The goal was to adjust our hours to best meet the needs of the county. At the same time we see this as an opportunity to increase the hours our deputy wardens spend in the field serving Fairfield County,” said Todd McCullough, Fairfield County Dog Warden and Adoption Center Director. In recent history the Deputy Wardens would be available the same time that the Adoption Center was open, 9am-5pm, Monday through Friday. Everything outside of those hours was reserved for emergency calls which could only be dispatched through local law-enforcement. With this change Deputy Wardens will be available to the public daily 7:00 a.m.-7:00 p.m. with additional hours of availability on the weekend. “We have always been aware that just because a clock strikes 5:00 p.m., that doesn’t mean all the dogs magically return home. With our previous hours of operations, it just wasn’t feasible to adjust the deputy warden hours,” McCullough said.

The results of the survey confirmed what the leaders at the Adoption Center had long suspected. The Center needed to shift their hours to later in the day to best accommodate the majority of people. The new hours of the Adoption Center and Shelter will be Monday through Friday from 12:00 p.m. to 6:00 p.m. and Saturdays and Sundays from 11:00 a.m. to 3:00 p.m. “This change will not eliminate our ability to serve the public earlier in the day Monday through Friday. We will still have some team members available for those who would like to schedule appointments earlier in the day,” McCullough said. The hope of this shift in hours of operation is that it will better serve the needs of the county and therefore, also allow for more dogs to get forever homes. “We are doing this in an effort to be a more inclusive and responsive organization. We wanted to give the people of Fairfield County the opportunity to provide us input on the hours that work best for them and we are following through with that effort. This is just an initial step in the right direction, we will closely monitor how this effort is going and remain flexible to allow for changes if needed,” said McCullough.

Along with the evaluation of hours, the Adoption Center has also been evaluating the topic of adoption pricing for the past 16 months. The Adoption Center and Shelter’s research has revealed that the majority of customers have an expectation that their adopted pets will come spayed or neutered with basic inoculations. In order to achieve this level of increased care the operational costs of the Adoption Center and Shelter have also increased. A \$35.00 increase in the overall adoption price to \$125.00 will help offset that added expense. The Adoption Center conducted market research for adoption pricing in the area. The lowest price in the surrounding counties was found to be \$100.00 and the highest area price was \$165.00. The average cost of the other nine adoption organizations with similar packages was \$125.00. The new pricing structure covers some of the expenses associated with spaying or neutering the dog, heartworm tests (if the dog is old enough), initial doses of de-worming medication, a Rabies vaccine, and initial vaccines for Distemper-Parvo and Bordetella. For \$125.00 also includes a one-year Fairfield County Dog License as well as giving the dog a microchip registered to the new owner.

Both the hours and the pricing trials will be effective as of June 1<sup>st</sup> 2016. McCullough added, “We continue to evaluate what we do and how we do it. We also strive to continue to improve the ways we serve, connect, and protect in Fairfield County.”

If you have any questions regarding these upcoming changes please contact the Adoption Center and Shelter at 740-687-DOGS (3647) or via email at [dshelter@co.fairfield.oh.us](mailto:dshelter@co.fairfield.oh.us).

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