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**From:** Marie Pechous <marie496@msn.com>  
**Sent:** Monday, December 5, 2022 10:25 PM  
**To:** Ferrari, Jesse; Nichols, Cathrene  
**Cc:** Kerns, Josh; chris\_jordan@me.com; amber.spokane@gmail.com; Kuney, Mary; French, Al  
**Subject:** Re: SCRAPS: Urgent Concerns!!

Dog team volunteers' response to Jesse,  
Jesse,

We have a volunteer dog team meeting scheduled next Monday, December 12, 2022 at 6:30pm in the community room at SCRAPS. We would also like to invite Cathrene "Cat" Nichols, and the county commissioners currently in office and the two just voted in the last election in November 2022. The majority of us can meet with you at that time. Please let us know if that works for you.

Sincerely,

The Volunteer Dog Team @ SCRAPS

Elicia Spotts

Marie Pechous

Joe Carey

Christine Meehan

Candice Valois

Tim Malick

Wade Ramm

On Monday, December 5, 2022, 1:32 PM, Ferrari, Jesse <JFERRARI@SpokaneCounty.org> wrote:

Candice/Elicia,

Please let me know when you and some/all of other signees have availability, I'd like the opportunity to address each of the ideas presented in your email from 22 Oct.

I think we're making forward progress and I think you'd be surprised to know how much we've moved forward since sending this email 6 weeks ago.

Thanks.

Jess

Jesse Ferrari

Director, SCRAPS

Spokane County, Washington | [www.spokanecounty.org](http://www.spokanecounty.org)

509.477.1967 Office | [jferrari@spokanecounty.org](mailto:jferrari@spokanecounty.org)



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**From:** Candice Morgan <candicemorgan00@outlook.com>  
**Sent:** Monday, December 5, 2022 11:19 AM  
**To:** JFERRARI@spokanecounty.org <JFERRARI@spokanecounty.org>; CNICHOLS@spokanecounty.org <CNICHOLS@spokanecounty.org>  
**Cc:** Jkerns@spokanecounty.org <Jkerns@spokanecounty.org>; chris\_jordan@me.com <chris\_jordan@me.com>; amber.spokane@gmail.com <amber.spokane@gmail.com>; mkuney@spokanecounty.org <mkuney@spokanecounty.org>; Afrench@spokanecounty.org <Afrench@spokanecounty.org>  
**Subject:** SCRAPs: Urgent Concerns!!

To Whom It May Concern:

Attached below are 2 emails. The first email is one drafted by us (SCRAPS volunteer dog team) expressing our disappointment and concern over the lack of follow through by Sarah Garner (volunteer coordinator), Cathrine Nichols (Senior Director Community Affairs) and Jesse Ferrari (Director).

The first email sent was on October 22, 2022 and Jesse responded on October 24, 2022 asking for "a few days to digest and discuss and follow up". It is now as of today December 5, 2022 and the volunteer team has yet to hear from Jesse or Sarah in regards to our concerns.

The dogs are suffering due to lack of staff and volunteers. The ability of new volunteers to get through the process is completely broken. As volunteers we have worked tirelessly to help the process while working full time jobs and coming in every moment we have available. This is not conducive to us, the dogs or the minuscule amount of employees who are already overworked and underpaid.

The animals deserve better than what's being provided and without your help they will continue to suffer the consequences due to the lack of staff and lack of care by upper management. We refuse to sit back and continue to watch the animals suffer because of lack of follow through by Sarah, Jesse and Catherine. We will continue to fight on the side of the animals for more help and better care. They depend on us and we refuse to fail them.

Thank you for your time and consideration.

Elicia Spotts  
Marie Pechous  
Joe Carey

Christine Meehan  
Candice Valois  
Tim Malick  
Wade Ramm

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**From:** Elicia Spotts <[elicia1121@yahoo.com](mailto:elicia1121@yahoo.com)>  
**Sent:** Saturday, October 22, 2022 10:34 AM  
**To:** Ferrari, Jesse <[JFERRARI@SpokaneCounty.org](mailto:JFERRARI@SpokaneCounty.org)>; Garner, Sarah <[SGARNER@SpokaneCounty.org](mailto:SGARNER@SpokaneCounty.org)>  
**Subject:** Dog volunteer team concerns

Scraps volunteer dog team

Sarah,

We as the long time dog volunteers are frustrated and disappointed. We have observed a lack of follow through on our suggestions aimed at helping both the dogs and SCRAPS staff. The following ideas have been suggested by one or several of us:

- Edit the orientation video which says we have several hundred active volunteers.
- Send a survey to prior and existing volunteers to see why they continue or choose to leave.
- Return to in person orientations
- Follow up on inquires about volunteering ( we have been hearing folks have inquired but gotten no response)
- Schedule people for several levels of dog training/educate people on how they progress and who they contact to progress to locked and behavior dogs.
- Assign an experienced volunteer as a mentor to new volunteers
- Talk to businesses about our need for help and inquire about a work day or an incentive for employees/gym members if they volunteer
- Contact news media/utilize social media (Facebook, instigram, Tik Tok, etc. to let people know we can use some help. Additionally use these avenues to help our long term or behavior dogs get more exposure ( videos, pictures, write ups )
- Learn the protocols for getting the dogs out of the kennels to remind a new volunteer vs sending them to Kevin who is a part time employee working beyond his many obligations already.
- Learn the protocol for cleaning a kennel so that new volunteers can be shown
- Contact coffee shops, businesses to see if they would promote/advertise a long time dog who needs a certain home.
- Make our website show that we need more volunteers and improve the ease of finding out how to sign up/help.

Scraps is short staffed and many employees are working ungodly hours. We as volunteers are helping the best we can, and I can only speak for the dog handlers, but we are burning out. Marie, Candice, Tim, Christine and myself work more than full time jobs, and Joe is retired and spending most of his days trying to help. We all have animals of our own,

And yards and homes to keep up and been asking for more help and offering to assist you in the implementation of our ideas.

We feel that your role is pivotal and you have an opportunity to make a huge difference for the animals and staff ( or at least try). We wouldn't be upset or writing any of this if We felt that you had tried your hardest, but the duties you take on when volunteers don't are largely within your normal working hours. We as the dog volunteer team are doing the best we can, but we also need balance. We have been helping at the expense of our own lives, hobbies, duties, family and pets. We help because we love these dogs and care about the staff. Most recently we have been heart broken to see the stressed dogs, and dogs laying in their own excrement (because we don't have the staff or volunteer capacity to stay on top of it). The public has made numerous complaints about the condition of the kennels.

We as long term volunteers would be willing to help you strategize on ideas and how to implement them but can't do It for you. Sending out multiple e-mails asking for help to a group of exhausted volunteers isn't working very well. All of our lives would be a little easier if we could have more help. Achieving the goal of obtaining additional help/volunteers will take some good communication, teamwork and more work up front but would be extremely helpful to the staff, dogs, our public image and tired dog volunteers.

Sincerely,

Elicia Spotts  
Marie Pechous  
Joe Carey  
Christine Meehan  
Candice Valois  
Tim Malick  
Wade Ramm

[Sent from Yahoo Mail for iPhone](#)



[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Monday, October 24, 2022, 1:19 PM, Ferrari, Jesse  
<[JFERRARI@SpokaneCounty.org](mailto:JFERRARI@SpokaneCounty.org)> wrote:

Elicia,

I haven't spoken to Sarah (Cc'd) about this email yet but thought it was important to acknowledge receiving it and to respond to some of the items that I have an impact on.

- I think a couple of the listed items might be covered when/if we're approved for the Development and Public Relations position to open (hoping for 2023 budget). This position would be full time and would cover reaching out to local business, the community, everything SCRAPS PR related.

- You're right, there are staff and volunteer members working some crazy hours. I assure you, filling open positions is an A priority. We are trying to get candidates in the door for interviews.

Please give us a couple days to digest/discuss and follow up.

thanks.

Jesse Ferrari  
Director, SCRAPS  
Spokane County, Washington | [www.spokanecounty.org](http://www.spokanecounty.org)  
509.477.1967 Office | [jferrari@spokanecounty.org](mailto:jferrari@spokanecounty.org)

