

I am 79 yrs old, use an electric scooter due to severe degenerative disc disease (now all discs are herniated) and in 2021 I was in my 11th year of "non-smoker" COPD, Chronice Bronchitis & Asthma & am reliant ONLY on RTC ACCESS bus service for any travel.

#### Background:

In July, after a tragic death by Coyote of my dearest Part Maine Coon AUGIE, I came to NHS to adopt a kitty to comfort & be comforted by. AUGIE had been a large 25 lb cat!! I found a gentle sweet little 4 lb kitty name CRACKLES who needed a little medicine each day. I took her as a "foster" to eliminate any medicinal costs for myself. I even found there was an ear cream substitute to give her, with less difficulty for all. Unfortunately, in my grief for AUGIE, I thought I couldnt warm up to such a tiny kitty. I was drastically mistaken and a day after I had requested she return to NHS, I was mortified and wanted her back. I believe someone named Morgan (?) told me CRACKLES had already been adopted by one of the technicians. THEN, I saw her photo up on the website as "ready for her new home"! I called to check. I received an entirely different story. At this new "story" I began to seriously wonder "what really happened to poor CRACKLES!" I had to let this go finally. Could NOT get a definitive answer. And I must admit I became quite suspicious of different "stories" about CRACKLES final outcome.

#### SECOND ATTEMPT AT ADOPTION:

So I came back to adopt another larger cat and ended up finding one at end of day - about 5:30. I pleaded the staff to process the paperwork because my travel is so difficult. After all work had been completed, one staff person noted: "Oh! THIS cat had just been surrendered because it bit the new parent and slashed her! We were supposed to have him on hold while we observed him ourselves for trauma or whatever!! " I decided I could handle this. Had experience in Los Angeles and was confident. WRONG! This poor kitty was "savage"! I returned him immediately!

#### THIRD ATTEMPT AT FINDING MY NEW KITTY:

Now, when I came back to adopt, a third time, "Chelsea" refused to let me go past a few steps inside the doorway: saying:

"You are banned from adopting from NHS!"

She physically blocked me from moving forward with her body. She did not touch me, but stepped in front of me so I could not go forward! I was shocked & terribly upset. I asked to speak with the Director, Greg Hall. He asked about the latest cat experience, and said the board had had a meeting and I was brought up as a person who should be banned from attempting to adopt from NHS! The alleged reason given to me was they had "heard" that I was speaking badly of how NHS was now handling things! This was a complete fabrication! I used to volunteer at NHS in around 2004, 2005! I supported NHS with all my Animal Rights Activist heart!!

Disabled, 77 years old, on oxygen: Now, I had to wait in hot sun for my bus. I called RTC ACCESS could they send a bus sooner -- no, they couldnt. I waited in hot sun in my scooter. Tried to lie down on the grass when my very bad discs started to hurt too much. At one point Chelsea dared to come out and asked me to come inside to wait because the appearance of me waiting outside was making people uncomfortable. I Refused and Must Admit Was Rude to her at that point!!

Finally, a complete stranger, a nice young man who'd been delivering something in his pick up truck -- offered to drive me and my scooter home!!!

I was rescued!!

What type of people are heading up the administration of NHS now?? I finally had to use two friends to pretend to adopt "CONNOR" whose photo showed how large a cat he is!! I even found a baby kitten from a family whose cat had not been spayed! For CONNOR to have a little sister, MOLLY!! They fell in love as soon as she gently approached him and quickly gave him a little lick on his face!! I have a very heavy heart that these other people are Not Really Committed in their Hearts to both the animals & humans NHS is here to serve!!

I actually was do traumatized from that experience. I seriously began questioning myself -- was I starting to appear "weird" or a little "dementia" starting? I went to my DR (my primary care) and he knew me -- & said: no, NOT-- YOU!! You really just experienced another type of masked abuse!!! It should never have happened to you!!!

Please, do not permit these phony people to continue to "abuse" anyone or any possible poor animal -- whatever really happened to CRACKLES??

Thank you for investigating. Our entire "no kill" Community deserves better!!

Sincerely,

Fran V. Aperones, J.D.