

To all concerned about the state of affairs at NHS,  
 There are two areas I am most familiar. There are many more reasons Greg is not the right person for CEO of NHS but most are not known to me first hand. One of those most disturbing is that he is unable to keep knowledgeable, forward-thinking individuals in key staff positions.

### Volunteering

I have been a volunteer in animal care and rehoming animals in Washoe County for more than 30 years. I have a very deep understanding of what is involved and how to create a viable volunteer program. That is why I am extremely concerned about how volunteers are recruited and treated when they commit their service time at NHS.

1. After orientation you are on your own. You might hook up with a volunteer dog walker to be mentored if that is your interest, otherwise it's a mystery as to what you are there for.
2. No volunteer training or supervision.
3. They overstaff volunteers for special events or staff takes over leaving you with nothing to do after spending time and expense to show up.
4. They hold volunteer appreciation events. You are told how valuable you are but then you are treated like "a necessary evil."
5. Most volunteers never show up for a second time. No one questions why that is.
6. Staff shows no respect for the incredible value volunteers bring to the organization.

I feel a progressive volunteer program, which I have seen in action, could supplement and reduce staffing by as much as 30%.

I no longer volunteer at the shelter. I allowed my frustrations to show to Greg so he decided it was time for me to go.

### Dog adoptions. Why are they down?

1. It is often said that "my dog chose me" when I visited the shelter. Not going to happen at NHS. The public cannot see the general population. You can only see 2 which are predetermined from pictures.
2. It often takes a very long time to get waited on because each potential adopter must be screened for the 2 dogs they wish to visit with. I've heard people say they will never go back to NHS because of this.
3. If you don't think the 2 dogs you have visited with are the right choices you are turned away rather than given alternatives.
4. What on earth is "Nap Time." People are turned away should they show up between 2 and 3 each day. It must be time for the staff to take naps! The dogs are napping all day since they don't see or get any mental stimulation from the public.
5. We are told limited staff makes it hard to show dogs to potential adopters. How about recruiting volunteers? Volunteers can do adoptions offsite. Why not at the shelter?
6. Meet and greet dog visits are rarely supervised, creating some dangerous situations.

Thanks for taking the time to investigate the many concerns of our community.

Sally Berger