



Thank you very much for the introduction. I am Miyoko Kitamura from the Japan Animal Welfare Society, CC Kuro. Today I'd like to talk about this collaboration from a private-sector viewpoint. But before that, I would like to express my heartfelt thanks to all the people concerned for giving me this opportunity to talk to you. Thank you very much, indeed.

[Slide 1] This first picture shows an adopted dog reunion in which 44 families participated. There was absolutely no trouble between the dogs and there were no accidents whatsoever. The dogs and their owners were all smiling together, making this event the pride of our activities. In addition, it has become the basis of our activities.

[Slide 2] But what exactly is CC Kuro? The CC means City Center, which refers to the City Animal Center, and the name Kuro comes from the fact that when we started adult dog adoptions we had a model dog whose name was Kuro, who was originally a stray dog. But even adult strays can be adopted, as long they have the disposition to be family dogs, and Kuro was a symbol of this. Right now, he is still living out his old age as a family dog.

[Slide 3] We have two purposes, and by carrying out suitable adoptions we would like to expand these kind of activities, not only out of consideration for the happiness of the dogs but because we think the owners should be happy as well. Living with these dogs may lead to the greater happiness of society as a whole, and this should be accepted. To this end, on behalf of all our adoption candidates, we carry out our activities 365 day a year with no break.

[Slide 4] The contents of our activities are fivefold, and I

would like to introduce them one by one.

[Slide 5] First of all, there is cleaning. At CC Kuro, we place a strong emphasis on cleaning activities. The basis of animal welfare starts from cleanliness, so cleanliness is important at all times and in all areas. After drying the floors, we make sure that the dogs do not get wet so that they can live in comfort. And in the rooms and outside kennels, we keep one dog in one kennel, except for puppies, where sometimes two or three are kept together. But in the case of adult dogs, out of consideration for the animals' stress, we keep one dog in each kennel in principal.

[Slide 6] This slide shows the adoption management process and our working outside. Also, the volunteers hold get-together meetings, and go for picnics in the nearby mountains. During the summertime, depending on the weather, walking on asphalt can be very difficult for dogs. This is a toy swimming pool intended for children but our dogs can sometimes enjoy pool play time. In addition, there is a place for a dog run. We look at the characteristics of the dogs too. But in addition to letting them play together, we also practice calling them back to their places. We also walk the puppies so that they will become used to the leash. That is a very important part of the socialization process. Besides walking on soil or on asphalt, they also try to walk in various other places, although we must take care not to force them to walk. So we monitor the state of the puppies. When we think they have reached their limit, we pick them up.

[Slide 7] When they are at our center, shampooing and trimming are carried out periodically. As you can see on the right-hand side this particular dog was covered in many clumps of hair. When we first saw her we were reminded of an old lady character on TV who is actually really cute. So the dog was named after that actress.

Two hours of trimming and cutting later she looked like this. Right now, her name is Maru-chan and she is with her new family.

[Slide 8] The top two photos show dogs in temporary boarding. Through family life experience, their socialization is encouraged. Next, let's move onto evaluation. In order to perform the selection process for our other dogs we take a look at their features, characters and personality, as well as their health status. We only put up for adoption dogs that are suitable for adoption. This particular dog here is a candidate. Before granting the adoption we pay a visit to the prospective new owner and look at the keeping conditions. We do this because, in some cases, the keeping environment may be inadequate. So we visit all the owners and potential owners as necessary before and after adoption. During these visits we also counsel the owners on some of the problems they may have.

[Slide 9] Here is a photo of a reunion of the adopted dogs. We also conduct behavior consultation and give each adopted puppy's owner a subsidy of 3,000 Yen towards the cost of spaying or neutering. This is an operation supported by JAWS and last year, according to the survey we conduct following the puppies sent out for adoption, the sterilization rate was 73%. This year the figure has risen to 95%. In the past, the sterilization success rate was low due to a lack of some owner cooperation and also perhaps due to economic reasons. We also participate in all the activities of an Animal Welfare Festival and have made advertisements to publicize these activities. On top of this, every year we hold a dog-accompanied concert in Sanda City featuring invited musicians who support the aims and activities of CC Kuro. We also use the occasion to carry out fundraising.

[Slide 10] In order to carry out our work, we have compiled a manual as a guide for our volunteers. It includes a section about cleaning, a section about dog walking and dog walk map. We don't merely distribute this manual. Rather, for the new volunteers, we get the volunteers to work together based on the manual, and in this way they learn. The new volunteers learn the

cleaning procedure and, at the same time, understand how to use the manual as well.

[Slide 11] [You may wonder] is it possible to provide dog care in such a way that the volunteers can do everything? Well, in principle volunteers should perform these activities, but in practice they don't come every day. Different members come every day. So the question is whether a particular individual volunteer can do everything or do it permanently. For this reason, we need to have certain personnel who are sufficiently responsible to carry out supervising activities and clearly allocate responsibilities. Currently, we have two full-time staff and one part-time staff who works on Saturdays, Sundays and holidays. These three paid staff members are allocated. Those costs are covered by JAWS.

[Slide 12] There are also merits and demerits of the collaboration system with Kobe City. First I'd like to touch on the good points. Doctor Yuki also mentioned that, while the facilities are quite old, as the property belongs to Kobe City our facilities can be located there and the maintenance costs covered by Kobe City. This is a major advantage for us. And we are working with the Public Authority so that we can bring about and generate social confidence. On the other hand, there are the demerits and disadvantages. The administrative body can only conduct its work based on objective standards and legal criteria. So they are not able to do what we want them to do in a quick manner. Also, our activities are conducted within a public office and facility so there are a lot of constraints related to civil servants and jurisdictions.

But even though we have these demerits and disadvantages, we can work together because we can complement each other to compensate for the things we each lack. And this is a really big advantage for us. Even though the people in charge at the administrative authority change over time, we try to maintain the continuity by holding periodic meetings. Over the course of these meetings, we have built up communication without contradiction.

[Slide 13] Last year, CC Kuro was awarded the Citizens' Welfare Promotion Award by Kobe City. Our activities were credited with saving the lives of dogs and we were also commended for our aim of pursuing the happiness of dog owners and of society as a whole, which ultimately contributes to the welfare or wellbeing of the citizens. In the past, this award has only ever been given for work with people but for the first time the award was given for work with animals, so we feel very proud to have received it.

[Slide 14] So how do we accept volunteers? First of all, we conduct an orientation for the volunteers where we let them observe the facilities and the dogs. We explain the situation to them and discuss with them so that they can decide if they really can serve as volunteers or not. Then, if they still choose to become volunteers, they submit an application. After that they decide when they would like to come. When they first start work they submit a formal written pledge. This is because our activities and results receive public support and are thereby subject to the same confidentiality restraints placed on civil servants. Our people have to comply with these restraints and also with prohibitions on personal activities, public relations activities, selling products and distributing printed materials, all of which should not be conducted in public facilities. Moreover, all of these regulations and rules are handed out to the volunteers.

[Slide 15] Next I will give a breakdown of the numbers of volunteers and applicants. So let me briefly explain. The first orientations began in June of 2007 and this is the record up until September 2009. The total number so far is 188.

[Slide 16] Because a lot of physical work is involved, the number of applicants aged in their fifties has been decreasing. We also have data on whether they have had experience or have followed professional careers. A breakdown of the volunteers according to occupation shows that some hold qualifications. There have also been 'students', 'company employees', 'self-employed people', 'elementary and junior-high school students', and others with 'no occupation', a category that

includes retired persons and so on.

[Slide 17] We also asked them how they heard about CC Kuro. The majority found the information on the internet. But some learned about the organization by word of mouth or they saw our leaflet. Initially, we only issued a one-sheet leaflet but we have wanted to help people better understand our CC Kuro activities, so we have made a new leaflet (which has been available at the reception desk here today. If you would like a copy please refer to our new leaflet.)

[Slide 18] Here is one of the challenges for CC Kuro. Many people want to become volunteers but the retention rate for volunteers is only 20%. The size of the volunteer staff needed depends on the number of dogs and we do currently have at least five members come per day as an average number. (This number excludes paid staff like us). Looking at the average number, it may seem to be enough. Yes, the minimum number of staff is secured but this is merely the average daily number. In extreme situations and on certain days the number of volunteers can sometimes fall to zero. At other times we have a lot of volunteers, maybe seven or eight, coming at the same time. So there is significant variation from one day to another. So we cannot really predict whether the required the number of volunteers can be ensured. So that kind of difficulty is always with us.

[Slide 19] We also checked the reasons why the volunteers are not settled and the retention rate is so low. Due to the location of the facility, a lot of volunteers come by car. But for those who come by train or bus, the transportation cost is not that small. This is one reason for the low retention rate. Another is that we have a lot of physical work such as cleaning and walking the dogs. Some of the volunteers find that quite tiring or lack the sufficient physical strength. Others volunteer because they have a very happy or joyful image of the work. But once they come here they discover the severe reality of the situation; our activities take place in a public facility where the volunteers have to be close to a place where animals are destroyed. That's the reality. And some people don't want to have to see that kind of cruel reality.

But in order to take care of individual dogs, we need to secure personnel as much as possible, so we would like to make improvements that will aid us in retaining volunteers as far as possible. We also ask for the opinions of those volunteers who have been working with us for a long time. Some of them question [why they are being asked in a survey]. They say that they cannot explain it in a single word. But I did ask them because we wanted to disclose their views in the meeting. So they have kindly given us their opinions. They told us “This is something well worth doing” and “I feel I can contribute in some way”. So this is what is really motivating them to participate in CC Kuro activities. We want to nurture our daily communication with the people who participate in our activities and we want them to feel their worth and that what they are doing is rewarding.

We ourselves are able to learn from our dogs. We can also learn from our volunteers. We feel that we want to understand more about dogs and about what other facilities are doing. We like to reflect on what we have learned from other facilities and from other societies. In the course of our activities, this kind of awareness and feeling has been generated. We also want to reflect such feelings in our activities and improve them. To that end, we want to improve the organization as a whole. For example, we have to make further improvements for our project towards senior dog adoption. This is one of our biggest targets.

We also want to visit our nearest Animal Welfare Center and hold joint study meetings with other centers. We want to communicate further with other organizations and facilities as much as possible and learn how they are making improvements. We shouldn't only attempt to remedy symptoms such as by arranging for the adoption of dogs. Instead, we should also make efforts to decreasing the number of incoming animals by taking stronger preventative measures. To that purpose, we would like to further deepen our motivation activities. In order to maintain the quality of adoption in pursuit of the happiness of the dogs, their owners and society, we ask for your cooperation and assistance. We want to provide detailed care in the interests of better

adoption.

[Slide 20] It is very difficult to talk about everything within such a limited time, but you can access our website to find out more about what our activities are like and what our dogs are like. For those of you who might wish to become volunteers we have a schedule of orientation dates and times. Please go to the relevant web page to find out those dates. We hope that these private/public sector collaboration activities will not only remain in Kobe City but will also be disseminated around the world. This will ultimately lead to more happiness for society as a whole. That concludes my presentation. Thank you very much for your attention.

Cooperation between Kobe City and Japan Animal Welfare Society City Center Kuro
 ~神戸市と(社)日本動物福祉協会CCクロの官民協働~



JAWS CC Kuro Miyoko Kitamura
 (社)日本動物福祉協会CCクロ 北村美代子

【Slide1】

★清掃



動物福祉の基本は清潔から



一室一頭⇒犬のストレスに配慮



【Slide 5】

① What's City Center Kuro ?
 (=CC Kuro)
 ~CCクロの名前の由来~

City Cener = Kobe City Animal Management Center
 Kuro = the name of the dog



活動の初期にボランティアに参加するのはJAWSの会員だけではなかったため、誰もが参加しやすい任意団体のグループ名を、との思いで、しつけのモデル犬クロの名前を象徴とした『CCクロ』と命名。2007年に現在の『(社)日本動物福祉協会CCクロ』となる。



【Slide 2】

★飼養管理



これから散歩に行きます！
 近くの山へヒクニックに！



夏の暑さ対策にプールあそび



ドッグラウンスペースで
 ふれあいフレイセッション



子犬の
 社会化

色々な足場を歩く

【Slide 6】

② CC Kuro's purpose
 ~CCクロの活動の趣旨~

★適性のある犬を適性のある飼い主へ
 ⇒適正譲渡

★犬にも飼い主にも幸せになってもらえる譲渡の実現
 ⇒社会全体の幸せに



【Slide 3】



トリミング



シャンプー






【Slide 7】

③ CC Kuro Activities
 ~CCクロの活動内容~

- ・清掃(犬舎清掃、環境整備など)
- ・飼養管理(散歩、しつけ、社会化、健康管理など)
- ・評価(犬の選定、飼い主への事前事後訪問調査など)
- ・アフターフォロー(しつけ相談、譲渡犬同窓会、不妊手術助成など)
- ・広報(PR活動、募金活動、ボランティア募集など)

【Slide 4】

一時預かりで家庭生活の経験を！




★評価



犬の選定(成犬二次選定)



動物愛護推進員による訪問調査

【Slide 8】

★アフターフォロー

〈子犬の不妊手術実施率〉

2006～2008年	73%
2009年	95%

子犬の不妊手術助成金支援

★広報

イベントでPR活動

貴重な募金活動の場、ワンちゃん同伴コンサート

【Slide 9】

官が民を信頼してくださった証

市民福祉頭紗更替賞

社会の福祉に貢献していることがやり甲斐につながる

【Slide 13】

マニュアル化で効率アップ!

ボランティアの手引き 初版改訂版

お探訪マニュアル

散歩時の注意点、散歩をまじおコツを紹介

作業全体の流れや活動の場において守っていただきたいことをまとめて解説!

「清潔第一」を心がけ掃除の手順を詳細に解説!

散歩コースをチェック!

【Slide 10】

⑥ Can you join CC Kuro ?

～CCクロ活動に参加するには～

オリエンテーション受講 + 施設見学

ボランティア申請書提出 → ボランティア誓約書提出

公の施設での活動であるという認識

【Slide 14】

④ Volunteers do everything ?

～すべてをボランティアでおこなうことはできるのか?～

- 作業人数確保、人数調整
- 犬の健康状態把握
- 活動資金の管理、寄付や募金の受付 等々

⇒ 無償ボランティアの立場で永続的にすべてを把握し責任を負えるだろうか?

専属の常勤スタッフが必要!

【Slide 11】

⑦ Volunteer applicants

～ボランティア希望者のデータ紹介～

(2007年6月～2009年9月 : 総数188人)

ボランティア希望者数 (単位:人)

男性	43
女性	145

ボランティア希望者年代別人数 (単位:人)

年代	10代	20代	30代	40代	50代	60代	70代
人数	35	40	35	30	25	15	10

【Slide 15】

⑤ In cooperation with Kobe City

～神戸市との協働体制の中で～

《メリット》

- 施設がすでにあり維持費は神戸市負担
- 行政とともに活動していることへの社会的信用

《デメリット》

- 客観性、法的根拠がないと動けない(行政)ため要望が即座に通らない
- 公務員に準ずる守秘義務等の制約が多く堅苦しいと思われるが

【Slide 12】

ボランティア希望者職業別人数 (単位:人)

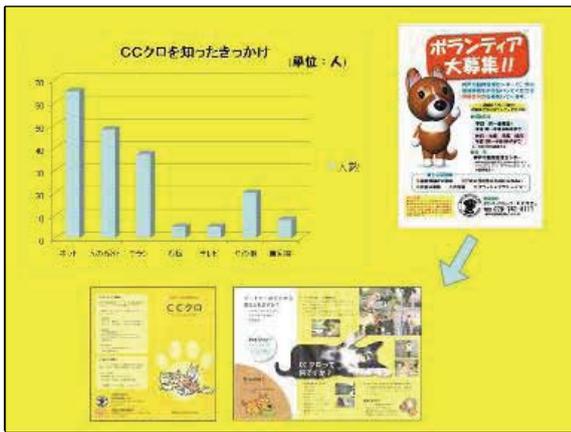
職業	学生	専業主婦	会社員	無職	その他
人数	35	30	25	15	10

ボランティア希望者動物飼育経験人数 (単位:人)

現在	55
過去にあり	120
なし	13

・体力が必要な活動なので希望者は50代までが多い
 ・仕事を持っている方でも休日のボランティア参加を希望されている
 ・フリーターや求職中の方、定年後の時間を有効に使いたい方も多い
 ・動物飼育経験がなくてもCCクロの活動に興味がある方もおられる

【Slide 16】



Slide : : A



⑧ CC Kuro's Challenge

～CCクロの今後の課題～

- 現在のボランティア申請人数 208人
- 現在のボランティア登録人数 83人
- 現在のボランティア実働人数 40人

⇒ 定着率約20% ⇔ 一日最低必要人数 5人
(一日平均3.7人・・・ 平日3.1人 休日4.9人)

定着しない理由は?

- 高い交通費がかかる・・・
- 初陰も散歩も思っていたよりしんどい・・・
- 公の施設で厳しい現実を目の当たりにするのがつらいと感じる・・・

Slide : : A

さらに多くの方に続けていただくには?

やり甲斐を感じられる場であること

- 犬たちが自分と散歩に行くことを心待ちにしてくれている!
- 自分の子どもを叱ることが減った。いつのまにか犬に癒してもらっていたんだと気付いた!
- 同窓会で再会した犬たちが飼い主さんのそばで笑顔でいてくれることが何よりも嬉しい!

さらなる活動の充実に向けて

- 譲渡事業の拡充
- 他施設・他団体との情報交換
- 子ども向けセミナーなどの啓発活動の充実

Slide : : A

⑨ More detailed information

～より詳しい情報は～

CCクロホームページ <http://cckuro.com>

<12月のボランティアオリエンテーション開催日>

- ★12月14日(月) 13:30～15:00
- ★12月17日(木) 13:30～15:00

Thank you for your kind attention!

Slide : : A