

65TH Annual Training Conference

Crowne Plaza Hotel
Worcester, MA
April 25-27, 2010



**NEW ENGLAND FEDERATION
OF HUMANE SOCIETIES**

Conference Highlights

NEFHS Conferences offer the best networking opportunities for animal welfare professionals from across New England to come together, share experiences, and get inspired by the experts and innovators in our field. Don't miss your opportunity to learn how to:

- Boost your adoptions and minimize returns
- Raise money for the animals and have fun doing it
- Save dogs through PILOT programs
- Transform fearful cats into friendly cats
- Prevent diseases in feline foster care programs
- Turn your volunteers into a force of positive change
- Use social networking to attract donors, adopt more animals and engage the community in your work



Opening Reception and Exhibitors' Gala, Sunday, 5:30-7:00 p.m. Be sure to join everyone at our kick-off social event! The reception will allow you to meet our conference vendors and sponsors, to catch up with old friends, and to meet new people in our profession. Don't miss this valuable opportunity to connect with your colleagues!

Schedule

Sunday, April 25

8:00 am - 9:45 am Conference Registration

9:45 am - 11:15 am

Program A

Program B

Program C

From Fearful to Friendly: Shaping tameness in domestic cats, Part 1:
Angela Rentfro

The Art of the Ask:
Katie Gardella, Prosper Fundraising Strategies

Dog Behavior Mod Squad: How do volunteers assist with resolving behavior issues? MaryAnn Callahan, MSPCA Nevins Farms

11:30 am - 1:00 pm

Program A

Program B

Program C

From Fearful to Friendly: Shaping tameness in domestic cats, Part 2:
Angela Rentfro

The Board Building Cycle: How to attract and maintain committed board members: Katie Gardella, Prosper Fundraising Strategies

How a Great Volunteer Program Can Initiate Positive Change: Bonney Brown, Nevada Humane Society

1:00 pm - 2:00 pm Lunch

Diversity in Animal Welfare: How groups of all sizes can work together to make a difference:

Bonney Brown, Nevada Humane Society

2:00 pm - 3:30 pm

Program A

Program B

Program C

Feline Infectious Diseases in Foster Care: Pam Wilmot & Elizabeth Lynch, MSPCA

Creating a Leadership Program:
Katie Gardella, Prosper Fundraising Strategies

Recognizing and Addressing Compassion Fatigue: Kit Jenkins, PetSmart Charities

3:30 pm - 4:00 pm Vendor & Exhibitor Break

4:00 pm - 5:30 pm General Session

Food for Thought: Can we adopt our way out of overpopulation? Peter Marsh, Solutions to the Overpopulation of Pets; Bonney Brown, Nevada Humane Society; Dave Parsons, Lawrence, MA Animal Control Officer; Pam Peebles, T.J. O'Connor Animal Control; Angela Nickerson, New England Federation of Humane Society's Board of Directors, Moderator.

Schedule, cont.

Monday, April 26

8:00 am - 9:00 am Registration & Continental Breakfast

9:00 am - 10:30 am

Program A

Meet The Adopter Part 1: Bert Troughton and Susan Britt, ASPCA

Program B

Shelter Pet Project: Changing the public's perceptions of shelter pets: Cory Smith, HSUS

Program C

Revenue Diversification with Profit Centers: Caroline Boyd, Animal Rescue League of New Hampshire

10:30 am - 11:00 am Vendor & Exhibitor Break

11:00 am - 12:30 pm

Program A

Meet The Adopter Part 2: Bert Troughton and Susan Britt, ASPCA

Program B

Animal Hoarding: Dr. Gary Patronek, DVM, Animal Rescue League, Boston

Program C

Balanced Scorecard: Caroline Boyd, Animal Rescue League of New Hampshire

12:30 pm - 1:30pm Vendor & Exhibitor Lunch

1:30 pm - 3:00 pm

Program A

Scaredy Cats, Furious Felines & Crabby Kitties: A primer on cat behavior issues: Kathryn Wrubel, Intown Veterinary Group

Program B

Using Social Marketing to Save Lives: Pune Dracker & Elyse Orecchio, ASPCA

Program C

Changing Workplace Culture: Caroline Boyd, Animal Rescue League of New Hampshire

3:00 pm - 4:00 pm Vendor & Exhibitor Break

4:00 pm - 5:30 pm General Session

Food for Thought: What to do about euthanasia? Bobbi Allen, Animal Welfare Society; Dr. Gary Patronek, DVM, Animal Rescue League of Boston; Angie Rackliffe, Northeast Animal Shelter; Mike Keiley, MSPCA; Emily McCobb, Moderator

5:30 pm - 7:00 pm Networking: Evening Out & Documentary Viewing

Tuesday, April 27

9:00 am - 10:00 am Registration & Hearty Brunch

10:00 am - 11:30 am

Program A

How's It Going? How to follow-up with adopters, reduce return rates, and gain valuable information: Seanna Dowling, Animal Rescue League, Boston

Program B

The Forgotten Dogs of MA: Starting a PILOT program in your region: Rosemary Antonucci, Massachusetts Animal Coalition

Program C

CEO Networking: Nick Gilman, Washington Humane Society

11:45 am - 1:30 pm

Program A

Troubleshooting Rabbits: Helping you solve common issues in your shelter: Small Animal Task Force, MSPCA Nevins Farm

Program B

Love Boundaries: The sexual assault of companion animals: Gretchen Ziemer, University of Maine, Orono

Program C

Running Effective Meetings: Learn three simple but powerful exercises to get your team performing at the top of their game: Bert Troughton, ASPCA

About NEFHS & The Annual Conference

The New England Federation of Humane Societies (NEFHS) is a 501(c)3 non-profit organization dedicated to creating a more humane world. For more than 65 years, NEFHS has provided animal welfare professionals in our region with the best possible training and networking opportunities so they can do a better job helping the animals they care for.

Crowne Plaza Hotel: Welcome to Worcester and the heart of New England. The Crowne Plaza is ideally located in downtown Worcester, at 10 Lincoln Square, within walking distance of fine shopping, great restaurants, and a variety of tourist attractions. The Crowne Plaza Hotel has complimentary parking available for conference attendees. The parking garage is located adjacent to the hotel. See *Registration Form on back for room rates.*

Scholarships. NEFHS will again offer full and partial conference scholarships to employees or volunteers from non-profit organizations or government agencies, or to individuals who are sponsored by those groups. Applicants from the New England states will be given preference, but residents from other areas are also welcome to apply. If the conference Scholarship Application is not enclosed in this brochure, you can download a copy from our website, www.newenglandfed.org. For more information on the Scholarship Program, contact Katie Lisnik at 207-756-2570. Deadline for receipt of applications: March 10, 2010.

Stay connected to NEFHS news and events: sign up for our e-newsletter at www.newenglandfed.org



Sponsors of the 2010 Conference

The New England Federation would like to thank the following sponsors of NEFHS Conference 2010:



Helping animals since 1899



Registration Rates & Policies

Register on-line at www.newenglandfed.org

Or mail or fax both sides of this completed registration form(s) and payment to: NEFHS c/o Sandi Trapasso, Conference Planner
105 Tipperary Drive, Whitinsville, MA 01588
or fax to 508-234-5017

Name _____

Title _____

Organization _____

Address _____

City _____

State/Zip _____

Phone _____

Fax _____

Email _____

Registration:

- 3 Day Registration: \$225
- 2 Day Registration: \$185
- 1 Day Registration: \$145

Early-bird discount: Sign up before March 25, 2010, deduct \$25 from your registration fee. Registrations must be postmarked by the 25th with no exceptions. No cancellation refunds will be given after April 16th, 2010. A late fee of \$10 will be added to registrations received after Friday, April 16th.

Total Registration Fee Enclosed \$ _____

Enclosed is an additional donation of \$_____ to the NEFHS scholarship fund.

Check (payable to NEFHS) Mastercard Visa AmEx

Card Number _____

Exp Date _____

Name on Card _____

Authorized Signature _____

If paying for a group by credit card, list the name of everyone in the group.

I will be attending 25th 26th 27th

- This is my first NEFHS Conference.
- I require a vegan meal (all other meals vegetarian)
- NEFHS is committed to making our activities as accessible as possible. Check this box if you would like us to contact you about arranging for special services.

Questions? Call Sandi Trapasso at 508-234-5017 or email sandra.trapasso@verizon.net. For more information on NEFHS conference scholarships contact Katie Lisnik at 207-756-2570, klisnik@humanesociety.org

Mark Your Schedule (To be sure enough space/ materials will be available, please mark off your workshop choices)

Sunday, April 25th

- From Fearful to Friendly: Shaping tameness in cats, Part 1
- The Art of the Ask
- Dog Behavior Mod Squad
- From Fearful to Friendly: Shaping tameness in cats, Part 2
- The Board Building Cycle:
- How a Great Volunteer Program Can Initiate Positive Change
- Diversity in Animal Welfare
- Feline Infectious Diseases in Foster Care
- Creating a Leadership Program
- Recognizing and Addressing Compassion Fatigue
- Can we adopt our way out of overpopulation?

Monday, April 26th

- Meet The Adopter, Part 1
- Shelter Pet Project
- Revenue Diversification with Profit Centers
- Meet The Adopter, Part 2
- Animal Hoarding
- Balanced Scorecard
- Scaredy Cats, Furious Felines & Crabby Kitties:
- Social Marketing
- Changing Workplace Culture
- Food for Thought: What to do about euthanasia?
- Network: Evening Out & Documentary Viewing

Tuesday, April 27th

- How's It Going? How to Follow-Up with Your Adopters
- Starting a PILOT program in your region
- CEO Networking
- Troubleshooting Rabbits
- Love Boundaries: The Sexual Assault of Companion Animals
- Running Effective Meetings

You are encouraged to bring display materials from your organization to share with others. If you have any questions about or special needs for your display, call Sandi Trapasso at 508-234-5017 or email sandra.trapasso@verizon.net.

Please tell us how you learned of the 2010 NEFHS Conference:

Hotel: Attendees are responsible for making their own hotel arrangements with the Crowne Plaza Hotel. Reservations must be made by April 9, 2010 in order to get the NEFHS discounted rate. Be sure to mention that you are attending the NEFHS conference. The room rate is \$99 per night plus tax, single or double room.
Reservations can be made by calling the hotel directly at 508-791-1600 or online at <http://tinyurl.com/ygg6gd2>.