

## Welcome to the 2019 NEFHS Annual Conference

**Saturday March 30<sup>th</sup>**

Time Slot	Track A	Track B
8:00am – 9:00am	<b>REGISTRATION AND BREAKFAST – Grand Ballroom</b>	
9:00am – 9:30am	<b>WELCOME – Grand Ballroom</b>	
9:30am – 11:00am	The Future of Animal Welfare in New England: Life After Overpopulation, Part 1 <i>Lisa Dennison, Mike Keiley, Abigail Smith, Carmine DiCenso, Amielle DeWan, Heather Cammisa-Davenport, Hanna Lentz</i>	Kitten Socialization: How to Raise a Super-Cat <i>Rebecca Lohnes</i>
11:00am – 11:30am	<b>BREAK</b>	
11:30am – 1:00pm	The Future of Animal Welfare in New England: Life After Overpopulation, Part 2 <i>Lisa Dennison, Mike Keiley, Abigail Smith, Carmine DiCenso, Amielle DeWan, Heather Cammisa-Davenport, Hanna Lentz</i>	Blue Collar Cats: Creating an Innovative and Modern Working Cats Program <i>Erin Robinson, Lauren Lipsey</i>
1:00pm – 2:00pm	<b>VENDOR &amp; EXHIBITOR LUNCH</b>	
2:00pm – 3:30pm	Turn and Face the Change, Ch-Ch-Ch- Changes: How to Manage and Communicate Through Change at Your Shelter <i>Barbara A. McLean</i>	I Know How You Feel... Setting Up a Behavior and Retention Program <i>Rachel Geller</i>
3:30pm – 3:45pm	<b>VENDOR &amp; EXHIBITOR BREAK</b> <i>Brought to you by</i> 	
3:45pm – 5:15pm	Jackson Galaxy Presents: Total Rescue Cat Mojo: 5 Steps to Maximize the Well-Being of Cats in Your Care <i>Jackson Galaxy</i>	
6:30pm	<b>Cocktail Hour</b> Sit back, relax and enjoy a cold one with fellow conference goers before we round up for the networking events! Unwind with some old friends or chat it up with some new ones!	
7:30pm	<b>Trivia and the Lounge</b> <i>Sponsored by</i>  <i>Join us for an animal-related trivia game night!</i> <i>Not into trivia? The lounge is perfect for networking in a quiet, more personal setting.</i>	

### Certified Animal Welfare Administrator Continuing Education Credits

The Association for Animal Welfare Advancement has approved all sessions of this conference for continuing education (CE) credits for CAWAs. Each session is equal to 1.5 CE towards annual CAWA requirements.

**\*Each CAWA certified attendee will be responsible for signing in at each session they attend to receive proper credit\***

## Saturday March 30<sup>th</sup>: Program Descriptions

9:30am – 11:00am

<b>Track A</b>	<p><b>The Future of Animal Welfare in New England: Life After Overpopulation, Part 1</b> Companion animal welfare in New England is at a tipping point. Demand for adoptable animals is outpacing supply, changing the very nature of long-standing issues such as euthanasia, sterilization, and adoption. With circumstances rapidly changing, it is critical to evolve strategies and operations to most effectively maintain the wellbeing of animals, and continue to improve the lives of those in need.</p> <p>Conversations about what New England animal welfare organizations should do to navigate changing conditions have been happening since 2016 with in-person meetings of stakeholders from across the region. Energy and interest has only continued to build, with growing and widespread support to tackle tough questions about the future of companion animal welfare. A small group of leaders have recognized that it is time to take these conversations to next level, and are engaging in a project to provide answers and a new vision for the future. They are working to answer three key questions:</p> <ul style="list-style-type: none"> <li>• How should New England animal welfare organizations evolve their strategies and operations to meet the needs of companion animals now and into the future?</li> <li>• What metrics should New England animal welfare organizations be using to truly understand how successful they are at improving the lives of companion animals?</li> <li>• What is the roadmap for other organizations, communities, and regions as they approach a similar “tipping point” and figure out how to move beyond it?</li> </ul> <p>In this facilitated discussion, the presenters will lead a conversation surrounding these pressing topics to further explore the changing landscape of New England animal welfare. Participants should expect a robust discussion about the current challenges at their own organization and in their community, how their organization may be able to make changes to best help animals and people, and opportunities to engage in the project going forward.</p> <p><i>Lisa Dennison, Executive Director, New Hampshire SPCA</i>  <i>Mike Keiley, Director, Adoption Centers and Programs, MSPCA</i>  <i>Abigail Smith, Executive Director, Animal Welfare Society</i>  <i>Carmine DiCenso, Executive Director, Dakin Humane Society</i>  <i>Amielle DeWan, Co-Founder and Executive Director, Impact by Design</i>  <i>Heather Cammisa-Davenport, CEO/President, St. Hubert’s Animal Welfare Center</i>  <i>Hanna Lentz, Co-Founder and Managing Director, Impact by Design</i></p>
<b>Track B</b>	<p><b>Kitten Socialization: How to Raise a Super-Cat</b> By providing proper socialization to your foster kittens, you create well-adjusted feline citizens who are less likely to be rehomed later in life! We will discuss: the science behind socialization, different types of socialization and how to accomplish them in your home or shelter, how to engage in low-stress handling and cooperative care, and even some basic manners training! We will also cover some special cases, including: singletons, fearful or unsocialized kittens, and bottle babies.</p> <p><i>Rebecca Lohnes, Behavior and Training Manager, Lollypop Farm, Humane Society of Greater Rochester</i></p>
<b>OFFSITE WORKSHOP</b> 9:00 - 11:00am	<p><b>It’s a Date! Safe Dog Greetings and Play</b> Play! For many dogs, it can address the behavior problems you’re spending all your time working on. It can also play a vital role in maintaining canine behavioral health. Distress, fear, anxiety, jumping/mouthing, barking, and more can be reduced with social interactions. Of course, playgroups are not appropriate for all dogs, but they’re great for most. This content will be helpful for any organizations introducing, facilitating, and maintaining safe play. If you interested in beginning a play program for a shelter or a rescue, this workshop will outline the process for greetings, assessing play styles, matching dogs and building groups.</p> <p>Topics covered include: value and impact of dog play, the benefits, obstacles, and solutions for shelters, setting up your play area, and safe handling of dogs, play styles, safe introductions of dogs, what to look for during play, managing groups, and breaking up dog fights.</p> <p><i>Katenna Jones, Jones Behavior Dog &amp; Cat Training &amp; Behavior</i>  <i>Erika Lessa, Cooperation Canine</i></p>
11:30am – 1:00pm	
<b>Track A</b>	<p><b>The Future of Animal Welfare in New England: Life After Overpopulation, Part 2</b> Join us to continue the facilitated conversation from The Future of Animal Welfare in New England: Life After Overpopulation, Part 1</p> <p><i>Lisa Dennison, Executive Director, New Hampshire SPCA</i>  <i>Mike Keiley, Director, Adoption Centers and Programs, MSPCA</i>  <i>Abigail Smith, Executive Director, Animal Welfare Society</i>  <i>Carmine DiCenso, Executive Director, Dakin Humane Society</i>  <i>Amielle DeWan, Co-Founder and Executive Director, Impact by Design</i>  <i>Heather Cammisa-Davenport, CEO/President, St. Hubert’s Animal Welfare Center</i>  <i>Hanna Lentz, Co-Founder and Managing Director, Impact by Design</i></p>

## Saturday March 30<sup>th</sup>: Program Descriptions

**11:30am – 1:00pm**

**Track B**

**Blue Collar Cats: Creating an Innovative and Modern Working Cats Program**

Working cat programs are common in the animal welfare and sheltering world. However, ensuring their success means tailoring the program to your specific community. In this session, we will dive into the Humane Rescue Alliance's Blue Collar Cats program where we did just that. We will discuss the importance of approaching the creation and launch of an innovative program from both the animal welfare and business perspectives. These approaches are crucial for creating appropriate marketing to gain public buy-in. This session will help you implement a working cats program within your organization!

*Erin Robinson, Humane Rescue Alliance  
Lauren Lipsey, VP Community Programs, Humane Rescue Alliance*

**2:00pm – 3:30pm**

**Track A**

**Turn and Face the Change, Ch-Ch-Ch-Changes: How to Manage and Communicate Through Change at Your Shelter**

Change is one of the most challenging experiences for individuals and organizations. Yet, it is one of the few certainties in life! So why is it so difficult? And what can we do to make it easier? Based on personal experiences and case studies, learn how to mitigate the impact on your staff, board, volunteers, donors and community so you can survive and thrive during organizational change like mergers, acquisitions, and mission shift.

Takeaways include: internal dialogues that create open, innovative cultures; 10 challenges and how to combat them; and 5 communication strategies that spell win

*Barbara A. McLean, Karmic Media Group*

**Track B**

**I Know How You Feel... Setting up a behavior and retention program**

Does your shelter need a cat behavior and retention program? Has your shelter dealt with difficult clients with difficult cats? Cats who behave in ways that are not as cute as the videos we see? Rachel Geller, Ed.D. will help you set up a cat behavior and retention program, and teach you how to empathize with your clients as they struggle with their cats. She will share real examples, with proven results, setting the shelter, client and cat on the road to happy relationships together.

*Rachel Geller, Ed.D., Cat Behavior & Retention Specialist, The Cat Connection, Baypath Humane Society, Here Today Adopted Tomorrow*

**3:45pm – 5:15pm**

**GENERAL SESSION**

**Jackson Galaxy Presents: Total Rescue Cat Mojo: 5 Steps to Maximize the Well-Being of Cats in Your Care**

Jackson has built his cat philosophy around uncovering and cultivating a cat's Mojo, or innate confidence. More specifically, he built that philosophy through 20+ years of working in and out of animal shelters where he was tasked with helping cats to deal with the extreme stress of life in shelter/rescue and the challenge to make them more adoptable in the process.

In this class, Jackson will take you through five steps that encompass every moment of the cat's life in your care. From intake, to adoption and beyond! Attendees will come away with tools related to: Assessment, Environmental Enrichment, the "Three R's (Routine, Ritual & Rhythm)", Behavioral Enrichment, and Cat Team Building and adoption counseling for the human care takers. Total Rescue Cat Mojo is above all a shiny new toolbox designed to help the cats in your care (and their human caretakers) thrive!

*Jackson Galaxy*

**COCKTAIL HOUR**

**6:30PM**

Sit back, relax and enjoy a cold one with fellow conference goers before we round up for the networking events! Unwind with some old friends or chat it up with some new ones!

**SATURDAY NIGHT TRIVIA & LOUNGE**

**7:30PM**

Animal themed trivia is back! After cocktail hour on Saturday night, attendees will have the option to join us for an animal fact filled trivia game night. Trivia will be played in the form of "Stump Trivia" and will have one grand prize winning team. Form a team with other organizations and earn bonus points to make your way to the top!

Conference goers will have a choice between Trivia Night and our new Lounge. This Lounge is perfect for those of us animal welfare folk who want to talk kitty poop and dog anxiety in a more personal and quiet setting. Don't know what to talk about, but want to network without working out a sweat at our games? We've got you covered; a plethora of topics will be on tables throughout the lounge to pick and choose from. We hope to see you there!

## Welcome to the 2019 NEFHS Annual Conference

Sunday March 31<sup>st</sup>

Sponsored by: 

Time Slot	Track A	Track B	Track C
8:00am – 9:00am	REGISTRATION, BREAKFAST, AND EXHIBITORS – Grand Ballroom		
9:00am – 9:30am	WELCOME – Grand Ballroom		
9:30am – 11:00am	<b>KEY NOTE SPEAKER</b> Future of Animal Welfare <i>Roger Haston</i>		
11:00am – 11:30am	VENDOR & EXHIBITOR BREAK		
11:30am – 1:00pm	If You're Going Through Hell, Keep Going <i>Jodi Lytle Buckman, Jim Tedford</i>	Don't Forget the Kids! Utilizing Youth Volunteers in Direct Animal Care <i>Karen Potocek            Matt Wildman</i>	People Experiencing Homelessness and Their Pets <i>Roger Haston, Sima Thakkar,            Dr. Hank Wietsma,            Shalissa Coutoulakis</i>
1:00pm – 2:00pm	VENDOR & EXHIBITOR LUNCH		
2:00pm – 3:30pm	Help Them Help You – How to Save More Lives Through Hospitality <i>Elizabeth Jensen</i>	Canine College: A School for the Volunteers & Giving Volunteers More Responsibility <i>Deanna Nickels, Marie Joyner</i>	Establishing a Helpline Within Your Animal Welfare Organization <i>Edie Bonneville, Caroline Gaetano</i>
3:30pm – 3:45pm	<b>VENDOR &amp; EXHIBITOR BREAK</b> Brought to you by 		
3:45pm – 5:15pm	No Authority? No Big Deal! <i>B.J. Rogers</i>	High Volume Foster Care – Supporting Big Numbers with Great Service <i>Lauren Lipsey, Jennah Billeter</i>	Unpacking and Moving Forward: A Discussion of Object and Animal Hoarding <i>Eileen Dacey</i>
7:30pm	<b>Game Show and the Lounge</b> Sponsored by  Join us for an animal-related trivia game night! Not into trivia? The lounge is perfect for networking in a quiet, more personal setting.		

## Sunday March 31<sup>st</sup>: Program Descriptions

9:30am – 11:00am

### GENERAL SESSION

#### **The Future of Animal Welfare**

Much of the animal sheltering world has been focused on how to improve the lives of pets that end up in shelters. In this session, Dr. Haston will review a history of animal welfare, examining important trends in the industry, and then build a vision for the opportunities and challenges that we face in the future. This session will focus on the importance of the human animal bond and how many constructs and narratives of the past need to be revisited. We will also explore social capital and its importance in how we will view animal welfare in the future.

*Roger Haston, Chief of Analytics, PetSmart Charities*

11:30am – 1:00pm

### Track A

#### **If You're Going Through Hell, Keep Going**

A workshop on preparing great animal sheltering organizations for the impact of unreasonable attack. Our work evokes an emotional response which drives donations, volunteer engagement, advocacy and sometimes, attack. We'll share what animal sheltering leaders can do to prepare for these challenging situations and strategies for response and recovery when an attack occurs. We'll explore a dispassionate framework within which to understand the nature of attack and strategies for preparing for, responding to and recovering from these circumstances.

*Jodi Lytle Buckman, Vice President of National Outreach and Grants, ASPCA*  
*Jim Tedford, President and CEO, The Association for Animal Welfare Advancement*

### Track B

#### **Don't Forget the Kids! Utilizing Youth Volunteers in Direct Animal Care**

There is a vast and important resource untapped by the animal sheltering world – teenagers! Removing unnecessary “18 and over” age restrictions for direct animal care enables shelters to participate in the development of future animal welfare advocates . . . and in the process the animals in our care get loads of attention and promotion. This session explores how to create a youth volunteer program that supports your mission while providing a safe and welcoming environment for youth. You'll learn how to recruit, train, manage and support youth volunteers and how to gain organizational buy-in from shelter administrators and staff.

*Karen Potocek, Humane Educator, St. Huberts*  
*Matt Wildman, Vice President of Community Engagement, St. Huberts*

### Track C

#### **People Experiencing Homelessness and Their Pets**

Homelessness has reached a crisis level in many communities across the country. People will risk everything, including refusing shelter and services or stay in dangerous situations, to remain with their pet with them. The presentation will discuss the state of homelessness nationally, unpack the homelessness crisis response systems in the US, and examine areas where animal welfare organizations can participate. We will also provide examples and lessons learned from collaborative projects that bridge the gaps between human and animal welfare services.

*Roger Haston, Chief of Analytics, PetSmart Charities*  
*Sima Thakkar, Regional Relationship Manager, PetSmart Charities*  
*Dr. Hank Wietsma, DVM, MS, ABVP Avian, Pets in Need Clinic*  
*Shalissa Coutoulakis, Homeless Management Information System Administrator, Rhode Island Coalition for the Homeless*

2:00pm – 3:30pm

### Track A

#### **Help Them Help You - How to Save More Lives Through Hospitality**

As animal welfare becomes more professionalized, the understanding that people are the most important lifesaving tools in our arsenals continues to grow. But how do we get past viewing 'people' as something to 'manage', to unlocking their lifesaving power? From visitors, to supporters, to staff - this session discusses roadblocks to creating an organization known for hospitality and engagement - and provides tactics to help leverage the people in your world to save more lives.

Material will cover:

- The difference between customer service and hospitality - and why it matters
- Tactics to improve welcoming deliverables of team
- Tactics to build consensus and get to a place of yes

*Elizabeth Jensen, Regional Director of the Northeast Region, Best Friends*

### Track B

#### **Canine College: A School for the Volunteers & Giving Volunteers More Responsibility**

In this workshop we will present our Canine College program which provides a training curriculum for volunteers who are interested in dog training and behavior. In this progressive program we give the volunteers opportunities to observe, assist and lead our training classes. Our Companions classes cater to dogs with behavioral issues, and provides a safe place for them to learn. We have multiple levels of classes and will describe them in detail. Volunteers also assist with Behavioral Evaluations, and the Adopt a Shelter program where we work with dogs in municipal shelters. Many volunteer at our Sanctuary where they can apply what they have learned with dogs needing training and socialization.

*Deanna Nickels, Canine College Manager, Our Companions Animal Rescue*  
*Chelsea Beaudry, Canine College Head Trainer*

## Sunday March 31<sup>st</sup>: Program Descriptions

**2:00pm – 3:30pm**

**Track C**

**Establishing a Helpline Within Your Animal Welfare Organization**

Overview of Our Companions Helpline, its origin, history, timeline and current framework with mission of being proactive and providing programs with goal of pet retention. Prompt response by trained staff and volunteers, offering substantive solutions, can lead to pet retention as an alternative to surrendering a pet, thereby minimizing intake into shelters.

Inquiries include:

- Cat, Dog, Small Animal Behavior Assistance
- Dog Training
- Community Cat Assistance
- Emergency Veterinary Assistance
- Low Cost S/N
- Cat, Dog, Small Animal Adoption
- Cat, Dog, Small Animal Placement
- Wildlife Assistance
- Lost/Found Pet Assistance
- Foster Care Assistance

*Edie Bonneville, Helpline Program Assistant, Our Companions Animal Rescue & Sanctuary  
Caroline Gaetano, Director of Community Programs, Our Companions Animal Rescue & Sanctuary*

**3:45pm – 5:15pm**

**Track A**

**No Authority? No Big Deal!**

Ever struggle with lacking the authority to make decisions or take actions that you just KNOW will drive progress? What if “authority” isn’t the problem? What if leadership is something different than we’ve been told?

We’ll explore different ways to think about authority, leadership, and change – and the things people really need to do the work and learning that make progress possible. With a new perspective and proven tools, you’ll leave better equipped to exercise leadership as frontline staff, middle management, or the CEO. And good thing too! Because thriving organizations need leadership at every level.

*B.J. Rogers, Vice President of Training & Organizational Development, Emancipet*

**Track B**

**High Volume Foster Care – Supporting Big Numbers with Great Service**

Foster parents are some of the most valuable volunteers an organization can have. It’s the organization’s responsibility to make sure they are well supported and able to fulfill their critical role. In this session we will outline the multiple areas in which HRA has implemented mechanisms that aid in providing a consistent and supportive experience for foster parents – including in the matchmaking and case management processes. We’ll cover ways in which technology has assisted with improved customer service and how to ‘employ’ volunteers to help a program expand its ability to support both foster parents and animals.

*Lauren Lipsey, Vice President of Community Programs, Humane Rescue Alliance  
Jennah Billeter, Director of Volunteer and Foster Resources, Humane Rescue Alliance*

**Track C**

**Unpacking and Moving Forward: A Discussion of Object and Animal Hoarding**

Attendees will gain an enhanced understanding of what hoarding disorder looks like and how it is defined. This presentation stresses that all work with individuals demonstrating hoarding behaviors must be a client-centered, collaborative process that respects the dignity and worth of the person. The presentation will introduce the basics of what animal hoarding is, and briefly clarify similarities and differences of hoarding of objects and animal hoarding.

- Describe the symptoms of hoarding disorder and their associated impairments.
- Explain differences and similarities between hoarding of objects and hoarding of animals.
- Discuss harm reduction approaches to addressing hoarding behaviors.

*Eileen Dacey, MSW, LCSW – Clinical Hoarding Specialist, North Shore Elder Services*

**SUNDAY NIGHT GAME SHOW**

**7:00pm**

Game Show - The Sunday night shelter games are on!! This year’s games will be played Game Show style, with your returning host.... Liam Hughes!! Is the Price Right? Do you want to make a deal? Come join us and find out! There will be winners and there will be losers, but you won’t get to see this year’s fabulous prizes unless you show up as part of our audience!

Conference goers will have a choice between the Game Show and our new Lounge. This Lounge is perfect for those of us animal welfare folk who want to talk kitty poop and dog anxiety in a more personal and quiet setting. Don’t know what to talk about, but want to network without working out a sweat at our games? We’ve got you covered; a plethora of topics will be on tables throughout the lounge to pick and choose from. We hope to see you there!

## Welcome to the 2019 NEFHS Annual Conference

Monday April 1<sup>st</sup>

Time Slot	Track A <i>Sponsored by:</i> 	Track B <i>Sponsored by:</i> 	Track C
8:00am – 9:00am	<b>REGISTRATION, BREAKFAST, AND EXHIBITORS – Grand Ballroom</b>		
9:00am – 9:30am	<b>WELCOME – Grand Ballroom</b>		
9:30am – 11:00am	Using Business Tools and Technology for Shelters and Rescues <i>Susan Cosby</i>	Advocacy for Animal Welfare Organizations <i>Vince Wong</i>	Beyond the Dog Catcher <i>Robert Leinberger</i>
11:00am – 11:30am	<b>VENDOR &amp; EXHIBITOR BREAK</b>		
11:30am – 1:00pm	Data: Not Just for Nerds! Data Collection and Information Sharing in Animal Welfare <i>Samantha Fincke, Erin King</i>	Pass or Fail? Do Behavior Evaluations for Shelter and Rescue Dogs Pass the Test? <i>Katenna Jones, Kristen Collins</i>	Strategic Animal Handling <i>Kevin Hearst</i>
1:00pm – 2:00pm	<b>VENDOR &amp; EXHIBITOR LUNCH</b>		
2:00pm – 3:30pm	Fund Your Work by Focusing on Your Why: Using Purpose-Driven Messages to Tell Your Story <i>B.J. Rogers</i>	Who Let the Dogs Out? You Did! <i>Finnegan Dowling, Kelly Duer</i>	Prosecuting Animal Cruelty: Getting Veterinarians on Your Team <i>Dr. Martha Smith-Blackmore DVM</i>
3:30pm – 3:45pm	<b>VENDOR &amp; EXHIBITOR BREAK</b> <i>Brought to you by</i>  <b>mspca</b> <small>Kindness and Care for Animals®</small>		
3:45pm – 5:15pm	Give More to Save More: Bucking Conventional Wisdom to Save More Lives and Dollars <i>Gina Knepp</i>	From the Adopter's Perspective: Life with Behaviorally Challenged Dogs <i>Katenna Jones, Kristen Collins</i>	Riding the Train of Emotions in the Animal Care and Welfare World <i>Cheryl Ann Fernandes, Robert Leinberger</i>

### Animal Control Continuing Education Credits

Several states have offered continuing education credits to Animal Control Officers for attending specific sessions relevant to their field. Proper paperwork will be required in order to receive any and all credit for attending each session; this paperwork will be available for pick up during "check in" at the conference. See below for the approved sessions per state to find out how many CE credits are available to you.

**Massachusetts:** 1.5 CE credits for any session attended on Monday – Track C

**Maine:** 8 CE credits will be granted if all sessions on Monday – Track C are attended

**Connecticut:** 6 CE credits will be granted if all sessions on Monday – Track C are attended

\*Each Animal Control Officer is responsible for filling the appropriate paperwork with their own state to receive proper credit\*

## Monday April 1<sup>st</sup>: Program Descriptions

9:30am – 11:00am

### Track A

#### **Using Business Tools and Technology for Shelters and Rescues**

Remember when you received email on your phone for the first time? Amazing! Now that you're buried in emails it's time to take your operations beyond the basics. You don't have to be a geek or spend a fortune to introduce the same tools used by tech and Fortune 100 companies. We'll explore powerful (and often free) tools to improve team communications, manage projects and events, and even connect you with volunteers, supporters and the world.

*Susan Cosby, Director of Livesaving Programs, Petco*

### Track B

#### **Advocacy for Animal Welfare Organizations**

As our understanding of animals, animal welfare and animals as sentient beings has grown, the need to improve our public policies has become a significant issue. However, meaningful change in animal welfare policies and practices cannot be obtained without reaching key constituents with the right message, but how is this best accomplished? This presentation will share some of the restrictions that different kinds of organizations have on their education and advocacy, and shares some best practices for how to accomplish these goals.

*Vince Wong, Director of Policy and Civic Engagement, Michelson Found Animals Foundation*

### Track C

#### **Beyond the Dog Catcher**

This presentation looks briefly at where we've been and then provides a detailed look at the world of the modern animal care control officer. Involved discussion from the group is a key component of this presentation.

In depth topics include:

- We've come a long way – The first known use of the word dogcatcher was in 1835.
- Professionalism & Ethics – Professionalism is a core attribute of all those in the world of modern animal care & control.
- Embrace Technology – It's here to stay.
- Education & Training – There's always room for improvement.
- Partnerships & Networking – Make the most of your partnerships with humane groups, SPCAs, local veterinarians, community and businesses.
- Think Positive... And outside of the box – Innovative ways of doing things in the community that help people and pets. Let's keep the pets where they belong... with their owners!
- Modern Tactics – Evolution of a more compassionate and professional animal control.
- Sometimes... It IS all about you – Taking care of yourself is the way of the modern ACO.

*Robert Leinberger, National Animal Care and Control Association*

11:30am – 1:00pm

### Track A

#### **Data: Not Just for Nerds! Data Collection and Information Sharing in Animal Welfare**

Data collection and analysis can help us to understand to the changing landscape of animal welfare and the communities we serve. Simple case studies can help us to determine if programs are having the intended impact and can help us to focus our efforts. After a brief review of data management, case studies including adoption programs for cats with histories of inappropriate elimination and limited socialization will be reviewed. Attendees will have the opportunity to explore the burning questions of animal welfare and will go home with the tools to tackle them.

*Samantha Fincke, Community Initiative Coordinator, Animal Rescue League of Boston*  
*Erin King, Cummings-Tisch Civic Life Coordinator, Tufts*

### Track B

#### **Pass or Fail? Do Behavior Evaluations for Shelter and Rescue Dogs Pass the Test?**

For years the debate has raged about whether or not formal canine behavior evaluations in the shelter are an important tool necessary to safely place dogs into new homes. Proponents of performing evaluations would say they are the best way to determine if an animal is suitable for placement in the community. Detractors argue that evaluations can't reliably predict how a dog will behave in a new home. And, of course, as is the case with many controversial topics, countless opinions and positions in between abound. In this session, our expert panelists, Katenna Jones and Kristen Collins will explore the pros and cons of behavior assessments, explain what the research has to say and discuss ideas for building the best possible behavior profiles for your dogs. Whether you work at a shelter or with a rescue group that performs formal behavior evaluations or not, this session is a must see for anyone rehoming or rehabbing dogs.

*Katenna Jones, Jones Behavior Dog & Cat Training & Behavior*  
*Kristen Collins, Vice President, ASPCA Behavioral Rehabilitation Center*

### Track C

#### **Strategic Animal Handling**

Non-threatening capture techniques and humane animal handling, with student participation during practical demonstration.

*Kevin Hearst, Law Enforcement Training Institute*

## Monday April 1<sup>st</sup>: Program Descriptions

2:00pm – 3:30pm

### Track A

#### **Fund Your Work by Focusing on Your Why: Using Purpose-Driven Messages to Tell Your Story**

Rusty cages. Trembling animals. Runny eyes. Matted fur. Cue the music; rake in the cash. Emotionally evocative images and stories work. They also support a narrative that might be our biggest obstacle in raising funds to do impactful work. Our persistent focus on cruelty and neglect has reinforced the idea that if you can't "afford it," you shouldn't have a pet. But affordability is neither constant nor straightforward. As we increasingly turn our efforts to not just bringing – but keeping – people and pets together, that narrative may no longer serve us well. This session will make the case for a purpose-driven approach and provide some tools to try it out. We'll craft compelling messages in real-time and consider the positive impact of telling our stories in a different way.

*B.J. Rogers, Vice President of Training and Organizational Development, Emancipet*

### Track B

#### **Who Let the Dogs Out? You Did!**

Who let the dogs out? You did! This workshop will cover research that shows the many benefits of day foster and field trip programs for your dogs, your shelter and your community. Then we'll walk you through starting a program at any size shelter. From getting buy in to putting together your process, attendees will come out of the training prepared to start their own day foster program – and save even more lives.

*Finnegan Dowling, Maddie's Program and Social Media Manager, Mutual Rescue  
Kelly Duer, Foster Program Consultant, Maddie's Fund*

### Track C

#### **Prosecuting Animal Cruelty: Getting Veterinarians on Your Team**

Veterinary forensics is a developing field that can assist with animal cruelty investigations. Animal abuse investigations are vital because animal maltreatment is a co-occurring and central aspect of interpersonal violence. Animal care professionals, such as veterinarians, animal control officers, and humane law enforcement all have roles to play in the prevention, identification, and treatment of interpersonal violence. The co-occurrence of child abuse and domestic violence with animal abuse, and the significance of childhood animal abuse means that animal welfare overlaps with both family welfare and public safety. Veterinarians with training in veterinary forensics can be especially valuable to animal cruelty investigations. Dr. Smith-Blackmore will review the recent change to data collection by the FBI known as NIBRS and will present cases in the classification scheme used by the FBI - simple/gross neglect; intentional abuse and torture; organized abuse/fighting; and animal sexual abuse. Her presentation will focus on some of the subtleties to consider when classifying what subtype of animal cruelty should be recorded, offering case examples for discussion. Pointers for helping non-forensically trained veterinarians to help you will be covered.

*Dr. Martha Smith-Blackmore, DVM, Veterinarian and President, Forensic Veterinary Investigations, LLC.*

3:45pm – 5:15pm

### Track A

#### **Give More to Save More: Bucking Conventional Wisdom to Save More Lives and Dollars**

In this case-study based seminar, we'll review the five main strategies employed by Front Street Animal Shelter and Michelson Found Animals Foundation Registry to buck animal intake trends. Learn about innovative tactics used to reduce the lengths of stay, return more found dogs to their owners, and build community goodwill while saving hundreds of thousands of dollars annually. You'll be provided with tools and strategies your shelter needs to study community needs, develop partnerships, and craft your own shelter intervention program.

*Gina Knepp, Animal Care Services Manager, Front Street Animal Shelter*

### Track B

#### **From the Adopter's Perspective: Life with Behaviorally Challenged Dogs**

Finding homes for pets is already hard enough, but finding homes for pets with behavior problems such as leash reactivity, fear or people, separation anxiety, or poor social skills can be an even more difficult and stressful experience for shelter staff and volunteers. Sometimes we work really hard with a behaviorally challenged pet and are thrilled when they go home, only to be disappointed or even angry when they come back. Frustration often mounts, and we end up feeling that the adopter didn't follow through on what they were told or they didn't work hard enough to "set the dog up for success." It's not always easy to empathize and realize the magnitude of how an adopter can be impacted emotionally, physically and financially when they bring any pet home—but especially one who has some kind of behavior problem.

Our expert panelists Katenna Jones and Kristen Collins will present real cases that will help lead a discussion on what options are available for placing "difficult to place" pets successfully and, when we do place those pets, how we can best inform and support their adopters.

*Katenna Jones, Jones Behavior Dog & Cat Training & Behavior  
Kristen Collins, Vice President, ASPCA Behavioral Rehabilitation Center*

### Track C

#### **Riding the Train of Emotions in the Animal Care and Welfare World**

The emotional train ride can affect animal care and control workers and volunteers, whether you're in the field or in the shelter. This class takes a direct look at the emotional and complex aspect of emotional fatigue and stress for animal care and control workers and volunteers. It explores how the emotional impact directly affects us as well as how we can turn it into job satisfaction, thereby improving the lives of animals as well as ourselves. Learn how the joys and pains of the job often parallel each other. Class interaction and group discussion are an integral part of this class. Light hearted video in the presentation help set a positive mood and handouts are available to all. We'll laugh, we'll cry, we'll learn! (This class allows participants to play with crayons, coloring books, play-doh, glitter, magic markers, etc. as a means of stress relief and fun)

*Cheryl Ann Fernandes, PetLink  
Robert Leinberger, National Animal Care and Control Association*

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