

Training Conference 2018 Course Descriptions

Session 1 – October 11, 2018 – 10:30 AM – 12:00 PM

Danielle Bays - Catucopia - A Cornucopia of Ideas on Ways You Can Save More Cats

Shelters and animal control agencies across the country are implementing innovative programs to address the abundance of cats in their communities. This presentation will fill your basket with a bountiful collection of ideas on how to reduce the number of cats needing your help and bolster your efforts to provide for those that do, no matter the size or capacity of your organization. We'll look at how organizations are navigating -- and neutralizing -- kitten season, finding alternatives to intake, reducing cats' length of stay, removing barriers to adoption, tackling the management of community cats and much more.

Aimee Sadler – Every Dog, Every Day – Let them Play!

Dogs live to play, now let them play to live! Learn how playgroups can enhance quality of life (for shelter dogs and their care-takers) and adoption matching while helping you to learn so much more about your dogs than how they play with other dogs. From working with 200 shelters internationally and asking them about the impact of playgroups, we've heard from shelters far and wide how the benefits far outweigh the perceived risks. This presentation is packed with video demonstrating how playgroups are an enrichment tool, a training tool, an assessment tool and behavior modification tool that provide an efficient and effective way to best care for even large populations of sheltered dogs.

Kim Cherney – Officer Safety for the Animal Control Officer

How many times have you been confronted by an aggressive dog? How about an angry citizen? Have you ever received any officer safety training designed specifically from the perspective of an animal services field officer? Many agencies put their animal services officers into the field with little or no officer safety training. Please join this session which will provide you with officer safety information designed specifically for the new and experienced animal services officer. Class Overview: Many agencies put their animal control officers into the field with little or no officer safety training. There have been numerous documented cases of animal control officers being injured on the job by aggressive animals and persons while performing their duties. This class will address safety issues inherent with animal control and specific to the needs of the animal services officer. Animal control officers are limited in the tools they have to protect themselves. This course will offer insight into animal behavior and human behavior that are exhibited prior to aggression, how to identify and prevent attacks prior to their occurrence, and how to use your innate skills to protect you in the field. The topics will include: Uniform appearance, identifying signs and signals of aggressive dogs and other animals, basic officer safety tactics, how to safely approach buildings and the effectiveness of safety equipment when handling animals. There will also be video reviews of case history involving officer injuries and tips on how to avoid putting yourself in danger's way to prevent injury for you or your partner. This training is not designed to teach arrest control techniques but how to avoid an initial assault and how to prevent attacks before they occur.

Mark Langan – Surviving Active Killers: Maximizing ACOs Chances

Are ACO's prepared to deal with the most stressful situation they will ever face? Retired Police Sergeant Mark Langan utilizes his training and expertise to teach ACO's how to survive an active killer by reacting to training they will receive in this dynamic seminar. Learning to identify dangerous individuals, verbally de-escalating angry people, and surviving deadly encounters will be stressed, with thought-provoking videos and interactive conversation being part of the training. This class is an update to one Mark taught at NACA in Phoenix in 2014. Since then, Mark has received multiple requests from ACO's across the country to provide an updated seminar emphasizing how the term "active shooter" has changed to "active killer". Mark Langan retired from a large Midwestern Police Department, and is now Vice-President of Field Operations for the Nebraska Humane Society. His agency responds to 40,000 animal control calls yearly. Mark is a national speaker on both law enforcement and animal control topics. Mark is also the author of the best-selling book, *Busting Bad Guys*.

Session 2 – October 11, 2018 – 1:30 PM – 3:00 PM

Rob Leinberger - Dangerous Dog Investigations

Dangerous dog cases and investigations are a part of an animal control officer's duties throughout the nation. A good investigation and outcome leads to a better, safer community. This class will look at investigative techniques and tools, such as interviewing witnesses, taking pictures, and collecting evidence. The National Animal Care & Control Association's guideline on Dangerous/Vicious Animals will be utilized. Case examples will be a part of this class.

Bethany Heins - Decoding Data: Using Your Stats to Develop Collaborative Animal Solutions

What is the one resource every community can use to drive collaboration between public and private partnerships? Data! By evaluating the un-biased data in your community, organizations can work together strategically to increase the quality of life for their pets. This session will cover the following objectives:

Understanding the numbers. Learn what approaches are the best when trying to look at your community's data and what tools are available to support your analysis.

Identifying the gaps. Discover how to use the community and resource evaluation to understand the true gaps in your community when it comes to life-saving programs.

Come to the same table. Understand how you can use the data to start programmatic conversations between multiple organizations in your community aimed at addressing common life-saving goals.

Liz Finch – DNA Testing, Breed Labels, and the Impact on Managing Dogs in the Shelter and Field

DNA testing is shedding light on the reality of dog breeds; namely, that shelters have long guessed a dog's heritage based on how it looked. We know that's not accurate, so how should that change the way we work in shelters? If we forego a breed label, how do we enter dogs into the database, or identify dogs during field complaints? Liz Finch of Best Friends Animal Society and Kristen Auerbach of Pima Animal Care Center present the science behind identifying dogs and discuss how this should/shouldn't impact our work.

Eric Sakach – Part 1 - Illegal Animal Fighting

Despite stiffer penalties, illegal animal fighting (cockfighting and dogfighting) activities continue to pose major problems for law enforcement and animal services agencies.

Session I is designed to help familiarize law enforcement and animal services officers, and veterinarians with the extremely abusive world of animal fighting, its history, applicable state and federal laws, case law, and investigative techniques.

Session II will focus on evidence collection (including proper housing and handling of seized animals), prosecution preparation, recovery of costs, and strategies for making your jurisdiction less appealing to those involved in these criminal enterprises.

Session 3 – October 11, 2018 – 3:30 PM – 5:00 PM

CherylAnn Fernandes – Emotional Impact / Compassion Fatigue for Animal Care Workers

In this course, we'll discuss the history of animal control, recognize early warning signs of compassion fatigue, apply innovations to reduce stress in shelter environments, learn strategies to embrace change and create resilience, and supply self-care strategies to our day-to-day duties to reduce stress in shelter environments.

Aimee Sadler – More than Just Fun and Games – The Power of Playgroups!

It's more than just fun and games; play groups save lives! After visiting over 200 shelters across the United States and Canada, the team at Dogs Playing for Life has done more than have a lot of fun playing with dogs. Aimee Sadler, Founder and CEO will share case studies and evidence that playgroups improve the quality of life of dogs and their caretakers. Sadler, who has been directly involved with the development of canine enrichment and behavior programs in animal shelters since 1998, will also share how shelters across the country have effectively used play groups to facilitate better adoption matching, more accurate sociability assessments, and improved shelter operations. Dogs live to play, we let them play to live!

Mish Goodman – Ouch! Reporting and Tracking of Animal Bites: What Could be Done Better

Accurate reporting of dog bite incidents is a problem nationwide. Failure by officers to obtain precise information, and a lack of applying behavioral science to incidents to justify cause continues to slow the progress in preventing bites, improving animal housing and behavior, educating the public, holding owners accountable and preventing discrimination of certain breeds.

What can we do as investigators in the field to improve this process to better serve animals and the public?

Why do insufficient bite reports and inadequate investigating techniques, along with the lack of adequate information gathering add to the confusion and misrepresentation of bite statistics and poor policy decisions?

In this course we will discuss solutions to improve reporting processes, propose solutions and enhance documentation.

Eric Sakach – Part 2 - Illegal Animal Fighting Continued

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Session 4 – October 12, 2018 – 10:30 AM – 12:00 PM

Kim Cherney – Animal Rescue: Hoarder or Criminal – A Case Review

How many times have you contacted a person who possesses excessive numbers of dogs (or cats or other animals) and says they are a rescue? How do you determine if they are legitimate? Are they providing the proper care? Are they doing it within the scope of the law? Or, are they a hoarder or possibly a criminal taking advantage of an unknowing public?

This class will take you inside for an in depth look at a case from Irvine Animal Services/Police Department. This case involved a fraudulent rescue "adopting" out puppies for large sums of money that were all sick and dying of Parvo, multiple internal parasites or other ailments. By the time the unknowing public realized they purchased a sick puppy the "rescue" said the owners made their dogs sick and claimed no responsibility. This case started from a benign call of a dead puppy and blossomed into over 155 victims, 30 dead puppies, the seizure of 19 sick puppies and ties to fraudulent passage of puppies from Mexico. The total veterinary cost for the unknowing citizens in caring for their sick puppies was over \$160,000.00. And, the cost to the city for the care of the seized puppies was over \$30,000.00. This course will take you behind the scenes for the investigation, creation of false identities for the Animal Services Officers and the ultimate sting operation and arrest of the suspect. We'll also look at it from the aspect of shelter caring for these puppies; the triage, extensive cost, medical care and ultimate adoption of the puppies seized in this case.

Adam Ricci – Leading the Chaos

A supervisory and management level training discussing the perils of change in an emerging profession. The instruction will help attendees to appreciate the less than perfect scenarios they work in each and every single day, and how this can ignite creativity to address problems and concerns. The following topics and concepts work in a variety of venues to address both internal department concerns and community driven problems. Topics to include: - Embrace the "Mess" - Rubik's Cube Model of Change - Be an Agent of Chaos.

Nina Stively - Treatable Defined: Using Asilomar Language to Build Community Engagement and Save Lives

If the public knew what we did every day, they wouldn't be so critical. How many times have you found your team frustrated by the community's demands for reduced euthanasia in the face of difficult intake populations? The Asilomar Accords set a standard for transparency with the terms treatable, manageable and rehabilitatable, but is your agency using these terms to maximize community trust? Engaging the public and keeping statistics using terms that you and your citizens can both understand will help everyone comprehend the challenges of today's animal control and sheltering environments. When using Asilomar language, you can get everyone on the same page and bring your community up to a level of accountability for euthanasia and adoption decisions that too many animal shelters are taking sole responsibility for. If your community says that they want you to raise live release rates, this is your chance to use language that brings them into that process without compromising public safety or health. This session will walk you through the development of an Asilomar matrix and give you the tools to boost transparent reporting and community trust.

Kelly Thyssen – Dealing with Difficult Personality Types: Field Survival Guide

Difficult exchanges with the public can often cause great amounts of stress to ACO's/Humane Investigators, affect job satisfaction and even impact salaries through poor evaluations. This workshop will provide an overview of difficult personality types and how to navigate conflict with them. Understanding that most people are not deliberately toxic by nature, but rather have different motivations can help solve problems in field communications. Identifying the role of emotions (both the speaker and the listener) can impact the outcome of an interaction. Successful communications will improve community relationships and can even have a positive impact on animal welfare through improved field compliance.

Session 5 – October 12, 2018 – 1:30 PM – 3:00 PM

Rob Leinberger - Cooperation is NOT a Dirty Word: Teamwork Makes the Dream Work

Working together should be the common theme for everyone in the animal care & control and welfare world. Animals depend on us, pet owners depend on us. Whether you are an animal control officer, a shelter employee, or a volunteer for a rescue organization, we'll talk about how we can work together to increase adoptions, decrease intakes, and keep pets at home. Are you polite? Are you professional? We'll agree to disagree with a mixture of creativity legality. We'll discuss the importance of understanding the law and ways to improve it. And that endless supply of patience...we'll search for it in a room of learning opportunities.

Lee Greenwood – Creating a Safe and Humane Community for People and Pets: Why Breed-Specific Legislation is the Wrong Approach

Learn the ins and outs of breed-discriminatory or breed-specific laws and why they're the wrong choice for promoting and improving public safety. The session will do a deep dive on the legal, policy and community implications of dangerous dog laws and the important role that animal control plays in the

process. We'll also get into the problems with visual breed identification and how it makes enforcement of BDL/BSL an impossible task.

Tabitha Blewett – FTO for the ACO: Training the Trainer

Training new Animal Control Officers can be a daunting task as our field continues to develop and evolve, yet there remains a lack of consistency with training protocol. This class will focus on developing a uniform, yet customizable training guideline which can fit within most all departments and agencies. The training guideline follows a basic four-week FTO program which will cover all the needed basic information for anyone beginning with an agency. The objective in this class will be techniques on how to teach to different learning types, how to focus on what is important when working within a strict timeline, and the customizable timeline itself. At the completion of the class, a usb drive will be provided to each attendee, which will be pre-loaded with forms to take back to individual agencies to create ACO FTO programs.

Scott Giacoppo - Strategic Field Operations

We all feel as though we are running around putting out fires without truly being able to address the real issues we face in a proactive way. By using data to determine where the problems are most prevalent, and attacking them with proven outreach strategies, we can learn how to engage our communities in a way that solves problems before they become major issues.

Session 6 – October 12, 2018 – 3:30 PM – 5:00 PM

Chris Schindler – Breaking the Sickest Link: Conducting Effective Bestiality Investigations

Bestiality or zoophilia involves a sexual fixation on animals, which is often linked with the sexual abuse of children. In this course, we will examine the link between bestiality and other criminal behavior, and discuss how to handle reactive and proactive investigations into these crimes.

Emily Davidsohn – From the Road Less Traveled to the New Road Ahead

The Oregon Humane Society (OHS) has been investigating animal crimes and holding perpetrators accountable since 1892. The Investigations Department at OHS has come a long way since those humble beginnings. From D.S. Hutchins, the single animal cruelty officer in 1892, grew an entire law enforcement department with the authority and the training to uphold Oregon's notably stringent animal cruelty laws. Advancing the mission of defending the abused, the advent of the Animal Medical Learning Center at OHS in 2007 raised the bar for forensic veterinary evidence across the state. The presentation will explore the history and development of the Investigations Department at OHS through the lens of case studies and testimony by the experts who facilitated these advances in authority, procedures, and forensics. We will share the experience of investigating animal cruelty without the luxury of an onsite medical center and delve into the impact the medical center now has on criminal cases. We will present case studies in which veterinary forensics led to arrests and convictions in crimes against humans as well as complex case studies in which cause of death was determined in the face of a number of potentially fatal findings. The presentation will conclude with a vision for the future of animal cruelty investigations in this country and the role of the much-anticipated regional veterinary forensic center conceptualized by OHS.

Jason Smith – Mapping Data for Enhanced Field Operations

Utilizing geospatial data (maps) is the next wave in data analysis, giving a richness and utility to data where conventional statistical analysis has traditionally fallen short. Learning to collect, map and analyze geospatial data gives richer insight, helping decision makers to better allocate resources, identify patterns and proactively target troubled areas. Mapping data also provides real time advantages through more efficient dispatching and call prioritization. During this period, we will discuss the basics of maps, as well as the value of, and process for, collecting and effectively mapping data. At the end of the period, attendees will be able to immediately map field data, either manually using free tools widely available, or automatically, through their shelter/field service software.

Leigh Ann Garrard – Out of the Box Investigations

In this course, we will discuss the common pitfalls investigators face and ways to overcome them. It will highlight social media as a source for intelligence, as well as, other internet searches that investigators should be utilizing.