NACA TRAINING CONFERENCE 2017
Virginia Beach, Virginia
October 18-20, 2017

Course Descriptions

10:30 – 12:00 PM   <u>Session 1 – October 18, 2017</u>

CLASS A   Animal Fighting Investigations - Richard Samuels

This workshop explains the procedures for investigations involving cock fighting, including a wealth of information gathered from crime scenes. Presentation includes crime scene sketches and actual photos/videos recovered from the sites involved in Virginia and Kentucky.

CLASS B   Feral Cats: Friend or Foe or Both - Eric Ufer

The issue of feral cats evokes strong emotions; some people love them and others hate them. Collaboration and creative solutions can achieve great results for all.

CLASS C   Public Education: Reaching Out to Your Community - Tabitha Blewett

As Animal Welfare Professionals, we all face the public and wish they knew more about animals, and what we do. This program will focus on how to reach out to the members of your community to teach a variety of classes such as Urban Wildlife, Pet Ownership, First Offender Programs, and Children's Programs. We will also discuss tips and tricks to overcome the fear of public speaking.

Public outreach and education is crucial in improving citizen understanding, not only for our jobs, but also to raise awareness of the animal issues our communities faces on a regular basis. We must look beyond just caring for animals. We must also ensure the citizens of our communities are educated to help take care of the animals for a peaceful coexistence.

CLASS D   Reaching the Next Generation - Lorien Clemens and Rebecca Breese

Millennials are the fastest growing segment of pet adopters, they are also a generation that is heavily influenced by technology in their daily interactions. Information, organization, and their apt to select a service based on their online presence can be intimidating. Leaving the value of Millennials unaddressed, can be disastrous for an organization. In this workshop, you will learn tips for how to connect your animal organization/shelter to the tech driven generation.

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Co-Sponsored by the Virginia Animal Control Association

1:00 – 3:00 PM   <u>**Session 2 – October 18, 2017**</u>

CLASS A   Interviewing the Animal Victim and Using the Results - Jeffrey C. Eyre

We use the observations of the physical condition and the environment that the animal was in to document criminal charges, but in most cases, we forget the animal's behavior and other actions that the animal exhibits. This class will provide you with techniques and useful suggestions on how to put your observations, and behavior of the animal victim, into your testimony and statements for your court case.

CLASS B   Surrender Prevention in the Trenches - Donna Casamento

Found Animals and Downtown Dog launched a surrender diversion pilot in 2013 with a goal to avoid 500 intakes at the South Los Angeles shelter in 2013 – amazingly, over 400 intakes were avoided in just the first 60 days! In this session, we'll walk you through start-up process, what services we decided to offer and why, along with which clients we are targeting. We'll share data from the program & the two other programs in L.A we are funding. We also go into the program's effectiveness and sustainability – how much does surrender prevention cost and is it worth it? We'll share everything from budgets to resource needs to paid staff and volunteer selection.

CLASS C   Wild Neighbors - Lynsey White and Jennifer Toussaint

Does your agency's mission for the humane treatment of animals extend not just to companion animals, but to wildlife too? Animal control facilities are increasingly tasked with responding to wildlife issues in their community, but standard operating procedures often stand in the way of achieving humane outcomes for wildlife. For instance, programs like trap-loan are well intentioned, but in reality require unnecessary field response and agency resources, leave orphans behind, leave the root of the problem unaddressed, and inflict suffering on the very animals we work to protect.

Featuring the real agency experiences from our Wild Neighbors Pilot community, the Animal Welfare League of Arlington (AWLA), this workshop will provide the roadmap and resources needed to begin transforming the way your agency and community deals with wildlife. The benefits are humane outcomes for wildlife in your community, a reduced workload for officers in the field, and a greater awareness in the community about how to solve problems with wildlife.

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3:30 – 5:00 PM <u>**Session 3 – October 18, 2017**</u>

CLASS A **Building a CART/SART Team - Rebeca Farris**

"It's not a matter of if, but when." This quote can be applied to any number of situations. It's not if a disaster strikes, but when. Be ready before the incident, be it man made ,or act of God. You need to have a plan. This course is designed to give an ACO, shelter worker, veterinarian or any other animal care group an idea on how to develop or expand a CART, SART, DART (insert acronym here) team. We'll also include the rationale, and history of these types of programs. Not only do they develop stronger professional relationships, they can have a great impact on your relationships within your community. People may be more apt to evacuate, or shelter in place, if they know someone is there to help take care of their pets and animals.

CLASS B **Investigations: Intro to Bloodstain Pattern Analysis - Adam Ricci**

Part classroom presentation, part hands on Blood is a common part of the responses that ACOs will respond to in their careers. However, blood is an often overlooked piece of evidence that in a small period of time assessing can confirm or dispute details in an investigation.

The classroom period will cover: Types of Pattern and what they mean, Sketches and Diagrams, Photography, and Presumptive blood tests.

Hands on period will cover: High vs low velocity impacts, Blood and how different articles of clothing affect its appearance, and Drip patterns.

CLASS C **Lobbying Proactive Laws - Mark Langan**

Ask any state legislator or city council member what topics drive the most emotion from their constituents and without hesitation they will tell you the answer …..raising taxes and proposed laws designed to protect animals. For the past twelve years Mark Langan has written, lobbied, and overseen the passage of numerous state and local ordinances; from enhanced dog fighting laws to required ownership restrictions for those convicted of heinous crimes against animals. Success can cause push-back from legislators who view such laws with skepticism, especially lawmakers in agricultural states who view proactive animal-cruelty laws as a threat to their constituent's livelihood. Mark's seminar will focus on successes, failures, and the art of compromise when it comes to passing laws intended to keep people safe from animals, and animals safe from people.

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8:30 – 10:00 AM   <u>Session 4 – October 19, 2017</u>

        CLASS A   **Basic Crime Scene Investigation for ACO's - Rebeca Farris**

        This course is designed to give the ACO, from the newest rookie to the seasoned veteran, a basic understanding of how, and what, to do at any type of crime scene they may encounter. The course will cover scene approach, security, photography (with and without scale and the importance of using scales) and documentation. It will also cover basic evidence collection, preservation and storage techniques, as well as some suggested tools every ACO needs in their crime scene toolbox.

        CLASS B   **FTO: Train the Trainer - Tabitha Blewett**

        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.

        CLASS C   **Preparing for Disaster in a Digital Age - Lorien Clemens and Rebecca Breese**

        This workshop will focus on innovative digital resources for government municipalities, emergency services, and community members, to assist in preparing pet owners in their community for disaster situations. After attending this workshop, attendees will have cutting-edge digital opportunities to assist their four-legged community members, helping to bring peace of mind to their humans.

        CLASS D   **Rebel Yowl: How to Be a Community Cat & Kitten Crusader - Kim Fields, Susan Spaulding, Marnie Russ**

        Community cats continue to be a challenge for many jurisdictions. Coalition-building between animal control professionals, shelter staff, rescue groups, veterinarians and other volunteers creates a cost-effective humane solution, utilizing resources across organizations for the benefit of communities and felines. Residents in a Northern Virginia county have taken this community-based approach, building a coalition of stakeholders and educating residents to create a better future for community cats and to reduce feline euthanasia. In this session, The National Kitten Coalition and the Loudoun Community Cat Coalition will present an overview of building a partnership of animal-welfare stakeholders, the basics of managing a TNR clinic and how to provide life-saving care for kittens, including bottle feeding and socialization. Attendees of this session will pick-up tips and information on how to address the community cat challenge in a way that creates positive, systemic change in their own backyards.

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10:30 – 12:00 PM   <u>Session 5 – October 19, 2017</u>

CLASS A   Developing Informants in Dog Fighting Investigations - Mark Langan

Most criminal prosecutions are only as successful as the information received from the public during the investigation itself. This is especially true for the crime of dog fighting, which inherently involves a dark, secret world of sadistic degenerates and associates who go to great lengths to keep their criminal enterprises a secret from law enforcement. Mark Langan, a former law enforcement officer, talks of a dog fighting investigation that started from a single tip, leading to multi-indictments and bringing a major dog fighting operation to its knees. How can animal control agencies solicit tips from the public? Mark explores various ways the Nebraska Humane Society exposes the public to dog fighting and animal cruelty in general, and how to make it easier for citizens to get involved.

CLASS B   Increasing Collaboration Among Animal Welfare and Domestic Violence Agencies - Nancy Blaney, Glenna Tinney and Michelle Welch

Domestic violence and abuse of pets frequently occur together. This harsh reality has been documented by years of scientific research, as well as the experiences of domestic violence and animal protection advocates in the field. It makes sense for these two communities to cross-communicate and cross-train to further their shared goal of protecting victims from—and perhaps even preventing—abuse. We don't know the extent to which each community receives training in recognizing and responding appropriately to the other problem, or whether such training is delivered by experts in the respective fields. In this presentation, we will review and critique the cross training programs now offered and the resources available for training for animal control/humane law enforcement/other animal welfare personnel; develop recommendations for training in recognizing and responding appropriately to possible domestic violence; and explore strategies for delivering cross training and improving communication between animal control and domestic violence agencies.

CLASS C   Old Dog, New Ticks - Jace Huggins

This workshop will discuss research and testing of multiple technology types that attendees can utilize while investigating chronic complaints. Discussion will focus on the use of trail cameras and GPS collars specifically, but will touch on a few other items along the way. The GPS collar portion will be specific to monitoring of Potentially Dangerous and Dangerous Dogs.

CLASS D   Virginia ACO Legal Update - Kathy Strouse

This workshop is a "Legal Update" for Virginia ACOs, and will review the changes to the animal laws made during the 2017 Virginia General Assembly, as well as a general review of the legislative process.

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1:30 – 3:00 PM   <u>**Session 6 – October 19, 2017**</u>

CLASS A   **Benefits of an Animal Control, Animal Shelter & Community Supported TNR Program - Alice Burton**
This presentation highlights the successful implementation of a Trap-Neuter-Return Program in Arlington County, where I was an ACO for 14 years, 11 of those as Chief of Animal Control. Learn how the shelter successfully implemented TNR, and it was later improved upon even more so by the animal control department by involving the community, assisting the caregivers, and educating the public. Through this program, there was a drastic decrease in nuisance cat complaints, cat intake numbers, and cat euthanasia rates. Our animal control department was also able to build a lasting relationship with the caregivers of the community cats, as well as the folks who had once reached out to animal control with concerns and complaints for the cats. We were also able to focus our attention on other calls that were of a higher priority because of the drastic decrease in nuisance cat complaints.

Attendees will also learn how to communicate with the public by sharing the facts of why TNR is so effective and why their community should implement it.

CLASS B   **Death by Dog - April Moore**

Would your officers be prepared to confidently investigate a death by dog case if tasked with one? Learn from the lead investigator of a fatality investigation in Austin, Texas. This case had no witnesses, six dogs, and occurred on an isolated property. Walk through how to prepare for the situation, secure the scene and conduct the investigation to be able to tie all of the case elements together successfully. Finally, learn how to work through the court processes involved from preparing for seizure to the appeals processes as well as how to house and provide daily enrichment long term for the animals involved.

CLASS C   **Disaster Planning: Animal Evacuation Exercise - Anne McCann**

A continuation of the experiential learning from last year's earthquake exercise. Workshop participants will work collaboratively to design a disaster exercise relevant to the animal control community. FEMA is currently drafting the Federal Evacuation Support Annex and the National Fire Protection Association (NFPA) is about to publish its new 1616 standard, Mass Evacuation and Sheltering. These documents will be used as the basis for an animal evacuation tabletop exercise.

CLASS D   **Harness the Power of Social Media - Christie Chipps Peters & Rob Leinberger**

While internet usage has always been social, the emergence of social media networks such as Facebook, Twitter, Instagram among others has revolutionized modern communication. Many animal control agencies/shelters are leveraging the popularity of social media as a tool to help spread the word about the work they do beyond just the area they serve. Don't be scared-this class will provide simple strategies to help you create and/or grow a standout social media program. These easy tips can help you create an engaged community of social media followers inspired to share, adopt, donate, foster, volunteer and even aid in solving crimes.

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3:30 – 5:00 PM   <u>**Session 7 – October 19, 2017**</u>

CLASS A   **Beyond the Dogcatcher - Rob Leinberger**

We've come a long way from the days of the dog catcher. Just simply "catching dogs" is a thing of the past. 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. We'll take a brief walk down memory lane as we then move progressively forward. This class will explore professionalism and ethics, the importance of education, and why we should embrace technology. Modern tactics along with collaboration and cooperation with all things animal welfare will be explored. And yes, we'll discuss the importance of you as a modern animal care and control professional.

CLASS B   **Communication: Improving Compliance & Reducing Complaints - Kelly Thyssen**

ACOs are typically trained in animal handling, capture and restraint, but we spend most of our day interacting with people. Improving communication skills will help ACOs to identify and solve community issues, increase compliance and will also reduce the number of public complaints.

This class will give ACOs the tools to recognize how their own emotional response which can affect their rapport with citizens. Being able to relate a concept so it can be easily understood by the listener is one of the primary skills needed for a successful career in Animal Welfare.

In this class we will discuss some barriers to productive conversations, how to overcome them and also the importance of approaching interactions as an opportunity to strengthen the Human-Animal Bond. As education is a primary function of our daily duties, being a proficient communicator will benefit all of those involved.

CLASS C   **NIBRS: The Critical Role of ACOs and HLEs in Reporting Animal Cruelty to the FBI - Daniel DeSousa and Mary Lou Randour**

On January 1st of 2016, the FBI started collecting data regarding animal cruelty and abuse in their National Incident Based Reporting System (NIBRS). Clearly, animal control officers (ACOs) and humane officers (HLEs) are often the "first responders" to an incident of animal cruelty or abuse. Thus, for the first time in history, the work of ACOs and HLEs will be captured by a national crime data base system of the FBI. This presentation will offer the necessary information to ACOs and HLEs regarding their critical role in NIBRS reporting and provide them with the tools and information to participate.

CLASS D   **Understanding Dog Bite Risk - Laura Reese**

To design effective animal control policies to reduce the risk of dog bites and transmission of disease, the complex factors that lead to bites need to be considered holistically. This workshop focuses specifically on the role of spatial and environmental factors in the risk of dog bites. In doing this it addresses the following questions:

1) What is the relative importance of traditional demographic versus environmental variables in explaining dog bites?

2) Do different areas of a city have different correlates of bites?

3) How can dog bite prevention programs be designed to better address the interconnected factors related to bites and create bite hot spots in a community?

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10:30 – 12:00 PM   <u>Session 8 – October 20, 2017</u>

CLASS A   **Animal Rescue – Tips and Tricks in the Field (What Every Animal Rescue Professional Needs to Know) - Randy Covey**

How to effectively, efficiently, professionally and respectfully extract "left behind" animals from homes. Common-sense based instruction on the art of turning rescue requests from distraught pet owners into successful missions from beginning to end. Includes real examples of "good" and "bad" rescues, great suggestions for tools and equipment to add to your emergency field rescue gear (including mapping software and GPS suggestions), and fantastic tips on how to make sure the owner returns home grateful for the way you entered and searched their home.   Minimize damage; Maximize your agency's reputation!

CLASS B   **Basic Disease Control in the Shelter Environment - Clint Thacker**

Many ACO's and shelter techs can identify animal diseases/illnesses based on clinical signs, but most don't know how to properly combat the disease. Through fun stories based on experiences, as well as through an interactive presentation, attendees will be given the general knowledge to combat diseases and learn how to keep them at bay.

This presentation will focus on definitions, cleaning vs. disinfection, getting to know and understanding the enemy, disinfectants are NOT created equal, how-to's for killing diseases, precautions to take to keep the diseases away, and basics of various zoonotic diseases.

CLASS C   **Field Training: Creating the Framework of the Future ACO - Adam Ricci**

This presentation will focus on the three major components of success for an animal care and control officer, which is Training, Education and Experience. Right out of the gate, many new officers will not have any experience, and will rely heavily on their training and education.   A breakdown of the four-phase system mirrored from the PTO training process many law enforcement agencies across the country have instituted.

CLASS D   **Making the Case: The Shelter's Role in Cruelty Investigations - Tabitha Blewett**

This class will focus on the important role the shelter plays in the cruelty investigation. We will focus on record keeping, evidentiary procedures, laws, medical decisions and housing. Better understanding of when to contact an ACO and when to call in a veterinarian. Understanding the laws regarding privacy, specifically what can go on social media, when rescues can be called in, and when to allow information to be released to the media.

With this knowledge, both ACO and shelter staff will be able to successfully work together during the cruelty investigation process. With better handling of the evidence, as well as improved case continuity, cases will be able to be prosecuted, improving the lives of animals in the community.

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CLASS A **Combating Compassion Fatigue - Jennifer Blough**

Animal care and control workers often experience traumatic situations – from animal abuse to euthanasia to pet overpopulation. Chronic exposure to these stressors can take a heavy toll on your personal lives, relationship, and job performance. It can affect you mentally, physically, emotionally, and spiritually, leading to compassion fatigue, or "the cost of caring."

Presented by professional counselor and former animal care and control worker Jennifer Blough, this interactive self-care workshop will help you gain valuable tools to help manage compassion fatigue and burnout. We'll explore topics such as defining compassion fatigue, burnout, and secondary trauma; warning signs and risk factors; learning how to manage compassion fatigue with stress management and self-care skills; developing healthy boundaries and communication skills; dealing with depression; managing anger; and gaining support.

CLASS B **That Donkey at the Mall: How the Weird, Wonky & Wonderful Help Your Shelter Win the Media Game - Lisa Norwood**

How many times have you been at work and said to yourself "you can't make this stuff up"? Think about all the strangeness animal control folks find themselves dealing with every day. Turns out the media (and the public) LOVE stories about two legged kittens, snake rescues, cows in pools etc. If it's weird, they think it's wonderful! Come with your craziest stories and learn how to turn all that odd into AWESOME for your shelter including better compliance and positive promotion.

CLASS C **Understanding the Animal Welfare Act - Christine Jones**

USDA/APHIS/Animal Care senior leadership will provide an overview, information and updates about the Animal Welfare Act and answer audience questions.

CLASS D **Zoonotic Diseases: Is Work Making You Sick? - Kelly Thyssen**

Did you end your day feeling itchy after dealing with ringworm cats? Did you check yourself for ticks after handling a hit-by-car deer? Did you make sure you washed your hands before lunch after spending the morning cleaning litter boxes? Animal Control Officers, Shelter technicians, and anyone with daily animal handling duties are at an increased risk of exposure to various forms of bacteria, protozoa, viruses, and fungi.

This class is designed to be an introduction to all the various zoonotic illnesses animal welfare workers are exposed to on a day-to-day basis, what to look for, and personal protection. Some of the illnesses to be covered include Tularemia, Toxoplasmosis, Cryptosporidiosis, Rocky Mountain Spotted Fever, Lyme Disease, Chagas, and Cryptococcosis.

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3:30 – 5:00 PM   <u>Session 10 – October 20, 2017</u>

CLASS A   **Collaring Change in the Field - Karen Rogers & Dr. Sandra Strong**

A workshop for anyone involved in animal welfare investigations in the field, and at the shelter. This education session will detail Wake County's proactive approach for excessive animal cases and other potentially problematic investigations that can easily tax agency resources. The workshop will detail the elements of Wake County's "we're all in this together" team approach to assist at risk pets, hold pet owners accountable and ultimately create a more humane community.

CLASS B   **Operation Hood: Cat Colony Case Study - Alyssa Ellison**
The humane trapping and relocation of a 300+ cat colony. In this case study, we will recount the steps taken and provide an accounting of lessons learned during the successful relocation of a large cat colony.

CLASS C   **Shelter Transparency Legislation - Richard Angelo & Lee Greenwood, Esq.**

This session will give an overview of the importance of consistent data collection and reporting of shelter intake, disposition, outcomes and other matters. Focusing on how shelter transparency legislation can help to save the lives of animals in shelters, as well as how shelters can benefit from the collection, reporting, and use of that information in order to make sound policy decisions will be the primary focus of this session. Data collected and reported can be used by policymakers to gauge performance, provide public access to information on their local shelters, and determine how to best allocate resources to sustain a successful sheltering program into the future.

Further discussion will focus on a national review of the trend to require consistent record-keeping of shelter statistics and the advantages/disadvantages of making those statistics available to the public.

CLASS D   **The Pet Redemption Toolkit - Donna Casamento**

Saving lives isn't just about adoption anymore! You can maximize your live release rate by getting pets back into their owners hand or keeping them out of the shelter in the first place. This session will discuss available tools and different strategies that will help you increase your live outcomes through higher and faster redemption. We will discuss the latest apps and online tools available for your staff and pet owners, best practices for Field RTOs, the pros and cons of fee reduced redemptions, ordinances updates that can help with proper identification and unraveling the mystery of microchip registration.

-------------------- Conference Ends --------------------

Continuing Education

Training Conference 2017 is the first opportunity for NACA Certified Animal Control Officers to receive Continuing Education Units for the 2017-2020 CE cycle. Anyone certified before 12/31/2017 must complete 30 continuing education hours by 12/31/2020 to maintain their NACA ACO Certification. Attendees will be able to earn up to 15.5 CEUs directly from NACA. These are the only CE hours earned in 2017 that will count toward NACA Certification in 2020.

All of NACA Training Conference 2017 has been approved for Certified Animal Welfare Administrator continuing education credits.

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