Conference Registration

November 16-18
*Hilton Portland & Executive Tower* — *Portland, OR*

**Featuring November 15 Research Day**


*Solid, Stretched or Broken: the Human-Animal Bond*
AGENDA

NOVEMBER 15 - TUESDAY

6—10A  Registration Open - Research Symposium Attendees ONLY

7—8A  Continental Breakfast

8A  Introductions and Acknowledgements
Patti Mercer, CAWA, Board Chair, National Council on Pet Population / President, Houston SPCA

8:15A  Keynote: The Importance of Diversity in Scientific Study
Roger Haston, Ph.D., Chief Administrative Officer, PetSmart Charities; Janet M. Scarlett, DVM, MPH, Ph.D., Professor Emerita of Epidemiology, Cornell University

9:15A  When Family Violence Affects the Whole Family, Two Legs and Four: Developing Community Initiatives to Help Animals and People Alike
Maya Gupta, Ph.D., Consultant

9:45A  Morning Break

10:15A  Shelter Dogs and Veterans: A Comparison of Two Different Program Models
Lisa Lunghofer, Ph.D.
Director, Human-Animal Programs, Animals & Society Institute

10:45A  Dogs as Probiotics: Results of a Clinical Study to Explore the Impact of Pet Dogs on Humans’ Microbiomes, Immunity, and Mental Health
Kimberly Kelly, Ph.D.
Madison School of Human Ecology, University of Wisconsin

11:15A  Veterinarians’ Experiences of Adverse Events in Spay Neuter Surgical Practice: a Qualitative Study
Sara White, DVM, MSc, Executive Director
Spay ASAP Inc.

About the Speakers

Emily Fesler, Marketing Manager, Pet Welfare, Nestle Purina, partners with the Consumer Marketplace Insights team to understand attitudes, behaviors and motivations of pet owners and apply key learnings to increase pet adoptions and lifelong relationships.

Maya Gupta, Ph.D. earned her master’s & doctoral degrees in clinical psychology from the University of Georgia, with a pre-doctoral internship in the psychology service at the United States Penitentiary - Atlanta. Her interests focus on connections between animal cruelty and interpersonal violence, and using this knowledge to improve community response to violence in all forms.

Roger Haston, Ph.D., Chief Administrative Officer, PetSmart Charities, is the author/speaker of Beyond Labels, a stochastic modeling study of open and limited admission humane organizations.

Joe Keating, Associate Director, Insight and Analytics, Hill’s Pet Nutrition, delivers relevant insights across the Hill’s brands for pet parents and professional partners.

Kimberly Kelly, Ph.D., Madison School of Human Ecology, University of Wisconsin, explores the intersections between humans and animals with focus on using scientific methods to understand how animals and humans impact one another’s health. She designs and implements research projects aimed at providing translational data that can be used to develop real world interventions.

Cheryl Kolus, DVM, left her small animal practice to start her veterinary behavior consulting business, completing one year of a “non-conforming” behavior residency before becoming involved the Clicker Learning Institute for Cats and Kittens, where she is now the Behavior and Training Manager.

Lisa Lunghofer, Ph.D., Director, Human-Animal Programs, Animals & Society Institute, has worked in violence prevention, juvenile justice, and mental health. Since 2009, she worked closely with a variety of animal-related programs, helping develop logic models, grant proposals, evaluation plans, marketing materials, and identify and track outcomes.

Thank you for making today possible
NOVEMBER 15 - TUESDAY (CONTINUED)

11:45A Networking Lunch

1:15P The Adoption Journey: Understanding the Joys and Challenges of Recent Adopters’ Experience Post Adoption
Emily Fesler, Marketing Manager, Pet Welfare, Nestle Purina

1:45P Keeping Trigger Home: A Study of the Re-homing of Horses
Emily Weiss, Ph.D., CAAB
Vice President, Research and Development, ASPCA

2:15P Market Research on Consumer Attitudes
Joe Keating
Associate Director, Consumer Insights, Hill’s Pet Nutrition

2:45P Afternoon Break

3:15P Yes, You Can Train a Cat! A Pilot Study Exploring the Implementation of a Clicker Training Program for Shelter Cats
Cheryl Kolus, DVM, KPA-CTP, Behavior and Training Manager, Clicker Learning Institute for Cats and Kittens

3:45P Assessing In-Kennel Interactions in Relation to Sociability in Shelter Dogs
Lauren Thielke, Master of Science Candidate, Animal and Rangeland Sciences, Oregon State University

Kevin Morris, Ph.D., Associate Research Professor, Institute for Human-Animal Connection, University of Denver

4:45P National Council Research Symposium Concludes

SAWA 2016 Annual Conference Information Continued on Next Page

About the Speakers (continued)

Kevin Morris, Ph.D., Associate Research Professor, Institute for Human-Animal Connection, University of Denver, focuses on improving animal health & welfare and understanding the human-animal bond. He applies clinical trial designs to quantitatively measure the impacts of animal-assisted interventions; aiming to document the reciprocal impacts between companion animals and communities.

Janet M. Scarlett, DVM, MPH, Ph.D., Professor Emerita of Epidemiology, Cornell University, Maddie’s Shelter Medicine is the immediate past board chair of the National Council on Pet Population.

Lauren Thielke, M.S., Ph.D. student, Human-Animal Interaction Lab at Oregon State University, focuses on dog behavior and cognition, and human-animal interactions. Her current research includes projects that explore attachment relationships between dogs and people, as well as projects exploring factors that affect sociability in shelter dogs.

Emily Weiss, Ph.D., CAAB is the VP, R&D, ASPCA. As the Curator of Behavior and Research at the Sedgwick County Zoo, she developed training programs to improve husbandry and decrease stress for many zoo animals. During that same time she developed assessment tools for shelter animals. Since joining the ASPCA in 2005, Dr. Weiss is the section editor of the Journal of Applied Animal Welfare Science. Recently, Dr. Weiss’ work has focused on researching, publishing and developing program and processes to improve animal welfare in shelters and communities.

Sara White, DVM, MSc, operates Spay ASAP Inc., a nonprofit MASH-style mobile spay/neuter clinic that collaborates with regional humane organizations to provide spay and neuter for shelter animals, low income pets, and feral cats. Dr. White is a co-author of the 2008 & 2016 Association of Shelter Veterinarians veterinary medical care guidelines for spay-neuter programs. She is a past board member of Association of Shelter Veterinarians, and currently on the board of directors of Shelter Animals Count.
AGENDA

NOVEMBER 16 - WEDNESDAY

8A—5p  Partner Exchange
Meet one-on-one with our vendor partners in a semi-private setting. Make your appointments in advance, and make the most use of your time in Portland. See more information on page seven.

9A—12P  Tour—Area Shelter—Animal Shelter Alliance of Portland
Limited to first 54 registrants (see page nine)
Tour Oregon Humane Society and Meet their Coalition Partners (1067 NE Columbia Blvd., Portland, OR 97211; transp. incl.)

11A—5:30P  Registration Open

1:30P  Opening Remarks

1:45—3P  Keynote Address: How to Discuss Controversial / Difficult Subjects
Aspen Baker, Executive Director, Exhale
Overcome the philosophical divides in animal welfare and hone your skills to gracefully and powerfully discuss even the most difficult subjects.

3P  PM Break

3:30—5P  Joint Session: The Science of Being Happy & Productive at Work
Scott Crabtree, Chief Happiness Officer, Happy Brain Science
Studies show that happier people are more productive, creative, insightful, engaged, and resilient. Join us for an award-winning, interactive session, grounded in science. Learn actionable techniques to subdue stress, flow to your goals, and revitalize relationships. A workshop like this has been delivered by Happy Brain Science to DreamWorks, Intel, Microsoft, Boeing, Nike, and many others. Come learn how you can use science to boost morale and results at the same time!

5—6:30P  Opening Night Reception—Budding Friendships
EXPO Open—See more information on page eight.
Sponsored by Hill’s Pet Nutrition and CAWA

About the Speakers

Hyman Albritton is a strategic partner with Diversity-Matters, LLC and co-founder of Genesis Consulting Group, LLC. With a bachelor’s degree in sociology and a master’s degree in counseling/business management, he is a strategic thinker with notable success in establishing positive corporate cultures through recruiting and internal transformation efforts for both the for-profit and not-for-profit sectors.

Cathey Armillas is notorious for creating wildly successful marketing strategies. She runs PURA Marketing and authored, The Unbreakable Rules of Marketing: 9 ½ Ways to Get People to Love You. Cathey has helped reach millions of people and quadrupled her clients’ sales. Her mission: teach people the unbreakable rules of marketing so they can use them in their efforts to get people to love the and what they do.

Aspen Baker is an award-winning author and leader who advocates being “pro-voice” — listening and storytelling to create connections across our differences. The author of Pro-Voice: How to Keep Listening When the World Wants a Fight (2015), she is the Founder & Executive Director of Exhale. Aspen gave the first TED talk on abortion in 2015, which has more than 1.5 million views, and been featured by media outlets across the country, including CNN Headline News, Fox National News, National Public Radio, and many more.

Julie Bank, President and CEO, Pasadena Humane Society and SPCA, has over 25 years of experience in governmental and non-profit animal organizations of all sizes working in New York, Arizona, California and Oklahoma. Julie has a BS in business, management, and finance and completed her masters work in museum education and leadership.

Continued on Next Page
AGENDA

NOVEMBER 17 - THURSDAY

8A—5P  Registration Open

8—9A  Continental Breakfast / EXPO Open

8A—5P  Partner Exchange (see page seven for more details)

9—10:15A  Joint Session: Business Modeling
Terri Theisen, Founder/Principal Consultant, Theisen Consulting, LLC
CEOs and EDs encouraged to join your board member(s) to catapult
business modeling techniques, including budgeting for innovation and
long-term capitalization, communicating experimental nature of projects,
and inviting the right people to the table for deciding and planning
initiatives.

10:15—10:45A  AM Break / EXPO Open

10:45A—12P  Joint Session: Birds of a Feather—What if?
Animal welfare and animal care & control professionals will present their
lessons learned (good and bad) from innovative and often experimental
programs to test theories of, “What if we were able to…? ”

12—1:30P  Luncheon / SAWA Annual Business Meeting / PSA Awards

1:45—3P  Board Track: The Dynamics of a High Functioning CEO-Board Chair
Partnership
Mindy Wertheimer, Ph.D.
Director, MSW Program, Georgia State University
The partnership of the CEO and Board Chair set the tone for an organization
in achieving its mission. Explore the dynamics of what it takes to build this
critical partnership and expand your leadership capacity to make it happen.
As part of a high functioning team, you can show real impact in achieving
your organization’s mission! In this session, you will learn:
› To identify and assess how the personal impacts the professional in
executing the respective CEO/Board Chair roles and in establishing a
working partnership;
› To compare and contrast governance vs. management tasks and
explore how these tasks (separate and shared) are operationalized; and
› How to create an individualized action plan focused on strengthening
leadership capacity.

Continued on Next Page

About the Speakers (cont.)

Kristi Brooks, Director of Operations, Cat Adoption Team (CAT), runs a non-profit,
limited admission, adoption guarantee shelter. CAT finds homes for approximately
3,000 cats/year. Prior to this, Kristi developed CAT’s nationally-recognized
kitten foster program and managed the volunteer program.

Scott Crabtree, Founder & Chief Happiness Officer, Happy Brain Science,
empowers individuals and organizations to apply findings from cutting-edge
neuroscience and psychology to boost productivity and happiness at work. Scott’s
audiences range from intimate groups of five CEOs to groups of thousands. Recent clients
include Microsoft, Bose, and Dreamworks. His insights have been quoted in Inc. and
Fortune among other publications.

Joe Keating, Associate Director, Insight and Analytics, Hill’s Pet Nutrition, is
responsible for delivering relevant insights across the Hill’s brands for pet parents and
professional partners.

Alison Keibor, CAWA, Director of Animal Sheltering, Wisconsin Humane Society,
oversees all animal care, client services, foster, and transfer functions for the
organization’s three shelters. In addition to pursuing post-graduate work at University
of Florida’s Shelter Medicine Program, Alison attended animal cruelty
investigation, animal control, and humane officer trainings. She is a Certified Humane
Officer in the State of Wisconsin, and holds a MS from Alverno College.

Karen Kraus has been with the Feral Cat Coalition of Oregon since 1995, the founding
year. She served as a lay volunteer, board member and became the first paid staff
member in 1997. In 2002 she was named Executive Director. In Karen’s tenure, FCCO has
grown from spaying/neutering 1,500 cats per year to helping more than 7,000
cats in 2013, and overall FCCO has performed more than 80,000 spay/neuter
surgeries.
AGENDA

NOVEMBER 17 - THURSDAY (CONTINUED)

1:45—3P  Breakout Session: Managing Culture in Multiple Campuses
Alison Kleibor, CAWA, Director of Animal Sheltering, Wisconsin Humane Society
Stephanie Shain, Chief Operating Officer, Washington Humane Society / Washington Animal Rescue League
Julie Bank, President & CEO, Pasadena Humane Society & SPCA
Learn to develop a shared common framework, documentation system and site leaders; take what works well at some locations and incorporate these practices throughout; hire for value fit; and, implement a central communication and opportunity to suggest improvements.

1:45—3P  Breakout Session: How to Create a Compelling Case for Support that Inspires Investment
Tammy Zonker, President, Fundraising Transformed
Ever wish your case for support could be shorter, more compelling, and easier to convey to prospective donors? Join this session and learn how to create a one-page, at-a-glance case for support placemat that conveys what you do, why you do it, why your community should care, and how they can help. Participants will receive a fill-in-the-blanks placemat template to get started on the road to raising more money for your cause.

3—3:30P  PM Break / EXPO Open

3:30—5P  Board Track: Ensure your Board Make-up Reflects Your Community
Hyman Albritton
Diversity Matters LLC / Genesis Consulting Group LLC
The Diversity starts at the core of every animal welfare organization. Learn building stones to develop a strategy of inclusion; identify values that support diversity; and, communicate your strategy as an integral part of the organization’s commitment.

3:30—5P  Breakout Session: The Unbreakable Rules of Marketing: 9 1/2 Ways to Get People to Love You
Cathey Armillas, Marketing Strategists, PURA Marketing
Nonprofit animal welfare organizations vie for limited funds with little or no budget. Learn marketing strategies and how to use creativity to make your budget go further.

Continued on Next Page

About the Speakers (cont.)

Jayme Nielson has served as facilitator, Metro Denver Animal Welfare Alliance, since its 2000 inception. She has volunteered at the Dumb Friends League for 25 years, is a board member for the Colorado Pet Overpopulation Fund and Colorado Humane Society, and has served on the Coalition for Living Safely with Dogs and worked as Public Relations Manager for the Colorado Veterinary Medical Association.

Alice Nightengale, Director of Animal Protection, City and County of Denver leads a team that has decreased animal length of stay while increasing the percentage of animals returned to owners Alice and her team plan to continue to foster partnerships with area shelters, veterinarians, and the community and find positive outcomes for Denver’s animals.

Stephanie Shain, Chief Operating Officer, Washington Humane Society/Washington Animal Rescue League, worked immediately prior as Senior Director at The Humane Society of the United States where she led efforts including investigations, legislative actions, public education and coordination with law enforcement to rescue animals from puppy mills.

Terri Theisen, Founder/Principal Consultant, Theisen Consulting LLC, is an expert in strategic and tactical planning, group facilitation and decision-making, board development, capitalization of non-profit organizations, and organizational development. Theisen Consulting provides services in planning, board development, management, governance, executive search, executive coaching, and civic engagement.

Mindy Wertheimer, Ph.D., LCSW, Director, MSW Program, Clinical Professor, School of Social Work, Georgia State University is an affiliated faculty member of the Non-profit Studies Program in the Andrew Young School of Policy Studies and teaches in the Executive Leadership Program for Nonprofit Organizations. She authored The Board Chair Handbook (2013, 3rd ed., BoardSource).
AGENDA

NOVEMBER 17 - THURSDAY (CONTINUED)

3:30 – 5P Breakout Session: Changing Perceptions
Jayme Nielson, Facilitator, Metro Denver Animal Welfare Alliance
Alice Nightengale, Director, Denver Animal Protection / Member,
Metro Denver Animal Welfare Alliance
Kristi Brooks, Director of Operations, Cat Adoption Team / Member,
Animal Shelter Alliance of Portland (ASAP)
Deborah Wood, Manager of Animal Services, Washington County
Oregon / Member, ASAP

Some issues separate animal welfare organizations: hurtful labels; competing for limited funding resources; competing for clients; and, miscommunication issues. Whereas other issues unite animal welfare organizations: promoting humane care for companion animals throughout a community; sharing information; working together to spay/neuter, arrange for transport, and place animals; cooperation, collaboration, coordination, and effective communication; use of positive language; and, combined efforts to educate the public. Learn how to “change perceptions” within your coalition, community and beyond.

6—7:30P Event Night—Red Roses and Wet Noses
See details on page eight

NOVEMBER 18 - FRIDAY

8A—12p Partner Exchange See more information on page seven.
8—11A Registration Open
8—9A Continental Breakfast / EXPO Open
9—10:15A Joint Session: Companion Animals and Conservation – A Community Solution
Karen Kraus, Executive Director, Feral Cat Coalition of Oregon
Bob Sallinger, Conservation Director, Audubon Society of Portland

Enjoy your time in the Pacific Northwest and learn how one community has bridged the gap between conservation and community cat issues and addressed the challenges of cat overpopulation.

10:15—10:45A AM Break / EXPO Open
Continued on Next Page

About the Speakers (cont.)

Deborah Wood has led Washington County Animal Services since December 2008, and with help from the Animal Shelter Alliance of Portland, local rescue groups, and an animal-loving community, has reduced the annual number of animals euthanized at the shelter from 3434 in 2008 to 260 animals in 2015. Deborah was the pet columnist for The Oregonian newspaper for 11 years before taking the Washington County position, and is also the author of 11 books on pet care and training.

Tammy Zonker was recently named one of America’s Top 25 Fundraising Experts. In the past decade she has coached, trained and led nonprofit teams to raise more than $400M. She moved to Detroit in 2008 motivated to fund raise in the most challenging economy in the U.S. and has turned those experiences into strategies, tools and processes for creating transformational fundraising results in any economy.

Need to know

Guest registration is for evening events ONLY, and they must be pre-registered and wear their badge. If you want your guest to attend all meals or meetings or both, you’ll need to register them at the full conference rate.

Partner Exchange is an informal, semi-private opportunity for you to put faces to your business partner contacts. You’ll be able to reach fellow registrants through the event app, and plan time to meet.

Bring your staff at the member rate! If you are a member registering for the conference, and want to bring non-SAWA members from your organization staff team at the discounted member rate, select total number to register, register FIRST; then register each non-SAWA member on the same registration form to receive the SAWA Member Rate. Up to FIVE (5) people from your organization may register at the member rate.
AGENDA

NOVEMBER 18 - FRIDAY (CONTINUED)

10:45A–12P Breakout Session: Engaging Your Employees to do Great Work
Scott Crabtree, Chief Happiness Officer, Happy Brain Science
Engaged employees are enthusiastic about their jobs and organizations; they go the extra mile for their employer. Engagement leads to improved productivity, quality, retention and profits. So how do you get an engaged employee? This research-based, interactive session will teach you concrete, immediately applicable techniques to raise employee engagement.

10:45A–12P Breakout Session: What Was She Thinking? Using Research into Consumer Trends and Attitudes to Plan Your Next Move
Joe Keating, Associate Director, Consumer Insights
Hill’s Pet Nutrition
If you missed the National Council Research Symposium, or attended Joe’s session but are hungry for more, this session is for you. Too often we make program or policy decisions based upon assumption rather than hard evidence. Joe will dig a little deeper into market research Hill’s used to take a deeper dive into evolving consumer trends in the pet channel, the attitudes of cat owners and more.

12–1:30P Informal Luncheon

AGENDA CONCLUDES

Registration Information begins on page eight.

EVENTS

Opening Night Reception, Nov. 16
Budding Friendships
Sponsored by Hill’s Pet Nutrition and CAWA
Takes place on property, in the EXPO hall, from 5—6:30P. After you arrive and enjoy our keynote address, join us for some local fare, a beverage or two, visit your vendor partners, and make plans with fellow attendees to enjoy your first evening in Portland. Dress is casual. Be sure to wear your badge. All guests must be registered.

Off-Site Event Night, Nov. 17
Red Roses and Wet Noses
Takes place off property at the McMenamins Crystal Ballroom & Brewery from 6 to 8P. Explore the historic renovated speakeasy, join the brew-master for private tours & taste some local ales, find a comfy spot to chat with friends, or dance to the sounds of the JuneBugs (check them out: https://soundcloud.com/thefunyouback).

Shuttles leave hotel at 5:45—6P
Shuttles return from 7:30P—8:15P
Or it is only a short walk back; maps available at registration desk. Dress is casual. Be sure to wear your badge. All guests must be registered.

Ahhh...Portland!
Enjoy some additional days in Portland. Find out more at https://www.travelportland.com/things-to-do.
SAWA 2016 Annual Conference

Conference Registration Form

November 16-18, 2016, Hilton Portland & Executive Tower Portland, OR

Only one registrant per form please. Guests for meals and social activities do not need to complete a separate form; indicate guest participation under Guest Social Fees below. The preferred method of registration is online at http://tinyurl.com/SAWA17Ann.

IMPORTANT: If you are a member registering for the conference, and want to bring non-SAWA members from your organization staff team at the discounted member rate, select total number to register, register FIRST; then register each non-SAWA member on the same registration form to receive the SAWA Member Rate. Up to FIVE (5) people from your organization may register at the member rate.

Don’t want to register online? Complete this form, including credit card information, and fax to 866.299.1311 OR make check payable to SAWA, and mail to: SAWA, 15508 W. Bell Road, Suite 101-613, Surprise, AZ 85374.

Registrant

First name ___________________________________ Last name _________________________________

Title ______________________________________ Organization/Company ____________________________

Address ____________________________________________________________________________________

City __________________________ State ________ Zip code/postal code _____________________________

Work Phone ___________________ Cell Phone __________________ E-mail ______________________________

SAWA Member? Yes _____ No _____ New member? Yes _____ No _____

CAWA Designation? Yes _____ No _____ First Annual Conference? Yes _____ No _____

Do you have any special needs? (please describe)? ______________________________________________

Dietary restrictions Vegetarian____ Vegan____ Gluten Free____ Pescetarian____

SPECIAL EVENTS (check ALL that apply)

_____ National Council on Pet Population Research Symposium, November 15 (requires additional registration fee—see next page)

_____ Pre-conference Tour (November 16, 9A—12P); limited to first 108 to register (all will be wait listed).

_____ Opening Night Reception, November 16 _____ Event Night, November 17

SESSION CHOICE (check ALL that apply), Yes, I’ll attend:

_____ Keynote: How to Discuss Controversial / Difficult Subjects _____ Joint Session, The Science of Being Happy & Productive at Work

_____ Joint Session, Business Modeling _____ Joint Session, Birds of a Feather

_____ Joint Session: Companion Animals and Conservation

Either ___High Functioning CEO/BOD OR ___Managing Culture on Multiple Campuses OR ___Create Compelling Case for Support

Either ___ Ensure BOD Reflects Community OR ___ Unbreakable Rules of Marketing OR ___Changing Perceptions

Either ___ Engaging your Employees to do Great Work OR ___ What was She Thinking? Using Research into Consumer Trends
## REGISTRATION FEES (circle those that apply)

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<td><strong>National Conference</strong></td>
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<tr>
<td>Research Day ONLY</td>
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<td>One day or Board Track ONLY</td>
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* Early registration must be postmarked with payment by September 23, 2016
** Regular registration must be postmarked with payment by October 21, 2016
*** Late registration begins October 22, 2016

If only attending one day, please indicate: _____ Wed Eve /Thu Day (BOD Track) OR _____ Thu Eve /Fri Day

## GUEST SOCIAL FEES

Conference participants accompanied by guests may include guests in evening meals and tours by paying the Guest Social Package Fee (does NOT include attendance at sessions or daily breakfasts, lunches, or breaks).

Guest Social Fees @ $115 per person (Paid [postmarked] by October 21 OR paid on-site).

Please indicate the number of guests who will attend each function:

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<th>Guest name(s) ____________________________________________________________</th>
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<td>Attending Opening Reception _____ Attending Event Nt. _____ Vegetarian___</td>
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<td>Vegan___ Gluten Free___ Pescetarian ___</td>
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Total payment $ (conference registration plus $115 per guest fee)$ ______________________________

## PAYMENT BY CREDIT CARD OR CHECK:

Please Circle Card Type: VISA Master Card American Express

Total Amount: $ ____________

Card Number ____________________________

Exp. Date ____________________________

Sec Code: ____________________________

Name on card: ____________________________

Authorized cardholder’s signature: ____________________________

Address of cardholder (where credit card bill is sent)

**Make checks payable to**: SAWA and mail to 15508 W. Bell Road, Suite 101-613, Surprise, AZ 85374.

### HILTON PORTLAND & EXECUTIVE TOWER RESERVATIONS

921 SW 6th Ave, Portland, OR. 97204—**Call by October 21**
Option 1: Call 1-800-445-8667; use the 3-letter booking code, AWA, and reference SAWA 2016 Annual Conference to gain group rate of $169 + tax.

### SAWA REGISTRATION CANCEL POLICY

Full refund if requested in writing on or before September 30, 2016.
$50 processing fee if requested in writing by October 21, 2016.
No refunds on or after October 22, 2016.

### AIRPORT TRANSPORTATION/HOTEL PARKING

**Airport**: Log onto http://tinyurl.com/SAWAHotelTransfer for detailed airport transportation information.

**Parking**: Valet at Hilton hotel: $18.00 first three hours/$43.00 daily (self-park is not available at main hotel; self-park at the Hilton Executive Tower Garage $17.00 daily or $30.00 for overnight guests; self-park at 1000 Broadway: $16.00 daily/$20.00 for overnight parking. For full information, log onto http://tinyurl.com/SAWAHotelPark.