Keynote Address – October 6, 2016 – 8:30 AM – 10:00 AM

Learn What the Monster Likes and Feed It: Advancing Animal Care and Control via Species-Spanning Services and Systems

Animals can’t vote. Consequently, animal care and control organizations are perennially marginalized by legislators, funders and civic leaders who consider “animal” issues secondary to “human” needs. By changing the discussion and rebranding animal care and control as improving public health and safety, considerable legislative and judicial progress has been achieved over the past 20 years. The solution lies in presenting animal welfare issues in a context relevant to the human services sector: “Learn what the monster likes and feed it.” This paradigm shift encompasses animal-assisted therapy, the One Health movement, and the Link between animal abuse and human violence. This pragmatic, cross-sector approach enables animal care and control organizations to gain better traction in their communities and be seen as collaborative equals with their human services counterparts.

Session 1 – October 6, 2016 – 10:30 AM – 12:00 PM

Beyond Labels: Understanding The True Impact of Live Release Rate and Intake Policies

In this session we will explore the impact of live release rate and intake policies through the use of stochastic modeling and data characterization. Live release rate has become a defacto standard measurement for success in the animal welfare community. Utilizing published data and data from shelters across the country, a model was built to analyze the impact of various live release rate, euthanasia and intake policies on shelter operations. The model was also extended to investigate the impact on a community basis. There are several key findings from this analysis: (a) Live release rate is insufficient to measure the success of a shelter’s or community’s performance due to the inherent biases in the metric; (b) shelter performance is highly dependent on the types of animals coming into the shelter; and (c) the policies of one shelter in a community can greatly affect the performance of another shelter in that same community. Fundamentally, success needs to be measured in the framework of the five freedoms and cannot be reduced to a single, simplistic number centered around euthanasia.

Boots on the Ground: Engaging the Community, Step by Step

The City of San Antonio’s Animal Care Services (ACS) considers education and community outreach to be critical to Field Operations success. ACS has been developing its Comprehensive Neighborhood Sweeps Initiative for 5 years. What began as a small-scale, single-neighborhood event has grown into an education effort recognized by the International City County
Management Association (ICMA) for its focus on balancing animal care *and* control. This workshop will help you learn more about establishing a truly comprehensive program for community engagement that has the potential to reach thousands of pet owners while increasing your department’s public perception, compliance and licensing rates.

**Creative Captures**

How to use creative techniques to capture hard-to-catch dogs and cats--techniques like chumming/smudging bait to increase response to traps, using Calming Signals to attract a panicked dog, House-As-Trap, driveway alarms, wildlife cameras, magnet dogs w/snappy snares, building innovative traps when you have a trap-shy dog or cat.

**Disaster Response Exercise: Earthquake in Seattle!**

How would you respond if a major disaster occurred in your community and you were asked to assist? This session will present participants with a disaster and ask you to discuss in table groups how you would respond to animal issues that come up. Since the Training Summit will take place in Seattle (in the Cascadia Subduction Zone), we will use an earthquake along the Cascadia fault as the disaster scenario, but the issues we discuss will be relevant to any disaster response. Come talk with and learn from your peers about how to manage animal disaster issues in this highly interactive "tabletop exercise" session!

**Session 2 – October 6, 2016 – 1:30 PM – 3:00 PM**

**Assistance Dogs, Emotional Support Animals and Therapy Animals**

An overview of the laws pertaining to, and the distinction between, these types of animals. The emphasis will be on the ADA and regulations related to access to public places, however other sources of law/regulation will be identified. This presentation will be geared to the field officer as well as customer service staff who are tasked with educating the public as well as ensuring compliance with requests for access.

**Emergency Evacuation Planning for Shelters and Rescue Organizations**

How to create and implement an emergency evacuation plan for your shelter or rescue organization. What disasters can affect your shelter? Can you get the animals out? Who is responsible for what actions? There are a lot of questions and possibilities. Now is the time to create a plan, before a disaster happens!

**Surviving Active Shooters**

Shots fired in the workplace! The last sound you would expect to hear. Are your animal control officers prepared to deal with the most stressful situation they potentially may ever face? Retired Police Sergeant Mark Langan utilizes his training and expertise to teach animal control
professionals how to survive an active shooter in both confined spaces and in the field by: - getting out of the danger zone - hiding out and barricading oneself - as a last resort, taking out the shooter in order to save innocent lives. Langan’s updated course also deals with the profile of a workplace shooter, as well as verbal de-escalation tips to avoid a violent confrontation. Mark Langan is a retired veteran of a large Midwestern police department, where he was awarded the Medal of Valor for his role in neutralizing an active shooter. Mark is a certified instructor in workplace violence and active shooter situations.

**When Media Attacks!**

Crisis communications to control the message, restore your agency’s reputation and take yourself from “What now?” to “We got this!” So much of the struggle of operating an animal shelter is getting the community to care….to notice. But what do you do when they start looking at you for all the wrong reasons? Every animal shelter is one misidentified puppy, one angry adopter, one disgruntled volunteer away from a full on public relations disaster. Understanding the importance of crisis communications can help. A sound damage control plan helps put the fire out before it consumes your staff, your agency and your community in a crisis conflagration. In this workshop, we’ll work with real life shelter examples and discuss proactive community and media relations tips that make our agencies as “fire proof” as possible. Geared for small and large animal shelters alike, this workshop will also benefit any rescue or non-profit agency that works with the media (willingly or not).

**Session 3 – October 6, 2016 – 3:30 PM – 5:00 PM**

**Case Study: Downtown City of Austin Rabies Exposure Investigation**

In February 2015, the Austin Animal Center's Animal Protection Office was tasked with a large-scale rabies exposure investigation after a confirmed rabid dog was found to have spent time in some of the city’s busiest downtown spaces. The investigation required this small unit to identify and investigate hundreds of potential contacts, coordinate with multiple agencies and manage media relations in a high-stress, high-stakes incident. Hear a case study which breaks down this complex investigation.

**Crime Scene Processing**

The availability of certified crime scene processors for animal cruelty investigations is very limited. That does not negate the need for a professional and structured approach to an investigation and crime scene processing. Animal Control Officers have an advantage as the primary investigator in these cases due to issue related knowledge. The objective of this course is to advance the officer by melding their existing animal related knowledge with structured protocols, rules, and approaches for the ACO as a crime scene processor. Assessment, security, documentation and photography, search, evidence collection and storage, animals as evidence, diagramming, and analysis will all be discussed using actual animal cruelty crime scenes.
approach should enhance the investigators ability to present the factual aspects of their case in a professional manner with properly collected evidence to ensure admissibility and support toward the successful prosecution of the case.

**The Cat Came Back: Making the Case for Return-to-Field Programs**

As return-to-field (RTF) programs gain in popularity across the country, more and more municipal shelters are experiencing dramatic decreases in feline intake and equally dramatic increases in live-release rates. These programs obviously offer an immediate benefit to eligible community cats—but what about the communities they call home? And what about the shelter and enforcement staff? This presentation will outline the key features and benefits of RTF programs—from the perspective of various stakeholders—using both firsthand experience and published research results to illustrate their impacts.

**The Emotional Impact of the Animal Care & Control Profession: Compassion Fatigue to Satisfaction**

Compassion fatigue is a polar vortex for animal care and control professionals, whether you’re in the field or in the shelter. This class takes a direct look at the emotional and complex aspect of compassion fatigue for animal care and control professionals. It explores how compassion fatigue 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!

**Session 4 – October 7, 2016 – 10:30 AM – 12:00 PM**

**Dangerous Dog Investigations: Enforcement vs. Compliance**

This workshop will review the factors involving dog bites, both provoked and unprovoked, and how they apply when investigating a “Dangerous Dog” case. Attendees will be given investigative techniques and examples of proper documentation when submitting cases to a hearing board or court when seeking Dangerous Dog Determinations. The workshop will also discuss techniques on how to obtain victim, witness, and owner statements from both cooperative and reluctant people. Attendees will learn how to use best practices with cases beyond the traditional bite quarantine and citation process. These tools include outreach such as suggesting behavioral training, educational material, and getting dog owner’s compliance through education. In addition, attendees will be given tools for dealing with and educating administrators how to deal with impounded animal’s length of stay at shelters. This includes hands off enrichment, understanding quarantine procedures, and isolation pitfalls of suspect animals. Target Audience: Animal Control Officers, Animal Control Investigators, Animal Control Dispatchers, Dog Wardens, Shelter Administrators, and Animal Care Staff. Workshop will provide information for preparing,
presenting, and proper documentation when seeking a Dangerous Dog determination. Case scenarios will include investigating cases properly when the officer is not seeking a Dangerous Dog determination. Workshop will also review community outreach to lower potential bite cases through education and compliance by field officers.

**The Critical Role of Animal Control Officers in the FBI’s National Incident Based Reporting System (NIBRS)**

After approving a change so that animal cruelty and abuse incidents are to be recorded in a specific category in the National Incident Based Reporting System on September, 2014, the first data collection of animal cruelty and abuse incidents began January 1, 2016. NIBRS is “incident based,” meaning that if a call is received to investigate a possible incident, that incident is reported to NIBRS/FBI. It should be reported to a NIBRS agency, no matter how the incident is resolved, whether there is an arrest, or whether an offender is identified. Clearly animal control officers will most often be the “first responders” to an incident of animal cruelty or abuse. For the first time in history, the work of animal control officers will be captured by a national crime data base system of the FBI. In fact, if animal control officers do not participate in the data collection of animal cruelty incidents in NIBRS, there will be a serious undercount of animal cruelty. Such an undercount could diminish the importance of animal cruelty crimes. This presentation will discuss the following: • How NIBRS works and what a NIBRS participating agency is. • How an animal control agency can identify the NIBRS participating agency in their jurisdiction. • Clarification on the difference between the definition used by the FBI of animal cruelty and state statutes. • Forms and procedures for an animal control officer to report to a NIBRS participating agency. • A “tool kit” for making reports to a NIBRS participating agency.

In the presentation, Mary Lou Randour, Ph.D., of the Animal Welfare Institute will give a background of how NIBRS is organized, its structure and processes. She also will offer an overview of a working committee which has the mission of facilitating communication between animal control and NIBRS reporting agencies.

Dan De Sousa will present a “universal” form with which any animal control officer can capture the necessary elements for reporting an animal cruelty incident to a NIBRS participating agency. He also will discuss a “tool kit” being developed for animal control agencies that contains other useful resources, such as a sample Memorandum of Understanding (MOU) that can be used to formalize a working relationship between an animal control agency and a NIBRS reporting agency.

Dr. Smith Blackmore will note the four subtypes of animal cruelty to be reported under NIBRS: 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 examples for discussion.
Unclaimed: 9 Perceptions That Kill Cats

Ever wonder why millions of cats are lost every year yet only 2% are reclaimed in our shelters? Typically, this is blamed on uncaring owners who fail to come to the shelter in a timely manner. This workshop examines human and feline behaviors and how low cat-RTO rates are not primarily due to a lack of compassion but rather a lack of education.

You Said What???

Communication – whether casual or formal -- is a two-way street, and it can be a tricky business! Miscommunication of a message can lead to hurt feelings, misunderstanding, and even all-out war! Come learn how to clearly state your intended message, and how to be sure you were understood. Session explores what makes communication effective, including how seemingly clear messages get garbled, and how it’s ultimately up to the speaker to make sure their audience (listener) understands what is being said. Session covers both formal and informal communication, and explores why both types are equally important when communicating with the public and with staff.

Session 5 – October 7, 2016 – 1:30 PM – 3:00 PM

Adopters Welcome: Transform Your Adoptions!

Looking to improve adoptions? This session introduces Adopters Welcome, a tool developed to help shelters and rescues. Adopters Welcome helps animal adoption agencies expand their pool of potential adopters and ensure adopters succeed with their new pets at home. Research, strategies, and practical tools will be presented to attendees in a format combining instruction and an interactive session to show a positive alternative to traditional application-based adoptions. Adopters Welcome will increase satisfaction with the overall adoption experience for not only adopters but for staff and volunteers, and participants will leave with what they need to put an Adopters Welcome program in place at their agency. All session participants will receive a copy of the Adopters Welcome manual.

Counting and Accounting for Animals in Disasters

Sounds simple, right? Not! But counting and accounting for animals in a disaster is critically important in order to ensure animals are safely evacuated, cared for, sheltered, and ultimately get back home safe and sound. Counting and reporting the status of your activities is critical so that you, your response partners, and everyone working the incident response knows the scope and scale of the animal response activities. Accounting for your response can help you get needed help and resources during the response and may help you get reimbursed for some of your disaster response costs. Most importantly, effective tracking and creation of a single database of animal records prevents owners who’ve been separated from their animals from having to go on a wild goose chase to find them when they have so many other disaster-related issues to worry
about. Learn strategies and steps you can take now (as well as pitfalls to avoid) to pre-plan and prepare to effectively count and account for disaster animals, should a disaster strike your community.

**Crimes Against Canines**

Believing that the majority of unknown dogs (the “Dog Doe”) found dead are discarded without a postmortem exam, Dr. Smith-Blackmore proposed to offer free necropsies for all dogs found dead in Massachusetts for a year as part of training and research project. The year-long project wrapped up in June of 2016. In her project, she investigated the reasons why victim dogs are denied forensic examinations. As a part of her fellowship training, she spent one day a week in the Office of Chief Medical Examiner for Massachusetts, attending autopsies. Additionally, she conducted research on the resources available for animal control officers for cruelty investigation by municipalities in Massachusetts cities and towns; interviewed trash haulers on their dead dog policies; surveyed private practice veterinarians and veterinary technicians on their experiences encountering dogs that may have suffered non-accidental injury and conducted research on canine cruelty prosecutions in the state over the last two years with a particular focus on whether or not veterinary involvement impacted case outcome. This talk provides a summary of Dr. Smith-Blackmore’s preliminary findings, and it will be illustrated with a number of brief case reports of Dog Doe necropsies along with insight gained from the medical examiner’s office. Dr. Smith-Blackmore’s research was sponsored by the Stanton Foundation; has been a Research Assistant Professor at the Cummings School of Veterinary Medicine and a NextGen in Canine Welfare Fellow.

**Dogfighting Investigations**

Understanding the secret world and language of dogfighting. What are the common tools used to condition a dog for fighting, building your case and getting probable cause, common paraphernalia, understanding pedigrees and common myths/excuses about dogfighting.

**Session 6 – October 7, 2016 3:30 PM – 5:00 PM**

**Building a Disaster Team**

Starting a community or statewide disaster response team, which works best? Working within the established disaster response system, yes, you have to! Training and credentialing your responders, what training is best?

**Felony Animal Cruelty Case Study**

This class will walk you through the investigative process of a complex, highly publicized felony animal cruelty case. The investigating officers tenaciously pursued the leads of the case while remaining open minded and objective to the direction the evidence led them. Attendees will learn how and what evidence was gathered, the witness and suspect statements that were
Obtained, warrants that were issued, and the complex dynamic of the atrocious crimes. A cruelty case study wouldn’t be complete without an overview of the contrasting psychological evaluations performed on the suspect.

**Odd Bedfellows**

Animal sexual abuse appears to be on the increase. This may be because of available internet access to animal involved pornography (“aniporn”), the movement of animals from the back yard to the bedroom, or an increasing societal movement towards “edgy” lifestyles. Sooner or later, most of us will encounter a case of animal sexual abuse. Cases of animal sexual abuse carry the increased burden of being a taboo subject. Being familiar with the contexts of animal sexual abuse will help to facilitate case recognition and subsequent legal action. Animal sexual abuse is not strictly illegal in all jurisdictions; however physical harms done to animals in pursuit of human sexual gratification is. In some jurisdictions, sexual contact with an animal, without physical harm may be prosecuted. With training, a veterinarian is more likely to recognize non-accidental injuries (NAI) or death as having been sexual assault in origin; injuries to the anus, nipples or genitalia should immediately bring to mind the possibility of animal sexual abuse. A meticulous exam must be done to document cases both with and without physical harm. This talk will cover the history and social context of animal sexual abuse; types of animal sexual abuse laws; physical and emotional harms to animal victims; steps to take in the animal sexual abuse victim exam or necropsy; evidence collection and preservation.

**Next Generation Partnerships: Bridging Live Release and Field Operations to Save More Lives**

Animal Care and Control Operations across the country are implementing cutting-edge programs to increase the quantity and quality of their services using a new focus on a holistic approach to providing services to the public by designing programs that meet everyone’s needs. Field Enforcement versus Live Release? WRONG! By forming a non-traditional partnership between Field Operations and Live Release, communities are receiving a new level of service. This presentation will focus on relationship building between the two divisions and provide some examples of the life-saving programs implemented in San Antonio under the direction of Vincent Medley and Bethany Heins during their tenure there.

All of Training Conference 2016 has been pre-approved for Certified Animal Welfare Administrator continuing education credits.