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Florida Animal Control Association 2014 Educational Conference

February 21-23, 2014

International Palms Resort - Cocoa Beach



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FACA Conference At-A-Glance “Keys to Success” February 21-23, 2014



**Florida
Animal
Control
Association**



Florida Association of
Animal Welfare Organizations


 indicates sessions available on Conference Flash Drive

Friday, February 21

7 am - 8 am Conference Registration & Breakfast in **Catwalk Area** and Silent Auction opens **Manatee C**

8 am - 9 am FACA Member Meeting & Legislative Update **Manatee B**

8 am - 10 am FAAWO Member Meeting & Legislative Update **Manatee D**

 **9 am - 10 am** Traveling Animal Exhibitors - *due to the public speaking policies of the USDA, this session is limited to Government Employees only.* **Manatee B**

10 am - 10:20 am Break with Vendors **Catwalk Area** & Silent Auction **Manatee C**
sponsored by PetSmart Charities and ASPCA

10:20 am - Noon

Enforcement Track: Backyard Slaughter & Underworld of Equine Slaughter - *due to the public speaking policies of the USDA, this session is limited to Government Employees only.* **Manatee B**

 **Shelter Track:** Best Practices with Grant Researching, Writing & Available Grant Opportunities **Flamingo**
Management Track: Managing Change **Manatee D**

Noon - 1:30 pm Lunch - sponsored by ASPCA
Dolphin Ballroom

1:30 pm - 2:20 pm


 **Enforcement Track:** Large Animal Rescue **Manatee B**


Shelter Track: Active Shooter Training **Manatee D**

 **Management Track:** Standards of Care **Flamingo**

2:20 pm - 3:10 pm

Enforcement Track: Large Animal Rescue, con't.
Manatee B


 **Shelter Track:** Understanding Shelter Dog Evaluations
Manatee D


 **Management Track:** Pet Friendly Hurricane Sheltering
Flamingo

3:10 - 3:30 pm Break with Vendors **Catwalk Area** & Silent Auction **Manatee C**
sponsored by PetSmart Charities and ASPCA

3:30 pm - 5 pm

Enforcement Track: Wildlife Considerations & Conflict Resolution **Manatee B**

 **Shelter/Management Track:** Using Chameleon as a Management Tool and Mapping Data **Manatee D**

 **Shelter/Management Track:** Using PetPoint as a Management Tool and Mapping Data **Flamingo**

7 pm **Oceanside Dinner and FACA Olympics**
Ocean Deck sponsored by ASPCA

Florida Animal Control Association Board of Directors

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FACA Conference At-A-Glance — February 21-23, 2014

Saturday, February 22

7 am - 8 am Conference Registration & Breakfast
Catwalk Area. Silent Auction continues
Manatee C

8 am - 9 am

- 📁 **Enforcement Track:** The Game: Pit Bull Fighting
Manatee B
- 📁 **Shelter Track:** Disaster Response & Sheltering **Manatee D**
- Management Track:** Effective Licensing Programs
Flamingo

9 am - 10 am

- 📁 **Enforcement Track:** Officer Safety -
Diffusing Confrontations **Manatee B**
- Shelter Track:** Expanding the Impact: Community TNR
Manatee D
- 📁 **Management Track:** Colorful Communication in the
Workplace **Flamingo**

10 am - 10:20 am Break with Vendors **Catwalk Area**
& Silent Auction **Manatee C**
sponsored by PetSmart Charities and ASPCA

10:20 am - 11:10 am

- 📁 **Enforcement Track:** Animal Hoarding **Manatee B**
- Shelter Track:** Lost & Found/Successful RTO
Programs **Manatee D**
- Management Track:** Media Relations: Truth or
Consequences **Flamingo**

11:10 am - Noon

- 📁 **Enforcement Track:** Large Animal Seizures **Manatee B**
- 📁 **Shelter Track:** Teach Volunteers to Speak Your Language
Manatee D
- 📁 **Management Track:** Vaccine Protocols & Intake
Procedures **Flamingo**

Noon - 1:30 pm - Lunch - sponsored by ASPCA
Dolphin Ballroom

1:30 pm - 2:20 pm

- 📁 **Enforcement Track:** Dangerous Dog Investigations
Manatee B
- 📁 **Shelter Track:** Finding Your Social Media Fit **Flamingo**
- 📁 **Management Track:** Compassion Fatigue **Manatee D**

2:20 pm - 3:10 pm

- 📁 **Enforcement Track:** Backyard Farms and
Livestock Transport **Manatee B**
- 📁 **Shelter Track:** Toolkit for Successful Adoptions
Manatee D
- 📁 **Management Track:** Relevance of Breed
Profiling in Adoptions **Flamingo**

3:10 - 3:30 pm Break with Vendors **Catwalk Area**
& Silent Auction **Manatee C**
Last Chance to visit Exhibitors & Silent Auction
sponsored by PetSmart Charities and ASPCA

3:30 pm - 5 pm

- 📁 **Enforcement Track:** Trends in Animal Law/Service
Animals **Flamingo**
- 📁 **Shelter Track:** Promoting Pit Bull Adoptions **Manatee B**
- 📁 **Management Track:** Building Government/
Private Partnerships **Manatee D**

7 pm - FACA Awards Banquet - sponsored by ASPCA
Dolphin Ballroom

Sunday, February 23

7:30 am - 8 am Continental Breakfast **Catwalk Area**

8 am - 8:55 am

- Enforcement Track:** Quality Report Writing **Manatee B**
- 📁 **Shelter Track:** Foster Programs **Manatee D**

9 am - 9:55 am

- Enforcement Track:** Rooster Fighting **Manatee D**
- 📁 **Shelter Track:** Changing Shelter Operations to
Save Lives **Manatee B**

10 am - 10:55 am

- Enforcement Track:** Rabies Update
& Challenging Cases **Manatee D**
- 📁 **Shelter Track:** Play For Life: Enrichment and Play Groups
Manatee B

11 am - Noon

- 📁 **Enforcement Track:** Enforcement Roundtable **Manatee D**
- Shelter Track:** Play For Life: Enrichment and Play
Groups, con't. **Manatee B**

No audio or video recording of sessions allowed without prior approval of the Florida Animal Control Association. The Florida Animal Control Association provides these workshops for informational purposes only, and the views expressed in these workshops are not necessarily the views of FACA. FACA does not endorse nor recommend specific protocols or procedures provided during this seminar.

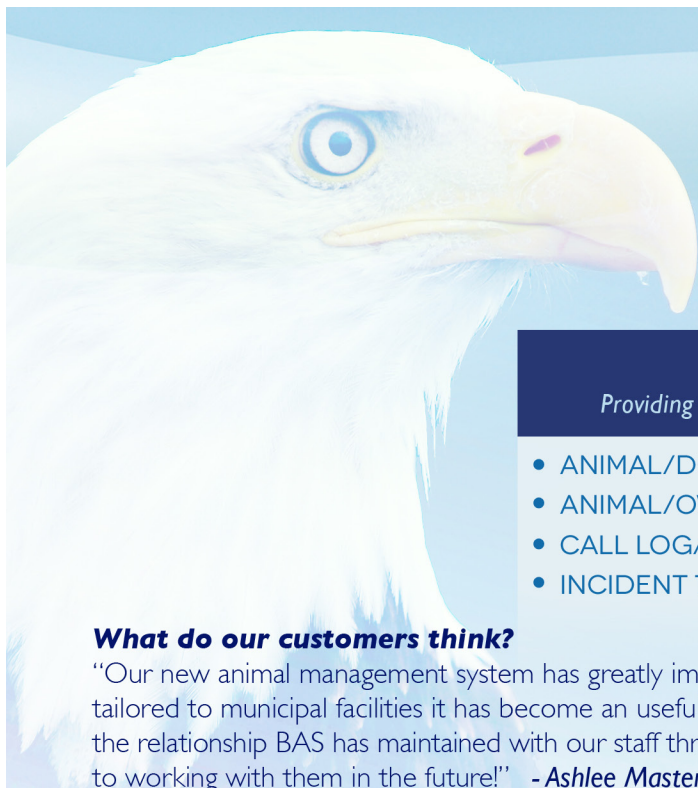
*Passion is often what drives the animal care and control world.
Compassion is what helps us steer it in the right direction.*



The National Animal Care & Control Association (NACA) was formed in 1978 for the express purpose of assisting its members to perform their duties in a professional manner. NACA believes its most important contribution towards solving our domestic animal problems is to make available to Animal Control agencies and personnel a comprehensive training program.



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FACA “Keys to Success” Sessions and Speakers

Kimberly Duffiney, USDA, APHIS, Animal Care Inspector has the responsibility of ensuring the minimal standards required by the Animal Welfare Act are being met by conducting inspections on regulated facilities which may include; animal exhibitors, zoos, sanctuaries, breeders and brokers of animals. She is an Animal Care Emergency Point of Contact for Florida, Member of the Animal Care Primary Response Team and represents Animal Care on the Florida State Agriculture Response Team Steering Committee. Prior to Animal Care she held the position of Animal Health Technician with USDA, Veterinary Services in Michigan working with cattle producers coordinating and testing cattle herds for Bovine Tuberculosis, trace-back investigations, and surveillance sampling for chronic wasting disease, bovine tuberculosis and scrapie. Career with USDA encompasses 12 years. Kimberly also managed an animal control business for 4 years in New Jersey and Michigan. B.S. Fisheries and Wildlife Management, Emphasis Wildlife Biology, Michigan State University

Animal Care and AWA Compliance - The session will be an outline of the mission of USDA, APHIS, Animal Care, a brief history of the Animal Welfare Act, and an explanation of licensing requirements. It is intended to provide participants with a better understanding of Animal Care and how it regulates exhibitors and dealers. It will hopefully allow local animal control agents and other officials to be aware of and work in cooperation with USDA, Animal Care where regulatory jurisdictions may cross.

William Kaile, is a Supervisory Investigator with the USDA Department of Agriculture, Compliance and Investigations Division. He is also a former USDA Consumer Safety Officer/ Enforcement Investigation Analysis Officer and Front Line Supervisor for Food Safety and Inspection Service. He has Secret (Critical Sensitive) Security Clearance. He has vast experience in inspection and investigations related to foods and the food industry. Worked all aspects of the farm to table concept including slaughtering, food distribution, warehousing, transportation, and retail. Worked/ conducted numerous food related investigations that lead to convictions in State and Federal courts.

Doris “Dee” Watson, is a 36-year veteran of the regulatory business, 20 years with the State of FL, Bureau of Meat Inspection, and 16 plus years with the USDA Department of Agriculture, Compliance and Investigations Division. During her 20 years with the State, she worked as an inspector; a supervisory inspector; a front line supervisor; a compliance officer and a supervisory compliance officer. In 1998 the State Meat Inspection Program was given to USDA and she was hired as a Compliance Officer and has worked in this capacity for the past 16 years. She has a Secret (Critical Sensitive) Security Clearance. She has had Basic and Advanced

Investigator Training at Sam Houston University and, at the Federal Law Enforcement Training Center (FLETC) in Artesia, NM, as well as Incident Command System Training, and on-going investigative trainings. She has worked all aspects of the farm to table concept including slaughtering, food distribution, warehousing, transportation, and retail. She has worked numerous food related investigations that lead to convictions in the State and Federal courts.

Federal Slaughter Regulations and Equine Slaughter in Florida – will cover an overview of the United States Department of Agriculture, Food Safety and Inspection Service, Office of Investigation, Enforcement and Audit, Compliance and Investigation Division. The presenters will discuss the laws that give authority and specifically discuss the laws concerning illegal slaughter activities.

Michael Barrett, Vice President Grants. Michael has led the grants department at the ASPCA since 2008. Under his leadership, the grant budget has more than tripled to over \$17 million, and grant programs have expanded to include a variety of creative initiatives that respond to the needs of animals in every U.S. state. Michael lives in New York City with his dog, Binah, who was rescued by the ASPCA from a puppy mill in 2010.

2 Part Grant Presentation:

Part 1: It's Not Just a Grant, It's a Relationship!

Learn how a grant seeker should start and maintain a relationship with funders, including how to best represent their organization through the proposal while defining a link between the proposal and the funder's guidelines and priorities. We will explore what information funders ask for and why, in addition to the impact of technological proficiency, diplomacy, accuracy and thoughtfulness on the success of a grant proposal and stewardship of grants.

Part 2: After the Award: Tips on Tracking, Reporting, and Promoting Your Grant

Getting a grant is only the beginning of a relationship with a funder. This part of the presentation contains concrete tips and tools on tracking your grant expenditures, reporting quantitative and qualitative outcomes back to the funder, and promoting your funded work to the public.

Scott Trebatoski has been involved in public animal control and sheltering since 2001, but can to the field from a business management and retail background. He has been willing to go out on a limb to show that things can be done differently but on professional animal control terms. He has been recognized as leading the Outstanding Agency of the Year in two Florida locations. In Jacksonville he has taken a shelter with a 17% live outcome rate to nearly 87% in just five years while at the same time losing almost 50% of his budget and over 25% of his staffing. He currently works nationally as a consultant for the Target Zero Institute and recently gave the keynote speech at the Georgia Shelter Medicine Symposium.

FACA “Keys to Success” Sessions and Speakers

Managing Change will cover the basics of how to take control of your organization and avoid the pitfalls of waiting until being forced from the outside to begin the change for more live releases. Too often lately we have heard stories of good animal control professionals losing their jobs because of radical ‘no kill’ advocates wanting all animal control leaders out of sheltering. Based on the Jacksonville Florida model, “Managing Change” will show you how to exist in this new paradigm of moving toward maximum live placement while still maintaining the integrity and focus of professional animal control. It will also show how keeping animal control and sheltering together is still the best possible public sheltering model for the best and most impactful community service.

John Haven is the Director of the University of Florida’s College of Veterinary Medicine (UF CVM). He is the creator of the UF CVM Disaster Response Team, known as VETS, which is the nation’s largest non-Federal disaster response team. Additionally he is on the Florida SART (State Agriculture Response Team) Advisory Board. In addition to being an ICS instructor, he participated in various capacities to include Incident Management Team General and Command staff positions during natural disasters, disease outbreaks, and hoarding cases. He coordinated several state wide training workshops, exercises, and deployments. He is nationally recognized large animal technical rescue expert, having recently coordinated the writing of the National Fire Protection Association’s new chapter on animal technical rescue. He authored and teaches the only Department of Homeland Security approved Operations Level Animal Technical Rescue Course. He is also certified in human technical rescue, swift-water, structural collapse, and confined space.

Introduction to Large Animal Technical Rescue focuses on the safety considerations for responses and the animals during a rescue, for low and high angle rescue, mud, and water rescue; including the use and importance of ICS to coordinate the rescue. It will also provide information regarding current statewide equipment caches, available training modules, and successful rescues performed by teams here in Florida. Using video, the presenter will teach basic large animal technical rescue techniques.

Sheriff Wayne Ivey has been a Law Enforcement Officer for over three decades. His background in law enforcement is inclusive of Management, Criminal Investigations, Narcotics, Patrol Services, Public Integrity Investigations, and Corrections. He has testified before the United States Congress on law enforcement related matters and has extensive experience in the area of Public Integrity Investigations. He was honored as the Florida Department of Law Enforcement’s Special Agent of the Year (1996) and was also recognized by the Commissioner of the Florida Department of Law Enforcement for his Outstanding Contributions to Criminal Justice. Sheriff Ivey speaks regularly on topics such as Identity Theft, Crime

in America, Human Trafficking, Domestic Violence, and Self Defense through Mental Preparedness. Sheriff Ivey firmly believes that Crime Prevention and Education are vital to reduce our crime rate and protect our community.

Active Shooter - There have been an increasing number of incidents on a national level where an armed individual enters a workplace, school or other site where public may gather and randomly begins shooting people (“active shooter”). These types of shootings may eventually take place both inside and/or outside of your facility. There is no single reason these incidents take place and it is not possible to prevent them from occurring. However, the chances of surviving such a situation can be greatly improved when employees have been trained and utilize a comprehensive active shooter program. This session will give you personal awareness and also help you identify resources that you can bring back for others in your agency.

Dr. Caroline Olausen is an adjunct professor with St. Petersburg College Veterinary Technology Program. She is a public speaker for veterinary and ACO continuing education and was a distinguished speaker at the 2013 Florida Veterinary Medical Association, 2013 Gulf Atlantic Veterinary, and 2011 FACA Conferences. Dr. Olausen provides consulting services for compassion fatigue in animal welfare and veterinary professionals. Prior to her current position, she served as the Director of Veterinary Services for Pinellas County Animal Services, a municipal open-admission shelter with an annual intake of 14,000 dogs and cats. Dr. Olausen served as a member of the Board of Directors for FACA. She is actively involved in organized veterinary medicine and was recently elected as the President of the Pinellas County Veterinary Medical Association. She strives to maintain a clear focus to serve her community by improving animal welfare and advocating for public health and safety.

The Guidelines for Shelter Care were published by the Association of Shelter Veterinarians in 2010 and were the first time standards for care of sheltered animals were comprehensively and scientifically defined and addressed. This presentation will discuss the importance of familiarity with the guidelines for all animal control and animal welfare managers. Practical uses and applications of the guidelines will be covered. Attendees will be empowered to perform a self assessment of their organizations. Application of the guidelines to field enforcement will be discussed. Attendees will understand and be able to use the guidelines to advocate for and justify resources with administration, elected officials, and the tax paying public. Discussion and questions will be encouraged during this presentation.

Dealing with compassion fatigue and managing stress are as essential to personal success as they are to the success of any animal control and animal welfare organization. This presentation will define these commonly used but often misunderstood terms and enable

FACA “Keys to Success” Sessions and Speakers

you to recognize their presence in your organization. The substantial impacts of mismanaged compassion fatigue and stress will be discussed. Solutions for dealing with compassion fatigue will be covered, both for individuals, staff, volunteers, and the organization as a whole. As every organization is unique, there is no one size fits all recipe. However, you will be provided with tools, knowledge, and resources to develop a strategy to manage compassion fatigue and stress in your organization. Discussion and questions will be encouraged during this presentation.

Bernice Clifford, CPDT is the Behavior and Training Director for Animal Farm Foundation, Inc. She also runs her own private Behavior and Training Practice. Clifford believes every dog is an individual. With that in mind, programs are designed for all dogs based on their individual needs. Dogs trained at Animal Farm Foundation go on to be assistance dogs for people with disabilities, certified therapy dogs, law dogs, obedience and sports competitors, and well behaved family pets. Clifford and her team provide a life time of follow up training and support to all of their dogs and their people. Although always dabbling in training and foster care for shelter dogs Clifford started her career full-time working with Veterinary Behaviorist Amy Marder in Boston in 2001. She moved to New York to take a full-time job with Animal Farm Foundation in 2005.

Understanding Shelter Dog Evaluations and Reading Dog Body Language Can we be reasonably confident that the way the dog behaves on a “test” reflects how the dog will behave in the future? The increase in shelter dog behavior evaluations has led to many advances in the process, but it has also brought to the forefront concerns about accuracy, predictability and the practical application for adoption programs. This presentation will delve into the world of canine body language, answer some common questions and discuss the benefits and limitations of shelter dog evaluations, including the impacts on adoption programs.

Deborah Horvath is the Director of Marion County Animal Services and oversees the department, its 46 employees, and all operations - from animal adoptions and sheltering functions, to animal control services in the field. The Director adheres to the State laws and County ordinances as it pertains to animals, and develops policies and procedures for the department’s operations. In case of a declared emergency, the Director manages the ESF 17 function of Emergency Management out of the county’s Emergency Operations Center. Although she’s only been with the County a short time, Deborah Horvath has had a variety of careers – owning her own business, working in the for-profit sector, spending 18 years as a CEO in the non-profit sector, and now working in government for Marion County, bringing all that experience with her to her new position. A native New Yorker, she is a fairly new resident to Marion County, but spent 23 years in Collier County, so she is

not new to Florida. Ms. Horvath attained her Master’s Degree in Public Administration and a Bachelor’s Degree in Business Administration from Hodges University.

Pet Friendly Disaster Sheltering - Learn how to provide a safe haven for pet owners and their domestic pets in the event a disaster strikes your County and a Red Cross shelter is open for evacuees:

- How to set up the animal housing area, including check-in and registration, animal photos, monitoring, sign-out, break-down and clean up.
- What kind of staffing is needed, how many people will you need, who can you use?
- What are acceptable pets in the shelter and what are unacceptable (exotics, reptiles)?
- How can you project capacity?
- Have a plan and include your local law enforcement, School Board, Emergency Management, and other agencies in the community that can assist (Humane Society, Animal Sanctuaries, Universities (UF/IFAS).

David Hitzig is the Executive Director of the Busch Wildlife Sanctuary in Jupiter Florida. As a native Floridian growing up in Miami, he spent much of his early years exploring the Everglades. Hitzig has over 30 years of experience in the wildlife field. He has focused much of his career balancing his interests in both environmental education and wildlife rehabilitation. Hitzig has worked in many facets of conservation, serving as a naturalist at a county nature center, education director for the Audubon Society, environmental tour guide for the Historical Association, research assistant, and ultimately becoming one of the founding members of the Busch Wildlife Sanctuary. Today, Busch Wildlife Sanctuary has grown into one of the country’s leading environmental education and wildlife rehabilitation facilities. The Sanctuary’s wildlife hospital treats over 5,000 animal patients a year, and more than 100,000 children and adults visit the Sanctuary annually, participating in the organization’s educational programs, tours, and exhibits. Hitzig frequently travels with animal experts, such as Jack Hanna, making television appearances educating the public about nature, wildlife, and issues that affect the environment. For more information on David Hitzig and the Busch Wildlife Sanctuary’s visit their website at www.buschwildlife.org.

Dealing with Wildlife in an Urban Environment David Hitzig will present an in-depth look at wildlife rescue, conflict resolution, and public education regarding wildlife issues. This session offers the opportunity to understand the realities of wildlife rescue and rehabilitation and the role the animal control community plays in dealing with these issues. Trapping, capture, transportation, and safe handling of wild animals will be discussed. This presentation will also include a live animal demonstration and an overview of State and Federal regulations regarding captive wildlife and wildlife rehabilitation activities.

FACA “Keys to Success” Sessions and Speakers

Kevin Earley, Technical Support, HLP Inc. for 7 years after 14 years of Animal Control experience in the state of Florida while Brevard County Animal Services and Enforcement as well as a being Veterinarian Technician in his past as well. As the lead person tasked to integrate Brevard County Animal Services with the Chameleon system over 14 years ago he has experience of replacing archaic handwritten practices with modern techniques that increased speed as well as efficiency and lead to proactive advancements for both enforcement and shelter practices.

We have Chameleon but why don't we do this? There are a lot of things that are included with using Chameleon that a lot of clients may not be aware. This course will expose you to the vast array of additions you can readily add to your site's processes that will stream line work as well as make you more proactive and just take a phone call or email to Support to set them up. If you are a new site or a site that has been using Chameleon for years you may not be aware of some of these features.

Meg Earsley - Director of Software Delivery, PetPoint Solutions has over 20 years of IT experience, and 11 years of Animal Welfare experience. Her expertise includes technical support, network administration, web development and statistical analysis. Meg was the “original” PetPoint administrator and assisted in the design and beta testing for PetPoint when it was implemented in PetPoint's flagship shelter, the Wisconsin Humane Society. She joined PetPoint as part of the support team, and is now involved in the strategic development of the customer support and training teams. Meg continues to use her experiences in her support efforts and direction.

Pam Levin – Director of Business Development has over 7 years of experience with PetPoint. She has worked with organizations of every size, both municipal and private, in order to develop, support and provide service for PetPoint. Pam's expertise includes sales, implementation and training, as well as disaster / emergency response. Prior to working for PetPoint, Pam filled many shelter roles, including Animal Control Officer, Assistant Executive Director, Foster Coordinator and Development Director. Pam has a background in Political Science, Public Administration, and has also worked for other law enforcement agencies.

Using PetPoint as a Management Tool – Good data in, good reports out! In this informative session offered by Meg and Pam of PetPoint Solutions, learn how to maximize your processes and increase your reporting capabilities. Attendees will have the opportunity take a fresh look at set-up options and how they affect reporting. This assessment and insight will benefit long-time PetPoint users, new users and potential users alike. The discussion will highlight how to utilize data and reporting to manage process, costs and opportunities within your organization. Also take a look at custom report building options and additional municipal functionality available, to recognize further efficiencies

and cost savings. Current PetPoint users are invited to bring their laptops for referencing their databases. If you'd like to capitalize on the data you record to save more lives and gain community support, this session can't be missed!

Cpl. Kenneth A. Vetzel is an Investigator with Hillsborough County Animal Safety and Enforcement, and was born and raised in Tampa Florida. Through High School he worked as a Vet Tech and began a lifelong affection for dogs, especially the American Pit Bull. After a short time of self employment it was decided to go back to working with animals. His career began in 1999 with Hillsborough County Animal Services. After holding many positions including Animal Care Tech, Communications Officer and ACO. Cruelty Investigator was where he discovered his passion investigating Blood Sports. His training and experience have mostly come from real world boots on the ground work in the field. In 2006, he was awarded FACA Officer of the year. In November of 2010, he was deemed an Expert Witness in dog fighting by the 13th Judicial Circuit. This led the way to working with and coordinating cases with many local and Federal Law Enforcement Agencies. He continues his passion today, after fifteen years on the road, working daily to prevent cruelty and educating other professionals as well as the public about crimes against animals.

The Game - Trends and what to look for”(Pit Bull fighting) In today's modern world we as professionals have to be on top of what criminals are doing and how they are committing crimes. This presentation will give you a look inside how they operate, communicate and their language. I will also provide some tips on how to combat these types of crimes and methods that get positive results at prosecution. Feel free to ask questions!

Consie von Gontard, Director of Training, Florida State Animal Response Coalition. Consie began her volunteer career in animal welfare in 2000. Consie has received Community Service Awards and Commendations for her international work in Mexico and the Bahamas. National and International natural disaster relief experience includes responses to fires, floods, hurricanes, a volcano and the 2004 Tsunami. She has also responded to numerous large scale animal cruelty cases, including puppy mills, hoarding and animal fighting. She has been an instructor on a national level for disaster response since 2006. She is currently a member of the Board of Directors for the Florida State Animal Response Coalition and the Director of Training.

Disaster Response and Sheltering – This session will provide a brief history of the Florida State Animal Response Coalition and how Florida SARC is working and training with the Florida State Agriculture response Team, Florida VETS, other agencies to provide emergency sheltering for companion animals. This session will provide an update of the Awareness and Operations

FACA “Keys to Success” Sessions and Speakers

level Small Animal Emergency Sheltering courses, capabilities and how agencies or rescue groups can request a training or assistance from Florida State Animal Response Coalition. This session will further review resources available for disaster response through Florida SARC, Florida SART, Florida VETS, and Florida DART.

Ann Campbell is a 20-year veteran of the communications field, Ann has conducted numerous workshops and seminars on communication planning and media/public relations. Ann began her work in Animal Welfare in 1998, and has worked for several organizations including Petfinder.com and the Champaign County Illinois Humane Society. In addition, she has also served on the board of the Illinois Animal Welfare Association and the Central Illinois Chapter of the Public Relations Society of America. She currently works with PetData as director of sales and marketing. Accredited in public relations, Ann received her Bachelor's degree in Communications-Public Relations from Stephens College in Columbia, Missouri. She currently lives in Dallas with her husband Brian, and their rather crazy white German Shepherd, Bolt.

Effective Licensing Programs – provided by Ann Campbell, with PetData. Animal License Programs - you either love 'em or hate 'em! What makes a licensing program great? Lots of hard work and dedication! Come learn ways to start a program, or improve your current program - including tips for increasing compliance and creative marketing ideas.

Corporal Thomas Gunter is a full-time instructor with the Brevard County Sheriff's Office with over 9 years of full-time law enforcement experience including previous assignments as a dual-purpose canine handler and uniformed patrol officer. He holds a Bachelor of Arts, summa cum laude, in Criminal Justice from the Florida Institute of Technology. Thomas has been a presenter at multiple International and Regional law enforcement instructor conferences on the topics of firearms training and law enforcement responses to dangerous animals. His certification areas include defensive tactics, firearms, vehicular operations, and first-aid with credentials issued by organizations including FDLE, the NRA, NLETC, and ASHI among others. In addition to his duties at BCSO, Thomas also serves as a training consultant for the non-profit Law Enforcement Officer Surfing Association, aka “LEOSA.”

Officer Safety & Awareness - This session will provide helpful tips to prevent and de-escalate encounters with agitated or hostile persons and managing difficult and/or dangerous situations. Attendees will learn various concepts of managing their perceived presence, maintaining active situational awareness, guidelines for managing verbal conflict, and basic strategies for surviving spontaneous physical attacks.

Bryan Kortis currently serves as Program Manager for PetSmart Charities, overseeing their Free-roaming Cat

Spay/Neuter grants as well as other community cat initiatives. The co-founder and former executive director of Neighborhood Cats, Bryan has produced many of the leading educational materials on Trap-Neuter-Return, including The Neighborhood Cats TNR Handbook, Implementing a Community TNR Program and the instructional video, How to Perform a Mass Trapping. He served as a consultant to The Humane Society of the United States on their feral cat program, is a frequent presenter on free-roaming cat issues, has led collaborative efforts with animal control, wildlife and public health agencies, and has helped launch successful TNR programs in New York City and communities throughout the United States. Bryan has a Bachelor of Arts degree from Cornell University and a J.D. from University of California, Berkeley.

Expanding the Impact: Community TNR Practicing Trap-Neuter-Return on a community-wide scale can have dramatic impacts on intake and euthanasia and reduce the number of free-roaming cats - if it's done right. We'll explore some of the basics of setting up a large TNR program and the most effective tactics and tools. We'll look at targeted TNR and how and why to concentrate resources in high-need areas. Mobilizing the public to do TNR themselves can expand a program's reach if a proper network of services is established and promoted. Return to Field – the release of healthy but unadoptable cats from shelters instead of euthanizing them – can drive euthanasia lower and transform the culture inside and outside the shelter. Funding opportunities from PetSmart Charities will also be discussed. After taking this workshop, you will know how to successfully manage and lower your community's free-roaming cat population while improving numbers at local shelters.

Dr. Rachel Barton graduated from Michigan State University's College of Veterinary Medicine in 1999, and began her professional career as an associate veterinarian at a small animal hospital in Tallahassee, Florida. In 2006, she had the opportunity to move into the newly emerging field of shelter medicine by becoming the City of Tallahassee's first veterinarian with the Tallahassee Leon Community Animal Service Center; a regional shelter serving both the City and County. This career shift has allowed Dr. Barton to explore her interests in population medicine while setting new health standards for the thousands of homeless animals housed at the Center annually. In addition to her role as the Animal Services Veterinarian, she is also a FACA Euthanasia Certification Instructor and a consultant with the ASPCA's Field Investigations & Response Team.

Colorful Communication in the Workplace provided by Dr. Rachel Barton with the City of Tallahassee Animal Services. The number one reason employees are dissatisfied or leave their jobs is workplace relationship struggles, especially with their direct supervisor or team leader – followed by a lack of communication, trust,

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appreciation and fair treatment. During this interactive presentation based on the True Colors Personality Assessment, we will discuss different personality styles and how they affect our values, stressors, communication style and decision making. You'll learn your primary styles and how to identify those of your coworkers to help you improve communication, manage your employees more effectively and keep a harmonious work environment.

An Ounce of Prevention: Intake Procedures and Vaccine Protocols - provided by Dr. Rachel Barton with the City of Tallahassee Animal Services. This session will offer insight into best practices in intake procedures, including an overview of the recent updated guidelines for vaccine protocols in shelters. In addition, we'll spend time discussing how to apply these recommendations to real work settings, working within the limitations of staffing, budgets, and people who don't like change.

Adam Leath - Based at the Veterinary Medical Center at the University of Florida in Gainesville, Adam Leath investigates and responds to situations involving animal victims of natural disasters and animal cruelty cases in the Southeast region. Since starting in this position, Leath lead the largest seizure of animals in ASPCA history with the seizure of nearly 700 cats in February 2012. Leath was most recently the operations manager for Lee County Domestic Animal Services in Fort Myers, Florida, where he oversaw the prosecution of all criminal and civil violations of state and local ordinances relating to animals. In addition, he was instrumental in establishing a working relationship with Florida's 20th Judicial Circuit to help increase penalties for felony animal cruelty crimes, spearheading training for animal control officers, and creating Lee County's Hoarding Task Force. Leath is also credited with infiltrating one of the largest cockfighting investigations in Florida History in September of 2010. Leath started his career in animal welfare in 2003 at the University of Tennessee's Veterinary Teaching Hospital. He holds a bachelor's degree in animal science from the University of Tennessee. He is currently perusing a Master's Certificate in Veterinary Forensic Science from the University of Florida. He is a member of the International Veterinary Forensic Sciences Association and a Certified National Animal Cruelty Investigator through the University of Missouri. He also holds all state certifications through the Florida Animal Control Association.

Animal Hoarding affects communities across the globe. Although it is not a new phenomenon, authorities have been employing new and innovative ways to approach the problem. With the recent attention given to the topic by national media outlets, communities have marveled at the unbelievable conditions hoarders create for themselves and animals. However, in order to effect positive change for all parties involved, communities must be proactive instead of reactive. Hoarders have a 100% recidivism rate without appropriate intervention. The time to think about how

hoarding will impact your community isn't when the case is reported to the media. This lecture will outline some of the proactive measures you and your community can employ to handle some of its best kept secrets (hoarders).

Planning for Large Scale Seizures The need to seize animals, as part of a criminal investigation into animal abuse or neglect, affects agencies across the globe. Now is the time to think about how to plan and respond to a seizure, large or small. This portion of the course will outline several necessary steps in planning and responding to a case involving the seizure of animals. Learning Objectives:

- What makes a seizure large scale
- What are some challenges affecting an agency preparing for a large scale seizure?
- What are the key components to an affective plan?
- What are S.M.A.R.T. objectives?
- What types of forms should you utilize during the removal process?
- What types of shelters can be utilized if your facility is at capacity?
- How should you organize your staff to be the most affective?
- Who can you call for assistance?

Joan Carlson-Radabaugh, Community Initiatives Director FL/GA. Joan Carlson-Radabaugh joined the ASPCA in 2010 and serves as the ASPCA Community Initiatives Director for Florida and Georgia. She provides outreach, consults and training to Florida shelters, community groups and animal service agencies. Joan also serves as the grant office for FL/GA. Joan has over 25 years experience in animal welfare and shelter operations. Over her career, she has successfully raised community awareness increasing standards of care for animals through collaboration with government agencies, non-profit community agencies, and grass root advocates. She has a special passion for safety net programs that focus on services for pet owners in crisis. Joan has served on the boards of the Florida Animal Control Association - as Treasurer and President, the HSUS Companion Animal Advisory Council, and the Florida Federation of Humane Societies. She is the past president and currently serves on the Florida Animal Friends SN board and the Florida of Animal Welfare Associations' Advisory board.

Show Me the Way to Go Home: Creating Happy Endings for Lost Pets Discover new opportunities to reunite lost pets with their owners through this interactive workshop. Learn about programs nationwide, tried and true tools for increasing RTO and the next generation of technologies for pet identification.

Dianne Sauve, Director, Palm Beach County Animal Care and Control. Ms. Sauve has served as an advisor to Palm Beach County Animal Care and Control beginning in 1994 before accepting the position as Director in 2002.

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Dianne’s involvement in Palm Beach County government spans nearly 30 years including advisory appointments for environmental ordinance review, artificial reef building, wildlife conservation, and animal services. Her professional background as a successful local business owner and founder of the county’s first wildlife hospital led the County to seek her services to lead Animal Care and Control at a time when the agency’s reputation was lagging. During her tenure as director, Ms. Sauve passed some of Florida’s most comprehensive animal welfare ordinances including, anti-tethering laws, pet sterilization ordinance, requirement of all breeders of dogs or cats to be licensed annually, guard dog protection laws, stringent minimum standards of housing for any dog maintained outdoors, and legal classification of dogs that injure or kill other domestic animals as Aggressive. Director Sauve is publically opposed to Breed Specific Legislation and endeavors to educate that dogs are individuals and should not be categorized as aggressive or dangerous based on looks, coat, or muscle type. Dianne is a proponent of transparency in government as well as private humane organization, shelters and rescue groups. The work done by Director Sauve and her team of 123 staff have made the agency a favorite of local media.

Media Relations – “In the News” presented by Dianne Sauve, Director of Palm Beach County Animal Care and Control. This session will focus on creating a positive image for your agency that will have the media calling you for animal stories, developing lasting relationships with the media before problems occur, understanding how news people think, how to “talk the talk”, and generating a plan for media inclusion during a crisis or when your agency is under fire. This fun session will also include audience participation.

Corey Roscoe serves as Volunteer and Education Director at Cat Depot, a progressive free-roaming adoption, education, rescue and resource center in Sarasota, Florida. Corey manages all aspects of Cat Depot’s volunteer program, organizes community education trainings, and coordinates a children’s summer camp. Holding a Master of Arts degree in Education from Cleveland State University, Corey actively combines her passion for animals and community outreach.

Volunteers are vital to running a successful animal shelter. We’ll start with the basics: volunteer job descriptions, volunteer orientation sessions, service hours reporting, recognition and saying “Thank You”, using multiple communication paths, and getting paid employees on board with volunteers. Whether it’s a potential, new, or existing volunteer program, this presentation will provide resources to increase service hours, productivity, and commitment.

James Crosby, CBCC-KA, is a retired Police Lieutenant (Jacksonville Sheriff’s Office, Jacksonville, FL) and has

professionally trained dogs, taught individual and group obedience classes, and addressed canine behavior problems since 1999. Jim served as Division Manager for Bay County (FL) Animal Control from 2008-2010 and is a Florida Certified ACO. Jim is a Certified Behavior Consultant-Canine-Knowledge Assessed. He is a court recognized expert in multiple jurisdictions on Dangerous Dogs, canine aggression, fatal dog attacks, and related issues. He has personally investigated 20 fatal dog attacks on humans and has, post-attack, evaluated 40 dogs that have killed humans. With this experience Jim trains Animal Control Officers, Police, and others regarding investigation of fatal dog attacks, and aids in investigations as an expert resource. He also assists on Dangerous Dog legislation and policy development. Jim performs behavioral evaluation and retraining for difficult and aggressive dogs on an individual basis. He also writes the dog aggression blog “Canine Aggression Issues with Jim Crosby”.

What is a Dangerous Dog in Florida? We will look at the legal definition and illustrate how to use that definition in real-world cases. We will discuss evaluating bite severity, the behavioral basis for bites, and how to evaluate a case objectively rather than on emotion. We will discuss evidence collection in severe cases and touch on that worst-of-the-worst, a fatal attack. We will also discuss the fallacies and concerns of using behavior evaluations after an attack to predict future actions. We will touch on due process needs and lacks in illustrative cases, and examine the “reasonable man” doctrine as it applies in these cases. This unit will be valuable not only for field personnel handling scenes, but for management teams responsible for deciding whether a Dangerous Dog complaint is valid.

Nash McCutchen has considerable experience in marketing and communications having worked in the arts and higher education before entering the animal welfare field. A transplant from Virginia, Nash moved to Tampa in 2009 and two years later joined the HSTB staff. Her responsibilities include overseeing all marketing digital and print communications efforts, assisting with the planning and implementation of many of the Society’s fund raising efforts, and designing the quarterly “Making Tracks” newsletter. Under her leadership the Society’s social media reach has increased significantly allowing for their mission to be shared statewide, nationally, and internationally. Nash and her husband live in Temple Terrace with their two rescued Golden Retrievers, numerous tropical fish, and a neighborhood colony of feral cats.

Likes, Tweets and Hashtags, Oh My! Finding Your Social Media Fit - Does juggling the overabundance of Social Media platforms leave you feeling overwhelmed? Are you confused by pins, tweets, blogs and the like? Don’t despair! Many organizations struggling with limited staff and resources throw in the Social Media towel when faced with too many options and too little time. However, while use of Social Media in today’s society is a necessity, it doesn’t

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have to be overwhelming. Social Media isn't a question of “all or nothing”; one or two accounts may be all you need to increase support for adoptions, donations, event attendance and general awareness! This session will offer a brief overview of the most popular social media platforms, demonstrate how they can be used to promote support, and give participants tips for determining which mediums will work best for their organizations' unique needs.

Dr. Pamela Hunter has been employed by the Florida Department of Agriculture and Consumer Services (FDOACS), Division of Animal Industry, as the Veterinarian Manager for the Small Ruminants, Poultry, and Swine Programs since 2005. Since arriving at FDACS, Dr. Hunter has traveled throughout the state educating the public on issues involving animal health and disease control, and state rules and regulations that relate to sheep and goat production, swine, poultry practices in Florida, and emerging foreign animal diseases. She has written new rules and policies relating to intrastate movement for feral swine, sheep and goats and is also responsible for the swine garbage feeder and feral swine trapper programs. Dr. Hunter oversees a surveillance study for Classical Swine Fever and monitors all investigations related to diseases that are reportable to the office of the state veterinarian.

Regulations for Backyard Livestock and Livestock Transport Discussion is primarily about movement requirements for livestock. She will also touch on identification requirements, swine garbage feeders, holding feral swine, as well as animal slaughter and carcass disposal alternatives.

Lisa Starr joined the ASPCA in 2012 and serves as the Partnership Liaison for Louisville, KY, alumni partner Charleston, SC, and covers Shelter Outreach for KY, NC, SC, VA and WVA. For over a decade, Lisa has dedicated her career and volunteer efforts to animal welfare. Prior to joining the ASPCA, Lisa worked as a senior level staff member at the Austin Humane Society (AHS) for seven years where she served as the Public Relations and Marketing Director. She was instrumental in increasing the shelter's overall exposure in the community and garnered unprecedented media exposure for AHS through unique adoption promotions, social media implementation and outreach, email marketing programs, fundraising events and grass roots marketing efforts. Lisa also has hands-on experience with animal protection cases, participated in several puppy mill and severe cat and dog hoarding seizures, and provided testimony for these cases on behalf of the animals. Prior to working at AHS, Lisa was self employed and managed the marketing and media strategies for a nationwide dating service, It's Just Lunch, Inc, for nine years. In her free time, Lisa enjoys a good balance between hanging out at home - watching movies, reading and staying active with outdoor activities (kayaking, swimming, hiking and biking) and going to the gym. She has been a long time volunteer for Weimaraner Rescue

of North Texas and provides a foster home when she can. Lisa resides in Austin, TX with her dogs Shermie and Emma.

Toolkit for Successful for Adoptions Looking for more ways to find new homes for your shelter pets? Removing roadblocks and sprinkling in some creative thinking can go a long way! . Attend this workshop to learn some tried and true successful techniques for saving lives through adoption programs.

Janis Bradley is the author of *Dogs Bite*, but balloons and slippers are more dangerous, the complete guide to research on dog bites, along with *Dog Bites: Problems and Solutions for The Animals and Society Institute*, and *The Relevance of Breed in Selecting a Companion Dog for the National Canine Research Council*. Between 1999 and 2009, Bradley trained more than 400 professional pet dog trainers at the San Francisco SPCA's Academy for Dog Trainers, and now continues this work as the owner of the Dog Training Internship Academy and also serves as the Associate Director of Communications and Publications at the National Canine Research Council. She has spoken at numerous professional conferences. She lives in Oakland, California with her 2 rescued Greyhounds.

Relevance of Breed in Selecting Companion Animals “We want a lab because they are good with kids.” “We're looking for a shepherd because our last dog was a shepherd and he had a great personality,” potential adopters say, and often choose a dog based on breed, assuming that this will predict behavior and personality. In attempting to facilitate good matches between dogs and adopters, we often make 3 assumptions: that we can reliably identify the ancestry of even mixed breed dogs; that breed can help us predict the likelihood of behaviors that were sought in the historical work of the breed or breeds; that this ancestral work is relevant to what pet dog adopters need in their companions. This presentation will explain the weaknesses in visual breed identification and breed based behavior explanations and will demonstrate other ways to talk with adopters about selecting a suitable companion.

Claudine Wilkins graduated in 1997 with a Master of Environmental Law and Policy from Vermont Law School. She started her career as a prosecutor working on many criminal cases including animal abuse. In 2004, as a civil attorney, she gained national attention with a landmark victory in a drunk driving case and has assisted in hundreds of animal abuse cases. In 2003 she created an annual conference targeting professional who may be involved animal cruelty cases. In 2006 she joined Best Friends Animal Society as their legislative counsel and has worked on various pieces of legislation/cases. In 2009 she founded the Georgia Bar Animal Law Section, a source of resources for anyone seeking information about animals and the law. In 2011 she joined Pet Clubs

FACA “Keys to Success” Sessions and Speakers

a progressive program aimed at increasing adoptions in shelters. Other areas of work include strengthening animal cruelty laws, anti-tethering laws, responsible pet owner laws, dog fighting laws, and spay/neuter initiatives. She provides training to law enforcement officers, prosecutors, veterinarians, shelter employees and the like throughout Georgia on animal laws and enforcement.

Marcy LaHart, has an active animal law practice based in Gainesville, FL. Ms. LaHart graduated from the University of Florida in 1989, and received her J.D. from the University Of Oregon School of Law in May of 1992. Ms. LaHart handles a variety of animal related litigation, including dangerous dog cases, pet custody disputes, veterinary malpractice and other civil cases seeking redress for injuries to companion animals. Ms. LaHart was named the Disability Advocate of the Year by Broward County’s Advisory Board for Individuals with Disabilities for her advocacy on behalf of the rights of people with disabilities to be accompanied by their assistance animals in housing and places of public accommodation. Ms. LaHart has been on both sides of disputes involving private rescue groups and animal control organizations, and also handles cases involving public records and government in the sunshine, as well as environmental permitting.

Service Animals and Trends in Animal Law - Claudine will discuss interesting animal laws, explain the laws involving service animals, as well as the legal differences between emotional support animals. This session will clear up any confusion as to what you can or can’t do, what you can or can’t ask, and how you can or can’t resolve issues involving service animals.

Caitlin Quinn is the Foundation Manager for Animal Farm Foundation. She received her BA in Communications and is currently pursuing a Masters in Public Administration. Caitlin acts as program manager for many of Animal Farm Foundation’s initiatives, including the grants and awards program and professional development programs, which include internships, workshops and webinars for animal welfare professionals. She also directs the organization’s marketing and communications, including managing promotional and educational content creation. Caitlin’s main focus is supporting shelter workers, veterinarians, animal control officers and community advocates in the work that they do to end discriminatory policies, both in their organizations and in their communities.

Increasing “Pit Bull” Dog Adoptions: Creative Strategies with Proven Results - It’s never been easier to make a positive impact for “pit bull” dogs in your community. Learn how to recognize and overcome barriers that will allow you to make better adoption matches, reduce length-of-stay, and change the way decision makers, potential adopters and community members think about “pit bull” dogs. Your community is looking to you to be the expert! Shed old language habits, drop

discriminatory policies and feel confident in using fact-based information and materials that will better serve “pit bull” dogs and their owners. The information is based on low- or no-cost best practices implemented in a variety of environments including open-intake animal control facilities. Although this presentation focuses on “pit bull” dogs, the ideas can be applied to all the dogs in your care.

Rick DuCharme is the Founder/Director of Target Zero, Inc. In 2002 Rick DuCharme founded First Coast No More Homeless Pets, an organization dedicated to ending the killing of dogs and cats in Jacksonville, FL. Also in 2002 the SpayJax program was introduced as one of the first government funded, targeted spay/neuter programs in the southeast. The SpayJax program continues today and is widely given credit for reversing the trend of increasing volumes of dogs and cats entering and dying in Jacksonville’s shelters along with the nationally recognized Feral Freedom program. In 2013, nearly 30,000 targeted spay/neuters were done and since starting FCNMHP, the euthanasia rate in Duval County has been reduced by 78% and over 130,000 spay and neuters have been performed under DuCharme’s leadership. In 2012 Mr. DuCharme co-founded the Target Zero Institute that assists communities across the country learn how to duplicate the life-saving success in Jacksonville.

Denise Deisler joined the Jacksonville Humane Society in September 2011. She immediately built bridges and developed productive partnerships, increased revenue while reducing expenses, recruited an energetic, talented and enthusiastic board, and implemented new initiatives that contributed significantly to the community’s no kill goal. New programs like a kitten nursery and a renewed focus on transfers from the city’s shelter resulted in an additional 1,000 lives saved in her first year alone. As the executive director of the Humane Society of Manatee County, Denise orchestrated a public/private partnership that ended trap and kill for feral cats and she led lobbying efforts which resulted in the county becoming the first municipality in the state of Florida to formally adopt a no kill plan. Denise has extensive public speaking experience and enjoys training on a wide variety of topics including building successful partnerships, community engagement, board and staff development, and no kill programs.

Nicole Brose, Research and Curriculum Specialist, Target Zero Institute. Nicole is a graduate of Purdue University with advanced training from the University of Massachusetts and University of Auckland, New Zealand. Nicole has traveled extensively studying the marine environment, with a focus on whales and dolphins. Nicole has extensive experience in marketing, fundraising, strategic planning, program development and grant writing in the non-profit, corporate and educational arenas. For several years Nicole served as Executive Director of the Flagler County Education Foundation, re-branding the organization, and creating programs to

FACA “Keys to Success” Sessions and Speakers

enrich the lives of children. During that time she worked closely with the local animal welfare community. As a current active member of the Board of Directors for the Flagler Humane Society, Nicole also served as interim director. Nicole joins TZI after having served as Vice-President of Business Development for CIC Planning Group, Inc., Florida, and has served on a variety of boards.

Sara Pizano, DVM, MA - Medical Assessment and Curriculum Specialist Target Zero Institute Dr. Pizano holds a BS in Zoology, an MA in Physiology and a Doctorate from the Cornell University College of Veterinary Medicine in Ithaca, NY in 1994. Dr. Pizano completed her internship at the Animal Medical Center in NY, NY, and then worked at North Shore Animal League on Long Island. From 1998-2003, she served as the Director of Veterinary Services at the Humane Society of Broward County in Fort Lauderdale, FL. For six years, Dr. Pizano was the Director for Miami-Dade Animal Services where she was instrumental in rewriting the county ordinances, introducing pain medication and treatment plans, dramatically increasing the live release rate and created a variety of life saving programs. Dr. Pizano has also been the recipient of several awards on a local, state and national level and has served on a variety of boards including the Florida Animal Control Association.

Public/Private Partnerships This session will have three parts. First, learn how animal welfare leaders Rick DuCharme, Scott Trebatoski and Denise Diesler, joined forces in a true collaborative effort to decrease shelter intake and increase live release rates in Jacksonville, Florida. Their story is sure to inspire your community to work together to reach a 90% live release rate or better.

Next, hear how the extremely successful Feral Freedom Program has not only helped increase live release rates, but have lowered intake of feral (community cats). After eight years of closely tracking data, population numbers have decreased substantially. Learn here how communities across the country are saving tens of thousands of cats each year using the model developed in Jacksonville, FL.

Lastly, listen to how the Target Zero Institute, a program developed under Jacksonville's First Coast No More Homeless Pets model, is assisting communities across the nation through a collaborative, hands-on approach using best practices to effectively save live more lives and increase live release rates.

Mary Kirkland is an Animal Control Investigator with the Polk County Sheriff's Office. She started her career with the Animal Control Section as an Animal Control Officer in 1996 and was promoted to Investigator in 2002. She specifically handles animal bite reports and rabies exposures. She is the section's liaison with the Florida Department of Health Polk County and a member of the Florida Agriculture Crimes Intelligence Unit. Some of her certifications include black bear

response, chemical immobilization, sovereign citizen encounters, disaster animal response, and she is a nationally certified in cruelty investigations. She can be contacted at zkirkland@polksheriff.org.

Quality Report Writing - This segment will cover the basic essentials of quality report writing and why it can be critical to include each in a quality report. The segment will teach the who, what, when, where, how, and why aspects of a report and how it reflects on the individual author and the agency. It will also help to identify the facts that should be obtained, even on simple calls for service, as years later the report you write today could be used in a court of law and you cannot rely on memory alone when testifying.

Nikki Harris is the Shelter Manager for Jacksonville's Animal Care and Protective Services in Jacksonville, FL. She began her career in Animal Welfare more than 13 years ago in Omaha, NE at the Nebraska Humane Society. Beginning her career as a Licensed Veterinary Technician, she held several positions in Omaha, including: Foster Care Coordinator, Community Project Manager, and Director of Behavior and Placement. Recruited to come to Jacksonville by First Coast No More Homeless Pets, Ms. Harris began her work in Jacksonville in 2012. Since then, the live release rate for Jacksonville's Animal Care and Protective Services has increased from 58% in 2011 to 84% in 2013. At Jacksonville's Animal Care and Protective Services, the following programs and departments fall under her direction: Foster Care, Adoption, Intake, Surgery, Medical Services, Volunteers, and Social Media. In 2014, Ms. Harris hopes Jacksonville will continue to save even more lives!

Foster Programs - Animal Welfare continues to realize the value of foster care, and this life-saving program continues to evolve to fit the needs of the animals in our care. This presentation will demonstrate ideas on expanding your foster care beyond the traditional program, empowering foster parents, and ways to support foster programs with limited resources.

Donna Ward was appointed as Director of Lee County Domestic Animal Services in March 2008. She has worked in the animal sheltering field over twenty years holding the previous position of Executive Director with the York County Society for the Prevention of Cruelty to Animals (SPCA) in her hometown of York, Pennsylvania. Ms. Ward shares her home with a very spoiled but special adopted shelter dog, Ali. Her goal for Lee County Domestic Animal Services is to reduce pet overpopulation specifically targeting outdoor feral (wild) felines through the Feral Cat Trap, Neuter and Return (TNR) Program, no-cost pet sterilization programs for pit bulls and pit bull mixes and adoption of shelter pets rather than buying to reduce euthanasia statistics in Lee County.

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Changing Shelter Operations and Mindsets to Save Lives

This course focuses on proactive programs, services and other methods aimed at preventing euthanasia of healthy adoptable animals in shelters. Included, but not limited to, in the course review:

- Programs and services offered to low-income pet owners to keep animals in homes rather than surrendered to overcrowded shelters;
- Partnering with the Community Leaders, Businesses and Non-Profit Agencies to support your agency's goals and mission;
- Increasing financial opportunities from the community and potential tax-generated income for prevention programs; and
- The dispelling of perceptions, fears and myths relating to shelter policies that may be detrimental to your agency's mission and to saving lives of healthy, adoptable animals.

Lt. Michele Fox is a Field Supervisor with Palm Beach County Animal Care and Control (PBCACC). She has been employed with the Division for 18 years and has held numerous positions during her employment, including having been directly involved in the Field as an Animal Cruelty Investigator for over 5 years. In addition to holding FACA Certifications, she is a certified Humane Animal Investigator through the University of Missouri's Law Enforcement Training Institute. During her tenure as an investigator she has been involved with numerous gamebird seizures from search warrant to prosecution.

Gamebird Investigations – this session will discuss how to recognize signs of cockfighting, including common paraphernalia, fighting rings, bird housing, and birds that have been prepared to fight. You will learn how to distinguish illegal activity from traditional poultry farming operations. Search warrants, evidence collection, custody petitions and an unfortunate court ruling from the 4th DCA will all be discussed. We will also discuss lessons learned from caring for these birds in a shelter setting.

Aimee Sadler is the Director of Training & Behavior for the Southampton Animal Shelter Foundation and the Founder of “Playing for Life!™” a training program for shelter dogs featuring play groups”. With over 25 years of experience with multiple species in varying venues, Aimee has become an internationally recognized trainer and speaker specializing in shelter programs that reduce canine euthanasia, improve quality of life and enhance adoption matching efforts for sheltered dogs. The Playing for Life!™ Program is in increasing demand and has been introduced to over 55 shelters while supporting SASF in maintaining a Live Release Rate in excess of 95% as an open admission shelter! Aimee is a proud recipient of the Henry Bergh Leadership Award in 2011 and has been inducted into the Members Hall of Fame by the International Association of Canine Professionals in 2013.

Playing for Life! A Training Program for Shelter Dogs

Featuring Play Groups As our industry evolves in response to changing demands, efficient and effective programming to best support sheltered animals does, as well. In this presentation, packed with over an hour of dynamic video examples, you will learn how much positive impact daily play groups can have on the quality of life of sheltered dogs, assessing behavior more accurately, attracting volunteers and pleasing staff and most importantly, the adoption matching process. Playing for Life! has been introduced to over 55 shelters around the country and the demand for seminars is increasing. The Southampton Animal Shelter is an open admission shelter in NY that is maintaining a Live Release Rate in excess of 95%! Come join us for an informative and entertaining presentation that will share the foundation for our successful life-saving programs...let the dogs PLAY!

Dr. Danielle Stanek earned a Bachelor of Science in Microbiology from University of Florida (UF) in 1985, and her D.V.M. from UF College of Veterinary Medicine in 1989. She has experience with mixed and small animal veterinary practices, veterinary diagnostics (Washington State and Cornell universities) and avian wildlife disease investigations prior to working as a medical epidemiologist with the Zoonotic and Vectorborne Disease Program at Florida Department of Health. While she spends a good part of her day dealing with rabies related concerns, there is never a shortage of unusual and fascinating emerging zoonotic and vectorborne disease issues in Florida to fill in the gaps between rabies investigations.

Rabies Update and Challenging Cases, will cover updates in the Florida 2014 Rabies Guide and briefly review some challenging cases that came up during 2014 including a human rabies organ transplant case, management of potential rabies exposures in two animal exhibits, management of rabies in an adopted wild skunk litter, and other cases. A brief overview of a potential zoonotic disease, brucellosis (*Brucella canis*, *Brucella suis*, etc.) will also be provided.



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Shelter Outreach



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- The ASPCA visits shelters and rescues upon request.
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- Strives to increase the general awareness and individual connectivity within animal welfare.
- Connects individuals and organizations to resources both within and outside of the ASPCA.
- Assists with the discovery and dissemination of best practices.
- Actively fosters an environment of collaborative working relationships throughout the field of animal welfare and beyond.