

FLORIDA ANIMAL CONTROL ASSOCIATION'S 2023 EDUCATIONAL CONFERENCE



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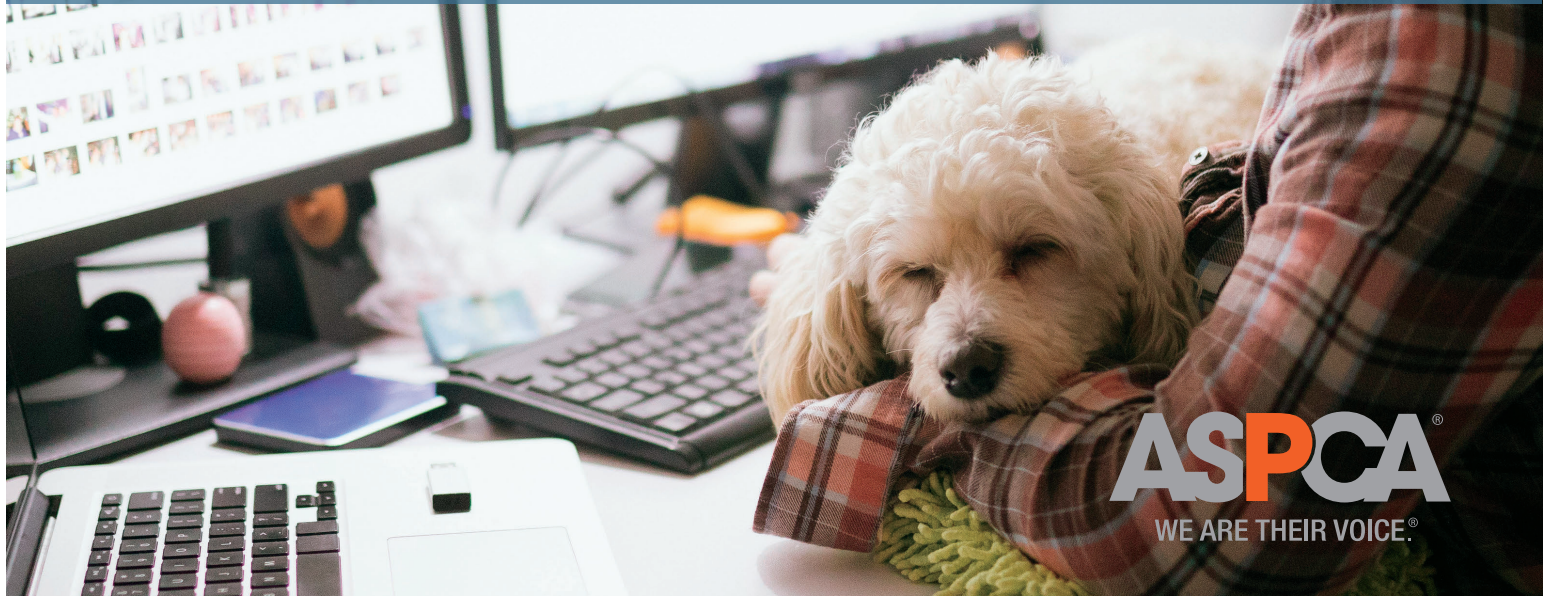
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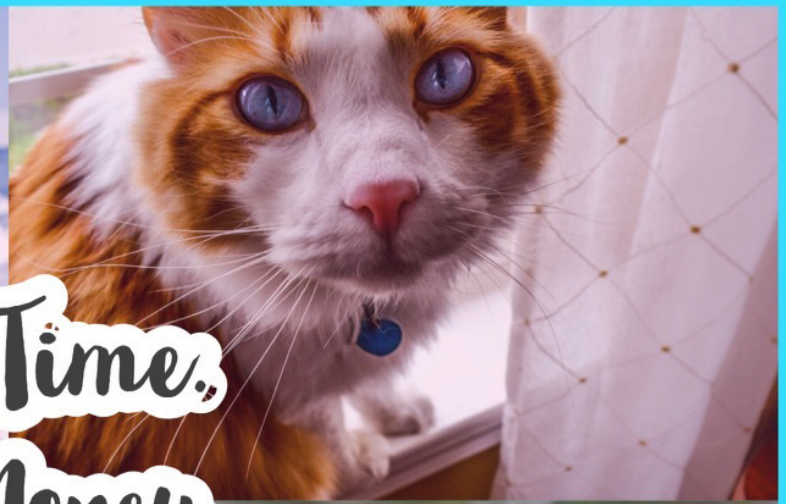
aspcapro.org/resource/telemedicine

Thursday, February 23rd

6 pm - 8 pm	Conference Registration & Exhibit Area Open - Mezzanine Level - 2nd Floor Welcome Social Event - Mezzanine Level - 2nd Floor
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Friday, February 24th

7 am - 8:30 am	Conference Registration & Exhibit Area Open – Mezzanine Level – 2nd Floor Breakfast Buffet – Salons 2 & 3 Exhibit Area Open		
8:30 am - 5 pm	Certification Track Euthanasia Certification – (Students must attend all sessions to obtain certification) Legacy South 3 – Breaks and Lunch follow schedule below		
	Track 1: Enforcement Track Legacy North	Track 2: Shelter Track Salon 1	Track 3: Leadership Track Legacy South 2
8:30 am - 9:30 am	Pet Safety and Urban Wildlife Jayne Johnston, Florida Fish and Wildlife Conservation Commission	General Session – How Race and Ethnicity Intersect with the Human-Animal Bond Denise Vargas, Petco Love and Mary Ann Magana, Petco Love	
9:30 am - 9:45 am	Break to Visit Exhibitors Silent Auction Opens – 100% of proceeds support FACA’s “Small Organization Support (SOS)” grant program – Forum West 1 & 2		
9:45 am - 10:45 am	When There’s More Than a Body: The Application of Forensic Testing to Non-animal Evidence in Animal Cruelty Cases Amanda Fitch, ASPCA	Preparing for Busy Season – Ramp up Lifesaving Lindsay Layendecker and Lauren Jackowiec, Jacksonville Humane Society	Welfare, Not Warfare: Evolution of Feline Services Monica Frenden-Tarant, Cincinnati Animal CARE with the Joanie Bernard Foundation
10:45 am - 11 am	Break to Visit Exhibitors Visit Silent Auction – 100% of proceeds support FACA’s “Small Organization Support (SOS)” grant program – Forum West 1 & 2		
11 am - Noon	Community Cat Nuisance Mitigation Nick Walton, Best Friends Animal Society	Behavior vs. Enrichment – which program is right for your Shelter? Aimee Sadler, Dogs Playing for Life	To Engage or Not to Engage, Redefining Victory with Community & Advocate Challenges Lawrence Nicolas, Jacksonville Humane Society
Noon - 1 pm	Lunch Buffet – Salons 2 & 3 – Sponsored by Custom Fiberglass Coaches		
1 pm - 2 pm	Service Animals – All You Need to Know Suzy Wilburn, Southeastern Guide Dogs and Kayla Cook, Southeastern Guide Dogs	Language that Harms Cats Monica Frenden-Tarant, Cincinnati Animal CARE with the Joanie Bernard Foundation	Where They Want to be: Building a Healthy Workplace Culture Spencer Conover, Pasco County Animal Services and Lawrence Nicolas, Jacksonville Humane Society
2 pm - 2:15 pm	Break to Visit Exhibitors & Silent Auction 100% of proceeds support FACA’s “Small Organization Support (SOS)” grant program		
2:15 pm - 3:15 pm	Beyond the Scanner: Advanced Return to Home in the Field Nick Walton, Best Friends Animal Society	Focus on Outcomes – Long Stay Task Force Lindsay Layendecker and Lauren Jackowiec, Jacksonville Humane Society	The Future of Marketing Animal Services Caitlin Quinn, HeARTs Speak
3:15 pm - 3:30 pm	Break to Visit Sponsors & Exhibitors & Silent Auction 100% of proceeds support FACA’s “Small Organization Support (SOS)” grant program		
3:30 pm - 5 pm	Animal Hoarding & Large Scale Impounds Leo Avila, Lee County Domestic Animal Services	Making Return to Home the Mainstream Success it Should Be Gina Knepp, Michelson Found Animals	Problem Oriented Response Scott Giacoppo, Best Friends Animal Society
5 pm - 5:10 pm	Break to Visit Exhibitors & Silent Auction 100% of proceeds support FACA’s “Small Organization Support (SOS)” grant program		
5:10 pm - 6 pm	General Session – Life Saving University Lawrence Nicolas, Jacksonville Humane Society		



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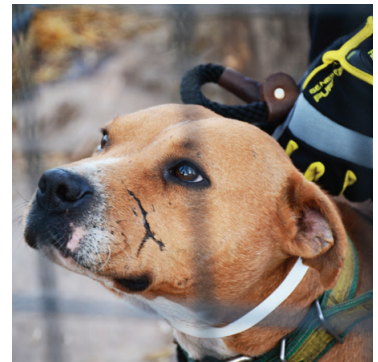
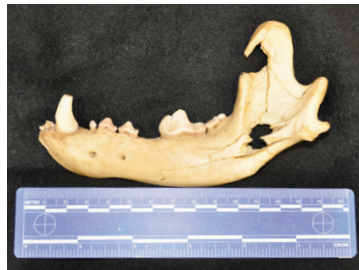


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CONTACT INFORMATION

Email:
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Saturday, February 25th

7 am - 8 am	Conference Registration & Exhibit Area Open - Mezzanine Level - 2nd Floor Breakfast Buffet – Salons 2 & 3 Silent Auction Open – 100% of proceeds support FACA's "Small Organization Support (SOS)" grant program - Forum West 1 & 2			
8 am - 9:45 am	General Session, Annual Member Meeting followed by Keynote Speaker – Legacy North "Rethinking Punitiveness When it Comes to Animal Crimes" presented by Justin Marceau, University of Denver, Sturm College of Law			
8 am - 4:15 pm	Certification Track – Euthanasia Certification – (Students must attend all sessions to obtain certification) Legacy South 3 – Breaks and Lunch follow schedule below			
	Track 1: Enforcement Track Legacy North	Track 2: Shelter Track Salon 1	Track 3: Leadership Track Legacy South 2	Shelter Medicine Track Legacy South 1
9:45 am - 10 am	Break to Visit Exhibitors & Silent Auction 100% of proceeds support FACA's "Small Organization Support (SOS)" grant program – Forum West 1 & 2			
10 am - Noon	Tactical Animal Handling K.D. Hearst Sr., Bigtime Speakers, LLC and Law Enforcement Training Institute	Project Home: Case Studies of a Community Resource and Support Service Program Dr. Sarah Boyd and Emily Gilbert, Brevard County Sheriff's Office Animal Services	We're All in This Together: Pooling Limited Shelter Resources to Help People and Animals Phil Arkow, The National Link Coalition	10 am - 11 am Dental Care in the Shelter Setting Dr. Jenna K. Rooks, Clinical Lecturer, University of Florida 11 am - Noon Radiography of the Traumatized Patient – Neck and Thorax Dr. Federico Vilaplana Grosso, Clinical Associate Professor, University of Florida
Noon - 1 pm	Lunch Buffet – Salons 2 & 3 – Sponsored by C Specialties			
1 pm - 3 pm	Scratching the Surface of Bites Daniel Ettinger, Summit County Animal Control & Keep it Humane Main	Hurricanes: Scenario Planning and Interactive Problem-Solving for Florida Animal Shelters Keegan Spera, UF Shelter Medicine Program, Cameron Moore, UF Shelter Medicine Program and Eric Thompson, Code 3 Associates	Purposeful Planning for Successful Animal Transports Dr. Brian DiGangi, University of Florida and Karen Walsh, ASPCA	1 pm - 2 pm Shelter Medicine Hot Topics: Treatment of Heartworm and FIP in Shelters Dr. Maria Serrano, Miami Dade Animal Services and Dr. Julie Levy, Shelter Medicine Program at the University of Florida 2 pm - 3 pm Death Investigations of Free-roaming Cat Dr. Adam W. Stern, University of Florida
3 pm - 3:15 pm	Break to Visit Exhibitors & FINAL CHANCE FOR SILENT AUCTION. BIDDING CLOSES AT 3:10 PM SHARP! 100% of proceeds support FACA's "Small Organization Support (SOS)" grant program			
3:15 pm - 4:15 pm	Optimizing Cruelty Case Outcomes with Veterinary Forensic Support Dr. Elizabeth Pearlman and Dr. Ashley Saver, ASPCA	Bridging the Gap: Results, Analysis & Discussion of 2022 RTH National Survey Jerrica Owen, Nation Animal Care & Control Association & Lorien Clemens, PetHub, Inc.	Powerful Relationship Management for Extraordinary Leadership Bronwyn Standford, Miami-Dade Animal Services	Integrating Gentle Handling Techniques for Humane, Effective, Efficient Intake Protocols Dr. Meredith Montgomery, University of Florida & Dr. Meaghan Mielo, Citrus County Animal Services
4:15 pm - 4:30 pm	Final Chance to Visit Exhibitors Winners Report to Collect Their Silent Auction Prizes			
4:30 pm - 5:30 pm	Anatomy of a Taskforce K.D. Hearst Sr., Bigtime Speakers, LLC and Law Enforcement Training Institute	Shelter, Leadership, and Shelter Medicine Track – The Role of Shelter Medicine in Understanding Spectrum of Care Dr. Brian DiGangi, DVM, University of Florida		
6 pm - 7 pm	Pre-Banquet Social Welcome Cocktail Sponsored by Custom Fiberglass Coaches Salon 2 & 3			
7 pm - 8:30 pm	Awards Banquet Legacy North			
8:30 pm - 11:30 pm	Post-Banquet Celebration Salon 2 & 3			

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Sunday, February 26th

7 am - 8 am Conference Registration - Mezzanine Level - 2nd Floor
Breakfast Buffet - Salons 2 & 3

Reduced conference space on Sunday: No vendors and no conference lunch provided

General Session - Salon 1

8 am - Noon Trial by Triage: Common Medical Issues in Cats and Dogs and Strategies for Managing Them on The Road
Dr. Tamara Downs and Savannah Lewis, Orange County Animal Services

Noon Conference ends! Thank you for attending!

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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 conference.

Florida Animal Control Association 2023 Educational Conference

Thursday, February 23rd

6 pm - 8 pm – Early Registration - Mezzanine Level

6 pm - 8 pm – Social Event - Mezzanine Level

Friday, February 24th

7 am- 8:30 am – Registration Opens/Exhibit Area Opens

7 am - 8:30 am – Breakfast Buffet – Salons 2 & 3

FACA's 16 Hour Euthanasia Technician Certification Course – 8 hours, Day 1

8:30 am - 5 pm – Legacy South 3

Space limited, advance reservations required

Presented by: Dr. Lisa Centzone, Polk County Sheriff's Office.

Dr. Lisa Centzone graduated from the University of Florida College of Veterinary Medicine in 2003. She has worked in private practice, house call practice, relief practice, high volume spay/neuter and shelter medicine. She is an adjunct instructor at Hillsborough Community Colleges Veterinary Technology program. She has worked at three different county open-admission shelters since 2008, including serving as the Medical Director at Hillsborough County. Currently, she is the veterinarian for the Polk County Sheriff's Office Animal Control Division. She has been a FACA euthanasia instructor since 2014, helping hundreds of students become certified euthanasia technicians.

How Race and Ethnicity Intersect with the Human-Animal Bond

8:30 am - 9:30 am – Salon 1

While our love of pets is fundamentally the same, access to that love is not. People of color have different experiences in society, often facing challenges that others may not understand. New data from the largest and most comprehensive survey of racial and ethnic minority pet owners in the United States shows how these challenges can extend into animal welfare, veterinary and pet care spaces. We will dive into the data, not only building a greater understanding of the barriers faced by pet owners of color, but also a greater knowledge of the ways in which we can build diverse welcoming environments. Together, we can strengthen the human-animal bond for all and our bond to each other and save more animal lives.

Presented by: Denise Vargas, Petco Love and Mary Ann Magaña,

Petco Love. Denise Vargas is a Senior Financial Analyst with Petco Love, a leading nonprofit that empowers communities across the country to save pet lives. She is responsible for fundraising analytics, including reporting, planning and forecasting. Her entire career has been Finance and Accounting focused and while she has held multiple roles in the technology, waste management and financial services industries prior to joining the world of animal welfare, Denise admits the opportunity to impact data driven decisions that improve the lives of pets and the people who love them has been the most rewarding. As a Mexican American immigrant, Denise is passionate about advocating for diversity, equity and inclusion and has led Petco Love's DE&I initiatives. She is the proud mom of Lola and Luca, a short hair and a long hair dachshund, and when she is not working on financial models, you can find Denise training for her next obstacle course race.

Mary Ann Magaña is the Manager of Lifesaving Grants Administration with Petco Love, leading the team in making data driven decisions for animal welfare grant investments of approximately \$30 million dollars a year. She will be celebrating her 20th anniversary with Petco Love this year. When she is not at her computer, you will find her outdoors with her dog, Remy (and family) boating, off-roading and camping.

Pet Safety and Urban Wildlife

8:30 am - 9:30 am – Legacy North

Review of common urban wildlife and common conflicts with pets, best management practices for protecting pets and wildlife, disease and legal options, and connecting animal services with our FWC resources.

Presented by: Jayne Johnston, Wildlife Assistance Biologist

FWC. Jayne Johnston received her environmental studies degree at Florida Gulf Coast University. She started her career at Florida Fish and Wildlife as the first part time panther outreach specialist before moving into a full-time role as a statewide wildlife assistance biologist. She now supervises 3 biologists around the state handling calls from the public about pet and wildlife safety.

9:30 am - 9:45 am

Morning Break/Visit Exhibitors

Silent Auction Opens

100% of the proceeds go to support FACA's "Small Organization Support (SOS)" grant program

When There's More Than a Body: The Application of Forensic Testing to Non-animal Evidence in Animal Cruelty Cases

9:45 am - 10:45 am – Legacy North

The focus of animal cruelty cases is often limited to findings from the live animal examination and/or the necropsy. But what happens when there is no body or the body is too decomposed for helpful results? This presentation will offer methods of documenting the physical and environmental conditions of the scene. There will be discussion on a variety of forensic analyses that can be applied to the non-animal evidence, as well as the use of forensic osteology for cases with skeletal injury.

Presented by: Amanda Fitch, ASPCA. Amanda Fitch has worked with the ASPCA since 2010 as a Forensic Analyst. Prior to this time, she worked for multiple law enforcement agencies and medical examiner offices, as well as in the field of archaeology. Ms. Fitch is a Certified Crime Scene Analyst with over 20 years of experience in various disciplines of Forensic Science including Forensic Archaeology, Forensic Anthropology and Osteology, Medicolegal Death Investigations, Crime Scene Investigations, and Latent Print Analysis. Ms. Fitch holds a Bachelor's degree in Anthropology and a Master's degree in Forensic Science. She is currently pursuing a PhD in Anthropology, specializing in Forensic Osteology and previously held a Graduate Analyst position with the C.A. Pound Human Identification Laboratory at the University of Florida. In addition to assisting law enforcement agencies nationwide with cruelty cases, Ms. Fitch is also an instructor for the Veterinary Forensic Science PSM program at the Florida International University.

Preparing for Busy Season- Ramp up Lifesaving

9:45 am - 10:45 am –Salon 1

We all know it's coming – kittens, summer, and more kittens! Don't let the busy season get the best of you. Join us for simple steps you can take now to set your team up for success during the busiest months of the year. We will cover everything from operational procedures to community messaging.

Presented by: Lindsay Layendecker, Director of Community Partnerships, Jacksonville Humane Society and Lauren Jackowiec, Director of Operations, Jacksonville Humane Society

Lindsay hails from Ocala, Florida and graduated from the University of Florida in 2004. From there she moved to Jacksonville to pursue a career in education, where she served as a public school teacher for Duval County Public Schools and Florida Virtual School for more than a decade. Lindsay would spend her summers and time off volunteering at the shelter until finally one day, they offered her a job! She began as the Development Manager and has proudly helped JHS grow their reach to more than 150,000 online followers, raise more than \$400,000 in digital campaigns and \$1 million in grants annually, oversees the humane education department and oversees JHS's media and communications. Lindsay is the proud mom to five cats, one dog, and loves to foster bottle baby kittens. In her spare time, she's likely napping, listening to a true crime podcast or texting memes to her dad.

Lauren Jackowiec started as a part-time Adoption Counselor at The Jacksonville Humane Society in 2012. After working on the front lines in Adoptions and the Pet Help Center, she held management roles in various operations departments throughout JHS. In her current role as Director of Operations, Lauren oversees the operations of the shelter's lifesaving programs, including adoptions, animal care and enrichment, the Pet Help Center, and medical services. Lauren earned a degree in Sociology with a concentration in Social Work from the University of North Florida. Although she did not initially know where her degree would take her, she's found it very applicable in her animal welfare career, which involves more human-related issues than she originally anticipated. She appreciates working for an organization that emphasizes the importance of compassion towards both animals and humans. Through her work at JHS, she also discovered her love for data and enthusiastically believes in the importance of tracking, analyzing, and predicting shelter data to improve operations. When Lauren started at JHS, she had 1 dog. Over her years working at JHS, she has welcomed 3 more dogs, 3 cats, and a husband.

Welfare, Not Warfare: Evolution of Feline Services

9:45 am - 10:45 am – Legacy South 2

For 150 years, we have told the public to bring cats they see outdoors to the shelter. It's no wonder residents, rescue groups, and municipal services are now often at odds as animal welfare pivots and embraces a new way. In this session, we'll explain why there are such fundamental disagreements over TNR (Trap-Neuter-Return) and RTH (Return-to-Home), but more importantly, you'll also learn how to navigate these troubled waters, turn critics into supporters, and the strategies you need to lead progress in feline lifesaving and drive a culture shift in the way your community thinks about cats.

Presented by: Monica Frenden-Tarant, Chief Innovation Officer: Feline Lifesaving, Cincinnati Animal CARE

Feline Lifesaving at Cincinnati Animal CARE with the Give Them Ten Movement and is helping organizations create the most humane city in the country for cats. A decade before anyone had heard of such a thing, she cut her teeth founding a trap-neuter-return organization in rural Illinois and pioneered one of the nation's first and largest working cat programs. In 2012, she joined Austin Pets Alive, where she led her team to an 88% growth in cat adoptions and helped Austin achieve a citywide 98% live release rate for cats. Monica then spent years as an instructor for the Maddie's Fund Lifesaving Academy, teaching shelters best practices and innovative lifesaving programs, advancing research in feline retroviruses and progressing public policy as a City of Austin animal advisory commissioner. Monica is a frequent speaker and advisor on innovative ways to save every cat, including cats with feline leukemia, community cats and shelter cats in need of medical care.

10:45 am - 11 am

Morning Break/Visit Exhibitors

Silent Auction Opens

100% of the proceeds go to support FACA's "Small Organization Support (SOS)" grant program

Community Cat Nuisance Mitigation

11 am - Noon – Legacy North

This session will cover how to respond to residents who don't want community cats, also known as feral, stray or free-roaming cats, on their property. We'll discuss strategic placement of deterrents, de-escalation techniques and information sharing regarding the long-term effectiveness of managing populations of community cats after sterilization.

Presented by: Nick Walton, Outreach Manager, Best Friends Animal Society. Nick works with officers and shelters nationwide to implement progressive, community-focused practices that support lifesaving within the shelter, as well as increase officer safety and efficiency.

Nick started his journey in animal welfare at a pet boarding facility where he was the designated "poop scooper", and shortly thereafter transitioned to a dog-trainer role within the facility. This naturally led him to devote the next few years of his life to becoming a professional dog trainer in the metro-Atlanta area. While working in Atlanta, he would regularly drive by dogs that needed some help and this led him to Fulton County Animal Services.

From the first cruelty case he worked as an officer, he knew that a large-scale shift would be needed in order to make Atlanta a safe place for pets. He committed himself to a community-oriented approach to animal welfare enforcement with the goal of changing how the community viewed animal services and its officers. Commonly referred to as the "dog food man" within the inner city of Atlanta, Nick was instrumental in developing trust within the community and becoming a welcome sight throughout underserved areas of the city. Prioritizing this philosophy, as well as utilizing resources such as Pets For Life, allowed Nick to save more lives by keeping pets in their homes and out of the shelter. As a Field Training Officer, he would train new employees on the

philosophy of community- engagement, further solidifying this mindset into the culture of FCAS.

Working in Fulton County afforded Nick many diverse experiences as an ACO and resulted in his instrumental role in a number of large-scale cruelty cases from voodoo cases to circus animal cruelty. The lifesaving techniques that Nick developed and championed at Fulton County Animal Services represent the next step for animal control field services: a proactive solution-based approach to animal issues with an emphasis on building a supportive and safe community.

Behavior vs. Enrichment – Which Program is Right for your Shelter

11 am - Noon – Salon 1

As lifesaving across the nation is ever-increasing, shelters are caring for their animals much longer, resulting in difficulties maintaining them not only physically, but also emotionally and behaviorally. While the industry has more foster support than in years past, for those living in our brick-and-mortar shelters, life can be hard on all - the animals and their dedicated caretakers. From our experience working with over 330 shelters nationwide, DPFL is eager to share what we've learned about the different levels of canine programming that can be implemented to help you work smarter, not harder. Let us help you meet your mission and maximize your efforts by identifying if you might be better served by "Backing Away from Behavior" and focusing more on robust enrichment programming to meet the needs of your animals and to serve your community well.

Presented by: Aimee Sadler, CEO, Dogs Playing for Life. With over 35 years of experience working with multiple species in varying venues, Aimee has become an internationally recognized trainer and speaker specializing in shelter programs that enhance quality of life and reduce canine euthanasia in animal shelters. The cornerstone of DPFL's programming is Every Dog, Every Day!, an out-of-kennel enrichment program that is in increasing demand and has been introduced to more than 330 shelters across the U.S. and Canada. With measured programming, DPFL is contributing to safer shelter environments by reducing dog-human bites while increasing canine lifesaving at an average rate of 4% at participating animal welfare organizations. Starting in 2017, dogs most at risk of behavioral euthanasia can get a second chance at DPFL's Canine Center Florida, an advanced training and behavior care center with an overall save rate of 86 percent.

Aimee regularly presents at animal welfare and professional dog training conferences such as HSUS' Animal Expo, Best Friend's Annual Conferences, Masters in Behavior Conference, the No Kill Conferences, and the International Association of Canine Professionals Conference. Aimee's programs have assisted Longmont Humane Society and the Southampton Animal Shelter Foundation in achieving industry leading success as open-admission shelters saving more than 95% of their dogs. These achievements were recognized when DPFL was the inaugural recipient of Petco Foundation's Love in Action Award. In 2016, DPFL was featured in Episode 4 of the PBS television series, "Shelter Me."

Aimee is a proud recipient of the Henry Bergh Leadership Award and the Maddie's Hero Award and has been inducted into the Members Hall of Fame for the International Association of Canine Professionals. Aimee currently resides in Longmont, CO, with her husband and their very full family.

To Engage or Not to Engage, Redefining Victory with Community and Advocate Challenges

11 am - Noon – Legacy South 2

A community that is actively connected and engaged in animal welfare issues is a good thing, right? Community advocates are well intentioned, but sometimes the tactics employed by those who care most about the animals in our communities lead to tension with sheltering organizations. And sometimes, those same sheltering organizations contribute to the tension escalating in their responses to the advocates. In this session we will discuss strategies for working constructively with advocates and community members, even -and especially- those who we may disagree with.

Presented by: Lawrence Nicolas, Jacksonville Humane Society. Lawrence Nicolas graduated from the University of Colorado with a bachelor's degree in communications and public relations. After graduating, Lawrence began his animal welfare career working for the Denver Dumb Friends League, a private organization taking in approximately 25,000 animals annually. After spending nearly five years with the DDFL, Lawrence joined Best Friends Animal Society in Salt Lake City, Utah, where he held positions overseeing aspects of sheltering operations as well as coalition building and relationship cultivation. Lawrence then moved to Florida and worked as COO for Peggy Adams Animal Rescue League for nearly two years prior to joining the Jacksonville Humane Society in 2021. Lawrence shares his life with his wife, four-year-old son, and a cat.

Noon - 1 pm – Lunch Buffet – Salons 2 & 3
Sponsored by C Specialties

Service Animals – All You Need to Know

1 pm - 2 pm – Legacy North

Service animal etiquette, the differences between service animals, emotional support animals, therapy animals and comfort animals. Service animal rights under the ADA and responsibilities for service animal handlers.

Presented by: Susy Wilburn, Ambassador of Outreach & Recruitment at Southeastern Guide Dogs and Kayla Cook, certified guide dog instructor. Susy is also a guide dog handler and has been part of the blind community for more than 20 years. She has been with Southeastern Guide Dogs for 13 years and has been a guide dog handler for 11 years. Susy began her career at Southeastern as a canine care technician in their resident's hall, then spent 10 ½ years in admission and alumni support, offering a unique perspective to staff, students, and graduates. Susy has traveled with her guide dog, Carson, for the past 11 years. Carson has recently retired and now accompanies Susy as an ambassador.

Kayla Cook is a certified guide dog instructor and has been with Southeastern Guide Dogs for 16 years. She has worked in almost every department from their puppy academy to their canine resident's hall. Kayla's current role as an alumni advisor allows her to be responsible for supporting more than 100 working teams across the United States. Keeping the teams happy and healthy is Kayla's top priority.

Language that Harms Cats



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1 pm - 2 pm – Legacy North

How we talk about cats can influence public attitudes and behavior, so it is important to consider the words, images, and stories we use - particularly when we are trying to change the way the public views and responds to our work. Does the term “feral” hamper efforts to gain public support for community cat programs? How might your fundraising appeals accidentally create backlash against those same programs? In this fast-paced and thought-provoking session, we’ll see how we often talk about cats may actually be bad for them and make our work harder.

Presented by: Monica Frenden-Tarant, Chief Innovation Officer:

Feline Lifesaving, Cincinnati Animal CARE Feline Lifesaving at Cincinnati Animal CARE with the Give Them Ten Movement and is helping organizations create the most humane city in the country for cats. A decade before anyone had heard of such a thing, she cut her teeth founding a trap-neuter-return organization in rural Illinois and pioneered one of the nation’s first and largest working cat programs. In 2012, she joined Austin Pets Alive, where she led her team to an 88% growth in cat adoptions and helped Austin achieve a citywide 98% live release rate for cats. Monica then spent years as an instructor for the Maddie’s Fund Lifesaving Academy, teaching shelters best practices and innovative lifesaving programs, advancing research in feline retroviruses and progressing public policy as a City of Austin animal advisory commissioner. Monica is a frequent speaker and advisor on innovative ways to save every cat, including cats with feline leukemia, community cats and shelter cats in need of medical care.

Where They Want to Be: Building a Healthy Workplace Culture

1 pm - 2 pm – Legacy South 2

Many people spend more time every week at work, with their colleagues and coworkers, than they do with their own families and loved ones. Committing your organization to creating and maintaining a positive, welcoming workplace culture is critical for all employers, but is even that much more important for those of us in animal welfare where the nature of the work is so stressful and emotionally taxing. So, what does that mean for us as employers? What can and should we be doing for our teams, and what responsibility do our team members hold in creating the culture we all want?

Presented by: Lawrence Nicolas, Jacksonville Humane Society and Spencer Conover, Pasco County Animal Services.

Lawrence Nicolas graduated from the University of Colorado with a bachelor’s degree in communications and public relations. After graduating, Lawrence began his animal welfare career working for the Denver Dumb Friends League, a private organization taking in approximately 25,000 animals annually. After spending nearly five years with the DDFL, Lawrence joined Best Friends Animal Society in Salt Lake City, Utah, where he held positions overseeing aspects of sheltering operations as well as coalition building and relationship cultivation. Lawrence then moved to Florida and worked as COO for Peggy Adams Animal Rescue League for nearly two years prior to joining the Jacksonville Humane Society in 2021. Lawrence shares his life with his wife, four-year-old son, and a cat.

Spencer Conover has dedicated his life to innovative, servant leadership at some of the top animal welfare organizations across the country including, the Dumb Friends League, Best Friends Animal Society, the Humane Society of Utah and Pasco County Animal Services. He is passionate about leadership development and surrounding myself with other lifesaving individuals. Spencer

has a Master of Interdisciplinary Studies in Contemporary Animal Services Leadership and Leadership Studies and is a certified green belt in lean six sigma process improvement. Spencer has lead various shelter operations teams including animal control, adoption, intake, customer care, foster care, volunteer, education/ outreach, transfer/rescue and animal behavior. He is an animal control officer, CPR and humane euthanasia certified with training in dangerous/fractious animal handling. Spencer has a passion for shelter operation, statistics, data driven decision making and innovative, life-saving community-based programs.

2 pm - 2:15 pm

Visit Exhibitors

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100% of the proceeds go to support FACA’s “Small Organization Support (SOS)” grant program

Beyond the Scanner: Advanced Return to Home in the Field

2:15 pm - 3:15 pm – Legacy North

Animal control officers are playing a much larger role today in the reduction of shelter intake by choosing to identify and return stray dogs to their families without bringing them into the shelter, but all too often officers stop looking for an owner was they find that the animal has no ID tags or microchip. This workshop highlights successful efforts from agencies across the country that have shown to significantly increase the field RTO rate for those animals without obvious identification.

Presented by: Nick Walton, Outreach Manager, Best Friends Animal Society. Nick works with officers and shelters nationwide to implement progressive, community-focused practices that support lifesaving within the shelter, as well as increase officer safety and efficiency.

Nick started his journey in animal welfare at a pet boarding facility where he was the designated “poop scooper”, and shortly thereafter transitioned to a dog-trainer role within the facility. This naturally led him to devote the next few years of his life to becoming a professional dog trainer in the metro-Atlanta area. While working in Atlanta, he would regularly drive by dogs that needed some help and this led him to Fulton County Animal Services.

From the first cruelty case he worked as an officer, he knew that a large-scale shift would be needed in order to make Atlanta a safe place for pets. He committed himself to a community-oriented approach to animal welfare enforcement with the goal of changing how the community viewed animal services and its officers. Commonly referred to as the “dog food man” within the inner city of Atlanta, Nick was instrumental in developing trust within the community and becoming a welcome sight throughout underserved areas of the city. Prioritizing this philosophy, as well as utilizing resources such as Pets For Life, allowed Nick to save more lives by keeping pets in their homes and out of the shelter. As a Field Training Officer, he would train new employees on the philosophy of community- engagement, further solidifying this mindset into the culture of FCAS.

Working in Fulton County afforded Nick many diverse experiences as an ACO and resulted in his instrumental role in a number of large-scale cruelty cases from voodoo cases to circus animal cruelty. The lifesaving techniques that Nick developed and championed at Fulton County Animal Services represent the next step for



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animal control field services: a proactive solution-based approach to animal issues with an emphasis on building a supportive and safe community.

Focus on Outcomes – Long Stay Task Force

2:15 pm - 3:15 pm – Salon 1

Pets who just can't seem to find a home – does your shelter have them? GOOD NEWS! With the Long-stay Task Force, you can ensure that your team is working together towards a common goal. Learn how to implement this whole shelter approach to lower your overall length of stay for all animals in your care and ensure it stays that way.

Presented by: Lindsay Layendecker, Director of Community Partnerships, Jacksonville Humane Society and Lauren Jackowiec, Director of Operations, Jacksonville Humane Society

Lindsay hails from Ocala, Florida and graduated from the University of Florida in 2004. From there she moved to Jacksonville to pursue a career in education, where she served as a public school teacher for Duval County Public Schools and Florida Virtual School for more than a decade. Lindsay would spend her summers and time off volunteering at the shelter until finally one day, they offered her a job! She began as the Development Manager and has proudly helped JHS grow their reach to more than 150,000 online followers, raise more than \$400,000 in digital campaigns and \$1 million in grants annually, oversees the humane education department and oversees JHS's media and communications. Lindsay is the proud mom to five cats, one dog, and loves to foster bottle baby kittens. In her spare time, she's likely napping, listening to a true crime podcast or texting memes to her dad.

Lauren Jackowiec started as a part-time Adoption Counselor at The Jacksonville Humane Society in 2012. After working on the front lines in Adoptions and the Pet Help Center, she held management roles in various operations departments throughout JHS. In her current role as Director of Operations, Lauren oversees the operations of the shelter's lifesaving programs, including adoptions, animal care and enrichment, the Pet Help Center, and medical services. Lauren earned a degree in Sociology with a concentration in Social Work from the University of North Florida. Although she did not initially know where her degree would take her, she's found it very applicable in her animal welfare career, which involves more human-related issues than she originally anticipated. She appreciates working for an organization that emphasizes the importance of compassion towards both animals and humans. Through her work at JHS, she also discovered her love for data and enthusiastically believes in the importance of tracking, analyzing, and predicting shelter data to improve operations. When Lauren started at JHS, she had 1 dog. Over her years working at JHS, she has welcomed 3 more dogs, 3 cats, and a husband.

The Future of Marketing Animal Services

2:15 pm - 3:15 pm – Legacy South 2

The past couple of years have been unpredictable in many ways, but as we move forward, we can reflect on how lessons and insights gleaned during some of our toughest moments may help us shape a brighter future for animals. At the heart of all that we do is community engagement, and this presentation shines a light on practical ideas to help us better connect with all facets of the public. Learn how to make transparency and positivity the bedrock of your engagement strategy; leverage the power of plain language and welcoming, community-

centric communications; and craft an approach to marketing that takes into account its interconnectedness to operations and mission.

Presented by: Caitlin Quinn, Director of Operations, HeARTs Speak. Caitlin is passionate about working with animal services organizations to reimagine the way they tell their stories and connect with the community. She has served in the animal welfare field since 2008 and is currently the Director of Operations for HeARTs Speak (www.heartsspeak.org). This national nonprofit works to increase the visibility of shelter animals by providing training, tools, and partnerships designed to make highly effective marketing a reality for organizations of every shape, size, and budget. In 2015 she got her MPA with a concentration in nonprofit management and in 2021 she began teaching shelter marketing for the University of Florida Master's in Shelter Medicine program. She currently shares her life with a petite brindle pit bull named Sally.

3:15 pm - 3:30 pm

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Animal Hoarding & Large Scale Impounds

3:30 pm - 5 pm - Legacy North

Animal Hoarding investigations and large scale impounds discussed as a whole. How to properly conduct hoarding investigations and distinguish the differences between all types of hoarding. How to provide assistance when needed (i.e Mental health professionals, Human services etc). How to properly document during impoundments to ensure accurate count and proper evidence documentation.

Presented by: Leo Avila Senior Animal Control Officer, Lee County Domestic Animal Services. Leo has been with Lee County Domestic Animal Services for over 13 years where he is their agency's specialist in animal hoarding and large scale impoundments. Leo is a Certified Animal Control Officer in the State of Florida, Certified National Animal Cruelty Investigator, and on the Lee County's Crisis Intervention Team.

Making Return to Home the Mainstream Success it Should be

3:30 pm - 5 pm – Salon 1

Return to Home, formerly known as Return to Owner, is the easiest and most affordable step in life saving. Many agencies have achieved incredible success and improvements, yet the vast majority of shelters remain stagnant in this area. The adoption of robust reunification programs will showcase what success is possible, how it's being accomplished and what every animal welfare agency can do to make this topic a priority. Long an afterthought, this aspect of our work has finally been given exposure. However, as an industry, we are failing to modify the behavior of pet owners across North America. This session will look at the powerful ways in which we can impact human behavior, what steps need to be taken and the potential impact of doing so. Attendees will leave inspired to effect change in their communities and join a crusade of others willing to challenge the status quo in media and marketing when it comes to pet identification.

Presented by: Gina Knepp, National Shelter Engagement Director, Michelson Found Animals Foundation. Gina's primary focus is

increasing the return to home rate by engaging animal sheltering organizations in finding innovative ways of locating missing pet people and more importantly, helping people not lose their pets to begin with. Gina's background includes managing the Front Street Animal Shelter in Sacramento, California. Her experience leading a municipal, open intake, high volume shelter adds to her passion for helping lost animals get back home where they belong. Her current work with Michelson Philanthropies has offered the opportunity to work with shelters across the country, improving reunification efforts. Gina is currently on the Board of Directors of the California Animal Welfare Association and on the Executive Committee of Human Animal Support Services (HASS) with American Pets Alive, launching national animal shelter reform.

Problem Orientated Response

3:30 pm - 5 pm - Legacy South 2

Animal control has historically responded to incidents without truly addressing the problem that caused the incident to happen. Through data analysis, creative problem-solving and community partnerships, we can identify and solve some of the most common animal issues we face daily. In this session, you'll learn how to gather and analyze the data required, identify stakeholders and work together as a team to create innovative solutions to longstanding problems.

Presented by: Scott Giacoppo, Director of National Shelter Support, Best Friends. Humane Society of Sarasota County.

Through Best Friends' municipal and shelter support program, Scott provides leadership and hands-on training for strategic shelter partners; conducts professional shelter operations and field assessments; and leads progressive, humane trainings for animal control agencies and officers. In his current role, Scott champions a collaborative approach to partnership and believes that each animal welfare organization, along with the community it serves, is unique and deserving of support that speaks to its individual needs.

Prior to joining Best Friends, Scott was chief of animal field services for the District of Columbia for 10 years, overseeing all animal control and cruelty investigations team members for Humane Rescue Alliance. In this role, he designed and implemented a number of successful community-based programs, helped draft and secure critical animal protection legislation, and represented the organization as a speaker at various regional and national events. He also established a trap-neuter-return program that garnered citywide support and helped reduce the percentage of stray cats killed from 85 percent to 12 percent.

Scott has been involved in animal protection since 1989, when he became an animal caregiver in Minneapolis. He soon returned to his hometown of Boston, Massachusetts, where he began his career with the Massachusetts Society for the Prevention of Cruelty to Animals as special state police officer for cruelty investigations. During this time, he received the Boston Police Commissioners Citation for work with dangerous dogs and street gangs, certificates of excellence for promoting and providing community policing education from the New England Crime Prevention Partnership, and a certificate of appreciation from the Rockingham County Attorney's Office in the state of New Hampshire for assistance in investigation and prosecution of precedent-setting animal fighting cases.

5 pm - 5:10pm
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General Session: Life Saving University

5:10 pm - 6 pm - Legacy South 3

Did you know Florida ranks 46th in the nation when it comes to saving shelter dogs and cats? Do you imagine a day where our state serves as a positive example for lifesaving across the country? So do we, and that is what motivates and drives the Florida Leaders in Lifesaving team at the Jacksonville Humane Society every day. Come listen and learn about the goals and strategic direction of Florida Leaders, and also about the tangible offerings we can provide your shelter or organization through our Lifesaving University program.

Presented by: Lawrence Nicolas, Jacksonville Humane Society.

Lawrence graduated from the University of Colorado with a bachelor's degree in communications and public relations. After graduating, Lawrence began his animal welfare career working for the Denver Dumb Friends League, a private organization taking in approximately 25,000 animals annually. After spending nearly five years with the DDFL, Lawrence joined Best Friends Animal Society in Salt Lake City, Utah, where he held positions overseeing aspects of sheltering operations as well as coalition building and relationship cultivation. Lawrence then moved to Florida and worked as COO for Peggy Adams Animal Rescue League for nearly two years prior to joining the Jacksonville Humane Society in 2021. Lawrence shares his life with his wife, four year old son, and a cat.

Saturday, February 25th

7 am - 8:30 am - Registration Opens/Exhibit Area Opens

7 am - 8:30 am - Breakfast Buffet - Salons 2 & 3

FACA's 16 Hour Euthanasia Technician Certification Course - 8 hours, Day 2

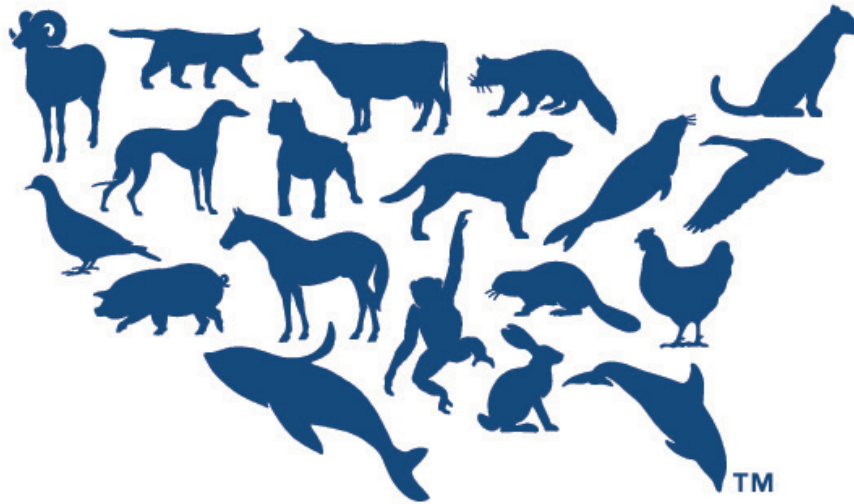
8:30 am - 5 pm - Legacy South 3

Space limited, advance reservations required

Presented by: Kyra Lynch, Shelter Operations Manager, Hillsborough County Pet Resource Center and Ashley San Antonio, SPCA Tampa Bay.

Kyra started in the Animal Welfare field over 18 years ago, working in the kennels. She's worked in a variety of animal welfare agencies from rural to urban, municipal, and non-profit, in three different states. Kyra's been an Animal Control Officer and Veterinary Technician for Emergency and Critical Care hospitals and has managed both Field and/or Shelter Operations since 2014. She's a Certified Animal Control Officer and Euthanasia Technician in Florida & New Jersey. Kyra's also a Certified Humane Investigator and has been a Euthanasia Instructor in the State of Florida since 2016. Kyra has a Bachelor's in Equine Science and Criminal Justice and has an extensive background in training horses and managing barns as well. She most recently achieved the goal of becoming a Certified Animal Welfare Administrator (CAWA) in October 2020.

Ashley San Antonio has been working at an open admissions For-All shelter for over 5 years. Throughout this time, she has worked in a



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- A forensic autopsy should be performed as soon as possible



Dr. Adam Stern

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variety of roles and her current position is in management. She's also a permitted Wildlife Rehabilitator with the state of Florida, all while completing studies at the University of South Florida. She has trained staff for over 4 years in humane euthanasia techniques and became an instructor with FACA just over a year ago. She's passionate about animal sheltering and the multi-aspects of community work and education that comes with it.

General Session and Annual Member Meeting immediately followed by Keynote Presentation

"Rethinking Punitiveness When it comes to Animal Crimes"

8 am -9:45 am Legacy North

There is an emerging awareness that longer sentences, and more convictions may do more harm than good. Historically, the conventional wisdom was that longer sentences, and mandatory minimums would reduce crime. Even among progressives and libertarians, there was a tolerance for punishment as a means of creating a better, safer society. In recent years social science and lived realities have exposed the folly of over-relying on punishment to shape social norms or reduce undesirable behavior. This talk will connect these lessons to the animal protection realm. Specifically, three possible downsides to a punitive approach to animal protection will be discussed: (1) a punitive approach alienates animal protection efforts from other social justice projects; (2) a punitive approach to animal law disproportionately impacts low income and marginalized communities; and (3) a punitive approach is unlikely to materially reduce animal crime.

Presented by: Justin Marceau. Justin Marceau is a law professor and legal scholar who studies the intersection of animal protection and civil rights. Justin is the faculty director of the animal law program at the university of Denver, where is a chaired professor. He was as an inaugural member of the Governor's Council for Animal Protection in Colorado, and he serves as a member of an oversight committee for the Colorado Bureau of Animal Protection. He is on the advisory board for the Cambridge Centre for Animal Rights and is a Fellow of the Oxford Centre for Animal Ethics.

9:45 am - 10 am

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Tactical Animal Handling

10 am -Noon - Legacy North

Non-threatening capture techniques and humane animal handling, with student participation during practical demonstration. Students will learn to access canine body (overview, midrange and closeup), with an open discussion about equipment usage. (ACO Leonel Perales of Pasadena TX animal control will assist with practical presentation section videos)

Presented by: Kevin Hearst, Big Time Speakers and Law Enforcement Training Institute. Kevin is recognized as a humane investigator/ Podcaster/ Instructor, Adjunct Professor, and consultant. Mr. Hearst has been a member of our National

Animal Cruelty Investigations School faculty for over 12 years and is recognized as an expert in the field of animal cruelty investigations. He has been recognized as one of the leaders in education for humane investigators. He has been asked to and delivered many presentations for conferences throughout the nation.

Project Home: Case Studies of a Community Resource and Support Service Program

10 am -Noon - Salon 1

Even prior to the CoVID pandemic, the animal shelter community began needing a way to help people and their pets before the animal entered the shelter. Under many names, safety net and Human Animal Support Service programs were created, and we called ours Project Home. "Home" because our program is designed to keep pets in safe, loving homes or to find a safe, loving home if needed.

In this presentation, we will share the real-life stories as case studies of how Brevard County Sheriff's Office (BCSO) Animal Services is helping the people and their pets in the community, to help keep those pets out of the shelter utilizing local resources, rescues, and training opportunities.

With Project Home, BCSO Animal Services is able to help individuals and families when they need help, working in the best interest of the pet, and be an integral part of the humane community that we live in.

Presented by: Sarah Heilman Boyd, DVM, Lead Veterinarian, Brevard County Sheriff's Office Animal Services. Sarah Heilman Boyd, DVM is the Lead Veterinarian with the Brevard County Sheriff's Office Animal Services where she treats everything from injured and ill dogs and cats to working bomb and patrol K-9's. Within the first 3 years, she has helped this governmental agency create and implement life-saving programs and has helped their Animal Care Center achieve a Save Rate of 92% or better.

During 2013-2014, Dr. Boyd completed a Shelter Medicine Fellowship with the University of California Davis. She has spoken at national and local conferences on humane housing and intake management programs.

Emily Gilbert, ABCDT is Brevard County Sheriff's Office Animal Care Center Supervisor and has led the shelter in many capacities including kennel management, special events and volunteer coordination, spear-heading Project Home, and everything in between. To complement Project Home, in 2020 Emily became a certified Dog Trainer with Honors through Animal Behavior College. With her ABCDT certification, Emily is able to help individuals through Project Home and advise owners and adopters on what is best for keeping their pet.

We're All in This Together: Pooling Limited Shelter Resources to Help People and Animals

10 am - Noon - Legacy South 2

Animal care and control agencies in Florida, like elsewhere, suffer from extremely limited budgets which compromise their ability to effectively respond to animal cruelty, abuse and neglect - particularly when those acts are LINKed with other forms of family violence. By changing the public's perception of animal care and control agencies as protecting all vulnerable family members through collaboration with our human services counterparts, animal protection agencies can gain the synergy of multi-disciplinary investigations, assessments, interventions, prosecutions, and

treatments that elevate the profile of shelters, the response to community problems, and the funding resources available. This workshop will present an 11-step process to help broaden the perspective of animal care and control for 21st Century growth.

Presented by: Phil Arkow, National Link Coalition. Phil is an internationally acclaimed lecturer, author and educator and coordinator of the National LINK Coalition – the National Resource Center on The LINK between Animal Abuse and Human Violence – and edits the monthly LINK-Letter. He chairs the Latham Foundation's Animal Abuse and Family Violence Prevention Project. He teaches at the University of Florida and Harcum College. He has presented over 250 times in 17 countries, 38 states and 9 Canadian provinces, and has authored over 95 key reference works on human-animal interactions and violence prevention.

He co-founded the National Link Coalition, the National Animal Control Association, and the Colorado and New Jersey humane federations. He has served with the AVMA, the ASPCA, American Humane, the Delta Society, the Animals & Society Institute, the National Sheriffs Association, the National Coalition on Violence Against Animals, the National District Attorneys Association, the Academy on Violence & Abuse, and the American Association of Human-Animal Bond Veterinarians. He received a Lifetime Achievement Award from New Jersey Child Assault Prevention.

Shelter Medicine Track: Dental Care in the Shelter Setting

10 am - 11 am – Legacy South 1

An overview of dental care in a shelter setting, including oral exams, what needs to be addressed prior to adoption, extractions without radiographs, and pain management techniques.

Presented by: Dr. Jenna K Rooks, Clinical Lecturer, University of Florida. Dr. Rooks earned her DVM at the University of Florida. She is certified in shelter medicine, veterinary dental education, FEMA disaster response, and Fear Free handling. Dr. Rooks earned her MS in forensics from University of Florida, which lead her to work on cruelty cases and educate students on how to handle these cases in private practice. Her interests include dentistry, forensics, and preventive medicine.

Shelter Medicine Track: Radiography of the Traumatized Patient – Neck and Thorax

11 am - Noon– Legacy South 1

Thoracic and cervical trauma in small animals is a phenomenon with a wide range of thoracic and cervical injuries and radiographic signs. Radiography is the first diagnostic imaging modality to be used in patients with suspected trauma. In this lecture we are going to review the indications for thoracic and cervical radiography in cases of trauma, the advantages and contraindications, we are going to follow a systematic approach on how to assess radiographically the different injuries associated with trauma, and we will review different types of injuries.

Presented by: Dr. Federico Vilaplana Gross, Clinical Associate Professor, University of Florida. Federico graduated from the Faculty of Veterinary Science of Córdoba in 2008, where he continued working for a few months as an intern in the small animal department. After a year of externships in different hospitals in Spain and France, he began a small animal rotating internship at the National Veterinary School of Alfort. He later continued his training with a specialized internship in internal medicine

and another specialized internship in radiology at the same institution. Next, he began a European residency in diagnostic imaging at Utrecht University Faculty of Veterinary Medicine, where he obtained the diploma of the European College of Veterinary Diagnostic Imaging (ECVDI). He then stayed working for a year at the Utrecht University Faculty of Veterinary Medicine. He later moved to the United States and worked for a year as an Assistant Professor at the Purdue University College of Veterinary Medicine. Since 2017, he has been working as a Clinical Assistant Professor at the University of Florida College of Veterinary Medicine, where he also became diplomate American College of Veterinary Radiology (ACVR). In 2022, Federico has been promoted to Clinical Associate Professor.

**Noon - 1 pm – Lunch Buffet – Salons 2 & 3
Sponsored by Custom Fiberglass Coaches**

Scratching the Surface of Bites

1 pm - 3 pm – Legacy North

Have you ever been dispatched to an animal bite call and couldn't tell if it was a scratch from a cat or a dog? Did you still quarantine the animal because the victim told you that it was a bite? Being attacked or bitten by an animal can be an overwhelming experience, and the events of the incident can be hard to recall for some people. Having the skills to identify the proper type of injuries are invaluable for animal control officers and this class will teach you those techniques through photos, diagrams, statistics and shared experiences.

Presented by: Daniel Ettinger, Animal Control Supervisor, Summit County, Colorado. Daniel got his start in animal welfare as a volunteer at a wolf sanctuary. Though, the call of the wild for him was to help protect people from animals, and animals from people. Daniel has several years of experience investigating crimes against animals and maintaining a safe community. He has worked countless bite investigations, cruelty/neglect cases and is an expert witness.

Daniel is the host of the Humane Roundup podcast, a podcast dedicated to animal protection officers and other animal welfare professionals. He is an adjunct instructor for the University of Missouri, Law Enforcement Training Institute. He has developed and presented several trainings for the university.

Daniel is also an internationally recognized public speaker and a valued member of the animal welfare community. He has given lectures at several animal welfare conferences throughout the United States. His innovative topics challenge the dog catcher and dog pound stereotype to help provide alternative and proactive ways to operate.

Hurricanes: Scenario Planning and Interactive Problem-Solving for Florida Animal Shelters

1 pm - 3 pm – Salon 1

Join us as we navigate an interactive, 3-stage hurricane scenario (based on Hurricane Ian, 2022), to help your organization prepare for the upcoming season. Preparing for hurricane season is a year-round event. This session will give you the basics of a disaster plan (if you don't have one) and start your gap analysis (if you do have a plan). Learn what every shelter should be doing to prepare for potential hurricanes and what trainings are available (FREE) for you and your staff. We will also talk through the process for requesting help when a hurricane has made landfall: who do you contact, what is available (for animals, staff, and your facility), how do you request help, what all



Supporting Animal Cruelty Cases Across the United States

The **ASPCA's Legal Advocacy & Investigations (LAI) department** provides investigative and legal subject matter expertise to law enforcement, animal control officers and prosecutors pursuing animal cruelty and animal fighting cases nationwide, with dedicated legal support for the New York City Police Department and District Attorney's Offices handling these cases in New York City. Our team includes investigators, former prosecutors, and former criminal defense attorneys, who are here to assist you from initial investigations to the final placement of rescued animals in homes.

The department also connects agencies to other ASPCA resources integral to the success of animal cruelty cases, including experts in veterinary forensics, crime scene processing and animal behavior. In addition to case work, the team regularly conducts training and workshops for animal control agencies, law enforcement, prosecutors, veterinarians, and other animal welfare professionals, and deploys throughout the United States to provide on the ground support with search and seizure warrant operations.

Areas of Expertise:

- Animal cruelty and neglect case support and consultation
- Blood sports case support and consultation
- Evidence collection and analysis
- Expert witness testimony at hearings and trials
- Guidance on relevant animal cruelty laws and procedures
- Assistance with hearings, trial, and legal documents

Contact Us:

Learn more by contacting us at LAI.investigations@aspca.org.

Meet the Team

Investigations

Our investigative team works with law enforcement, animal control officers, prosecutors and other animal welfare agencies on animal cruelty cases including, but not limited to, blood sports, companion and farm animal cruelty, animal hoarding, neglect, and domestic violence related cruelty. Investigators conduct criminal investigations and provide case consultations as subject matter experts, provide training in investigative techniques, evidence identification and recovery, deploy nationwide with our forensics team to provide on-scene investigative support and crime scene processing, and provide expert witness testimony at hearings and trials.



Jennifer H. Chin, Esq., Vice President of LA&I

- Oversees the Legal Advocacy & Investigations department
- Manages the department's principal areas of focus: investigative and legal support for animal cruelty investigations and prosecutions; dedicated legal support for the ASPCA-NYPD partnership; civil litigation and *amicus curiae* practices; legislative counsel; and Puppy Mills Initiative
- Former Assistant US Attorney in New Jersey



Teresa Ladner, Senior Director of Investigations

- Oversees animal cruelty investigations for the ASPCA
- Retired FBI Supervisory Special Agent
- 20+ years of Crisis Management training and experience
- MS in Veterinary Forensic Science



Kyle Held, Director of Investigations

- 22+ years in animal cruelty investigations
- Nationally certified equine cruelty investigator
- Case lead in largest horse rescue ops in Arkansas
- ASPCA Law Enforcement Officer of the Year award recipient



Terry Mills, Director of Blood Sports Investigations

- 12+ years in animal cruelty investigations
- Retired Missouri State Trooper
- Subject Matter Expert in dogfighting and cockfighting cases
- Best known for his work on Missouri 500 dogfighting case



Leigh Anne Wilson, Director of Investigations

- 14+ years in animal cruelty investigations
- Sworn law enforcement in North Carolina
- Specializes in animal hoarding, domestic violence related animal cruelty, breeder/rescue/sanctuary neglect and blood sports

Legal Advocacy

As part of the ASPCA's "Second Chair" program, our legal advocacy team provides legal support to federal, state and local law enforcement and prosecutors around the country in animal cruelty and blood sports cases, including assistance with drafting search warrants, evidence review, expert witness preparation, legal research, brief writing, and motion practice. Our department also conducts civil litigation and *amicus curiae* practices, as well as provides legislative counsel to the ASPCA's Government Relations team.



Elizabeth Brandler, Senior Counsel

- Oversees Criminal Practice Counsel and dedicated legal services for the ASPCA-NYPD partnership in New York City
- Brings bonding/forfeiture petitions on behalf of the ASPCA
- Former Assistant District Attorney in the Bronx County DA's Office; served as Special AUSA in US Attorney's Office for Southern District of NY



Donna Lassa, Criminal Practice Counsel

- Supports law enforcement officers and prosecutors in the investigation and prosecution of animal cruelty cases
- Former Assistant Public Defender in California and legal aid attorney in Detroit



Nathan Zilak, Criminal Practice Counsel

- Supports law enforcement officers and prosecutors in the investigation and prosecution of animal cruelty cases
- Former Assistant State Attorney in Florida



PetLink In Your Pocket

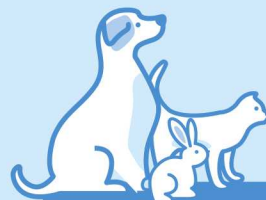
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those acronyms mean. Packets will be available for attendees to take with them that includes a mini guide to Florida's hurricane response process for animal shelters.

Presented by: Keegan Spera, Florida SART - State Agricultural Response Team; Cameron Moore, University of Florida's Maddie's Shelter Medicine Program; Eric Thompson, Executive Director, Code 3 Associates.

Keegan Spera manages the collection, analysis, and visualization of Florida's brick-and-mortar animal shelters' annual data and has maintained a 98% collection rate or higher. She has also steered the team's disaster work towards a more impactful strategy in order to help Florida animal shelters prepare for hurricane season and/or natural disasters by providing resources, access to training, professional and emergency contacts, and timely reminders. Their team's role is to handle initial shelter assessments post-landfall to get shelters the help they need. They work in collaboration with many amazing agencies to make sure shelters have resources. SART and FLSARC mobilize at the same time as these initial assessments to set up their Incident Command Post. Once it is established and functioning, the UF team transitions out of their more active role and refer shelters to the ICP. When Keegan isn't swimming in data or disaster prep, she contributes to the team's work through photography and marketing.

Cameron Moore has played a pivotal role in helping Florida shelters build successful welfare programs. She was instrumental in helping the City of Jacksonville build a successful animal welfare program, including launching the renowned Feral Freedom community cat management program that led to the development of Target Zero. Since 2013, she has completed over 100 shelter assessments and consultations in 18 states, Puerto Rico and the US Virgin Islands. She oversaw shelter engagement for the Million Cat Challenge, a project of Maddie's Fund®, designed by the Shelter Med Program at the University of Florida and the UC Davis Koret Shelter Med Program to save the lives of millions of cats in animal shelters. Cameron was voted Florida Veterinary Medical Association's 2022 Citizen of the Year. She is passionate about helping organizations work smarter, not harder, to benefit both people and animals.

Eric Thompson is the Executive Director for Code 3 Associates, and Senior Director for the ASAR Training and Response platform, which provides technician and specialist training along with Subject Matter Expert workshops and response. Eric also serves as President of the National Alliance for Animal and Agriculture Emergency Programs (NASAAEP – www.thenasaaep.com). Eric is working with several States and Task Force teams as a consultant by incorporating animal-related operations into existing Emergency Support Functions. Eric also instructs technical small Animal Search and Rescue classes (Swiftwater/Flood Ops/Ropes) that meet updated NFPA guidelines and FEMA resource typing for Fire departments and first responders.

Purposeful Planning for Successful Animal Transports

1 pm - 3 pm – Legacy South 2

Animal transportation and relocation is an important tool for increasing opportunities for positive outcomes for shelter animals including during disaster response efforts. This session will review current practices to ensure safe and healthy animal transports for shelters on both ends of the journey and present important points to address during disaster response planning. An interactive tabletop exercise will feature real-life scenarios and help participants troubleshoot challenges and optimize the effectiveness of their transport program.

Presented by: Dr. Brian DiGangi, Clinical Associate Professor of

Shelter Medicine, University of Florida and Karen Walsh, Senior Director of Animal Relocation, ASPCA.

After earning his DVM at the University of Florida in 2006, Dr. DiGangi completed a rotating internship in small animal medicine, surgery, and critical care, a residency in Shelter Animal Medicine, and received his MS in Veterinary Medical Sciences in 2010. Dr. DiGangi has published peer-reviewed research on canine heartworm disease, veterinary field clinics, feline adoption, pregnancy detection and immunology and authored textbook chapters on sanitation and asepsis, infectious disease management, animal welfare, and animal relocation. He is co-editor of the 2nd edition of Animal Behavior for Shelter Veterinarians and Staff and is board certified in both Canine and Feline Practice and Shelter Medicine Practice by the American Board of Veterinary Practitioners.

Karen S. Walsh, CAVA, LVMT, CFE is the Senior Director of Animal Relocation for the ASPCA, the former executive director of the McKamey Animal Center in Chattanooga, TN and served as a Program Manager for the PetSmart Charities Rescue Waggin' program. She graduated from Blue Ridge in Virginia with a degree in veterinary technology and has achieved designations as a Certified Animal Welfare Administrator and a Certified Compassion Fatigue Educator. Karen has held leadership positions in both veterinary and animal welfare organizations and was appointed to serve on the Tennessee state Board of Veterinary Medical Examiners. She founded ChattaNeuter a high-quality high volume spay neuter clinic located in Chattanooga. Karen lives in Tennessee with her husband, Tom, their four children, and a menagerie of furry and feathered family members on their small, but beautiful farm.

Shelter Medicine Hot Topics: Treatment of Heartworm and FIP in Shelters

1 pm - 2 pm – Legacy South 1

This session will dig into two of the hottest and most debated topics in shelter medicine. Miami-Dade Animal Services is one of the largest shelters in the country, serving more than 30,000 animals each year. The shelter's commitment to keeping pets in homes and providing exceptional care of pets in the shelter led the veterinary team to develop a free high-volume heartworm treatment protocol in 2019. The protocol mirrors guidelines of the American Heartworm Society while processing up to 25 patients each treatment day. Lessons learned as the program grew and how other shelters can adopt the model for their own shelters will be shared. Attendees will also learn about a new mobile app that guides highly flexible heartworm treatment planning for shelters at all resource levels. The biggest breakthrough in feline medicine in decades is the discovery of a cure for Feline Infectious Peritonitis (FIP), but it's expensive and lacks regulatory approval. Attendees will learn how shelters are grappling with treatment decisions, leveraging foster homes, targeting fundraising, and sourcing information, treatment, and veterinary advice. New research on the outcomes of cats in a large-scale shelter-based FIP treatment program will be shared.

Presented by: Dr. Maria Serrano, Chief Veterinarian at Miami Dade Animal Services and Clinical Assistant Professor of Shelter Medicine at the University of Florida; Dr. Julie Levy, Fran Marino Endowed Distinguished Professor of Shelter Medicine Education, Shelter Medicine Program at the University of Florida.

During her career, Dr. Serrano has practiced small animal, zoo, laboratory, emergency, and shelter medicine. Dr. Serrano joined MDAS in 2009, rose to Chief Veterinarian in 2011, and was appointed as Forensic Veterinarian in 2015. In her role as the



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Forensic Veterinarian, she has testified in over 1000 cases as an expert witness, providing a voice for victims of animal abuse. During Dr. Serrano's service, MDAS, one of the largest shelters in the country, has achieved unprecedented success, reaching positive outcomes for over 90% of the animals in their care. Dr. Serrano has served on numerous MASH campaigns globally, fulfilling her passion for providing free veterinary services to underserved pets throughout the world.

Dr. Levy focuses on the health and welfare of animals in shelters, feline infectious diseases, and humane alternatives for cat population control. She founded Operation Catnip, which has sterilized more than 70,000 community cats in Gainesville since 1998. She also co-founded the Shelter Medicine Program at the College of Veterinary Medicine, an educational and discovery initiative with a global impact on the care of homeless animals; the Million Cat Challenge to save millions of cats in shelters across North America; and Maddie's Million Pet Challenge to create transformative "communities of practice" that deliver access to care through humane, community-centric programming—inside and outside of the shelter—to achieve the right outcome for every pet.

Death Investigations of Free-Roaming Cats

2 pm - 3 pm - Legacy South 1

Free-roaming cats (FRCs) pose several problems to society including predation, public nuisance, and the potential to spread infectious and zoonotic diseases. There is very limited information available pertaining to the cause of death in FRCs at death. In this talk we will discuss the findings of FRCs enrolled in the "A Cat Has No Name" program, which is a free autopsy service available for FRCs. To date we investigated the deaths of nearly 300 FRCs using a combination of autopsy, postmortem diagnostic imaging, histology, toxicology testing, vitreous chemistry, microbiology testing, and molecular diagnostics. Causes of death included a wide variety of anthropogenic causes (vehicular trauma, animal cruelty), natural disease process, and predation.

Presented by: Dr. Adam W. Stern, Professor of Forensic Pathology, University of Florida

Dr. Adam W. Stern is a Professor of Forensic Pathology at the University of Florida, College of Veterinary Medicine. Dr. Stern received his Doctor of Veterinary Medicine from the University of Prince Edward Island, Atlantic Veterinary College. He is a Board-Certified Veterinary Pathologist and ACVP Founding Fellow in Veterinary Forensic Pathology. He specializes in veterinary forensic pathology, animal crime scene response, and death investigations of free-roaming cats and dogs. At UF, he currently teaches the elective course Veterinary Forensic Pathology, a Veterinary Forensic Sciences clinical rotation, and multiple Masters level courses in Veterinary Forensic. He regularly works with and consults for law enforcement agencies and States Attorney Offices. Dr. Stern regularly provides continuing education to veterinarians, law enforcement, animal control officers, and attorneys. Dr. Stern is a member of the International Veterinary Forensic Sciences Association and is the past President of the association.

**3 pm - 3:15 pm
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Optimizing Cruelty Case Outcomes with Veterinary Forensic Support

3:15 pm - 4:15 pm - Legacy North

For optimal case outcome, it is important that all parties involved – investigating agencies and assisting veterinarians – have a mutual understanding of their role in a suspected cruelty case. With this mutual understanding, conversations can occur to bridge any remaining gaps with what the needs of the case are, resulting in a more favorable outcome.

Presented by: Dr. Elizabeth Pearlman, Forensic Veterinarian, ASPCA and Dr. Ashley Saver, Forensic Veterinarian, ASPCA.

Dr. Pearlman graduated with her DVM from Purdue in 2016. Dr. Pearlman practiced as an emergency veterinarian in Indiana and as a staff veterinarian for the Houston SPCA. This year, she completed her a Master of Science in Veterinary Forensic Sciences through UF.

Dr. Saver graduated from VT with her DVM degree, completed a 1-year shelter medicine internship with UF, and practiced shelter medicine in South Florida.

Bridging the Gap: Results, Analysis & Discussion of 2022 RTH National Survey

3:15 pm - 4:15 pm - Salon 1

Is there a gap between the work animal welfare organizations do for lost pet recovery and their communities actually recover lost pets? This was the question we sought to answer in a joint effort by the National Animal Care & Control Association, PetHub and 'cause Digital Marketing. Together they conducted a national survey to both animal welfare professionals and pet parents to: 1) explore how U.S. pet owner perceptions and animal welfare worker perceptions of lost-dog prevention and reunion strategies are similar or different, and then 2) determine what lessons can we learn from comparing the two that can help bring more lost pets home.

Presented by: Jerrica Owen, Executive Director, National Animal Control Association; Lorien Clemens, Co-founder and CEO, PetHub, Inc.

Jerrica Owen is an accomplished animal welfare professional who joined the National Animal Care & Control Association in April 2021, as the Director of Partnerships and Programs and was named Executive Director in December 2021. She brings with her nearly 20 years of experience in emergent animal welfare, engaging and developing a diversity of staff, shelter operations, and leading successful initiatives in Animal Welfare in a cross-cultural environment. Previously the Director of Strategic Initiatives for San Diego Humane Society, Jerrica supported achieving success on the organization's primary strategies. In addition, she was the Senior Animal Response Team Leader for the San Diego Humane Society's Emergency Response Team and has extensive experience in the field during some of our countries worst disasters supporting tactical and shelter operations for all types of animals including domestic, wildlife, and equine.



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Jerrica has spent the past 2 decades dedicated to achieving lifesaving excellence and encompasses dynamic organizational leadership, charismatic characteristics, and an energetic passion that will complement the already remarkable work of the NACA. She will support driving the continued success of NACA as the national leader in professionalism and standard setting of the animal control and service profession. She is committed to inclusive engagement and resource accessibility for the industry.

Jerrica earned her Bachelor of Science Degree from California State University-Chico and holds certifications in Animal Welfare Administration (CAWA), Lean Six Sigma Green Belt, Organizational Leadership, and Modern Humane Resource Management. She lives in California and is a proud wife and mother to both human, fur, and shelled (Tortoise!) babies.

Lorien Clemens is the co-founder and CEO at PetHub, Inc. She joined PetHub in June of 2011 as the start-up was in its beginning stages. She has guided PetHub to its wins of multiple pet industry awards, including two Dog Fancy Magazine Editors' Choice Awards, the PetAGE Magazine Retailer Silver Select Award, and two Pet Business Magazine Product of the Year Awards for its unique digital ID tags and online services. Most recently, PetHub was named one of Business Insider Magazine's 50 Coolest New Businesses in America.

Individually, Lorien was honored by PetAge Magazine as one of the pet industry's Women of Influence. She was also named the Pet Industry Network's 2014 Pet Industry Woman of the Year and was a keynote speaker at their national conference.

Powerful Relationship Management for Extraordinary Leadership

3:15 pm - 4:15 pm – Legacy South 2

- Changing Habits for a Positive Being
- Emotional Bank Account
- Watch Me Theory
- Being Aware of the Meaning Making Machine
- Being Right and the Effect on Relationships
- How We Make Each Other Wrong without Realizing it
- Ensuring Email Lands Positively throughout your Organization
- Sympathy versus Empathy
- The Effect of Advice on Relationships

Presented by: Bronwyn Stanford, Director, Miami-Dade Animal Services. Bronwyn Stanford was hired as the new Director of Miami-Dade Animal Services by Mayor Daniella Levine Cava in November 2021. Bronwyn had previously led the Southern Region as the Regional Managing Director of DCF in Florida overseeing over 2100 employees and a budget of 350 million. Previously, she was also the Statewide Deputy Director and the SunCoast Regional Director for Children's Legal Services in Florida. During her time with the state, Bronwyn lead large-scale change initiatives at each organization and developed and led leadership training throughout the state. She founded and led a non-profit rescue organization called CJPASWS (Compassion, Justice, and Protection for the Animals We Save) in 2017. She has practiced law as an assistant state attorney in Pinellas County and at the law firm of Carlton Fields in Miami.

Shelter Medicine Track: Integrating Gentle Handling Techniques for Humane, Effective, Efficient Intake Protocols

3:15 pm - 4:15 pm – Legacy South 1

Providing effective and efficient intake protocols to animal shelters supports individual and population health and welfare. Effective written intake procedures (including scheduled intake) can help optimize individual pathway planning, minimize length of stay, improve capacity for care and decrease stress on sheltered animals and staff. According to the ASV Guidelines for Standards of Care in Animal Shelters, each shelter should have standard operating procedures to provide for timely core vaccination, parasite treatment and prophylaxis (internal and external), heartworm status evaluation, basic behavioral and physical health evaluation. Animal Control Officers are often responsible for intake of animals both inside and outside of normal sheltering hours. In this presentation, we will explore best practices in creating and following intake standard operating procedures while incorporating gentle handling techniques to minimize animal fear and distress. These intake practices will include maximizing pathway (pre)planning, disease and parasite prevention and treatment, prompt identification and reunification, choosing appropriate housing options, and prompt identification for medical and/or behavioral concerns.

Presented by: Dr. Meredith Montgomery, Clinical Lecturer, University of Florida; Dr. Meaghan Mielo, Chief Veterinarian, Citrus County Animal Services.

Dr. Montgomery is a Clinical Lecturer at University of Florida's Veterinary Community Outreach Program. After earning her DVM and Maddie's Shelter Medicine Certificate at University of Florida's College of Veterinary Medicine in 2015, Dr. Montgomery completed a rotating internship at Angell Animal Medical Center in emergency, surgery, and small animal medicine. Since that time, she has worked in the field of HQHV spay/neuter, shelter medicine, academia and in general practice. Her professional interests include teaching HQHV spay neuter, gentle animal handling in clinical and shelter settings, infectious disease, support of the human-animal bond.

Dr. Mielo is the Chief Veterinarian at Citrus County Animal Services, an open admission municipal shelter with an annual intake of approximately 5,000 dogs and cats. After earning her DVM at Western University of Health Sciences College of Veterinary Medicine in 2018, Dr. Mielo completed a year-long Shelter Medicine Internship at University of Florida's College of Veterinary Medicine. Her practice and research interests include shelter design, infectious disease control, surgery, and sheltered animal behavioral welfare.

4:15 pm - 4:30 pm

Last Chance to Visit Exhibitors!

Winners Report to Collect Their Silent Auction Prizes!

Anatomy of a Taskforce

4:30 pm - 5:30 pm – Legacy North

Our presentation will show how to navigate through procedures and assignments, to successfully prosecute animal cruelty cases. Each member has specialized functions and job duties, from evidence collection to working with rescue groups. Our model has worked for L.A.P.D Animal Cruelty Taskforce and D.K.P.D. Animal Cruelty Taskforce respectfully, how about you! Audience participation will lean toward Law Enforcement agencies (Police, Sheriff, Code Enforcement, and Animal Control, Shelter worker, volunteers, and rescue groups).

Presented by: K.D. Hearst Sr., Adjunct Professor/Instructor, Law Enforcement Training Institute. Kevin Hearst being recognized as a humane investigator/ Podcaster/ Instructor, Adjunct Professor, and consultant. Mr. Hearst has been a member of our National



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Animal Cruelty Investigations School faculty for over 12 years and is recognized as an expert in the field of animal cruelty investigations. He has been recognized as one of the leaders in education for humane investigators. He has been asked to and delivered many presentations for conferences throughout the nation.

Shelter, Leadership, and Shelter Medicine Track: The Role of Shelter Medicine in Understanding Spectrum of Care

4:30 pm - 5:30 pm - Salon 1

As veterinarians struggle to keep up with the demand for veterinary services, the animal welfare field needs to embrace new ways of meeting the needs of animals and their people. Efforts to identify the barriers and expand access to veterinary care across the country are underway, and a key component of these strategies is the concept of Spectrum of Care (SoC). Animal welfare organizations and shelter veterinarians are in a unique position to help develop evidence based SoC models for the field at large. This session will help explain what SoC is and is not, identify ways that the field of shelter medicine is already enhancing our understanding of SoC, and review some example clinical support tools that take a SoC approach to meeting animals' needs.

Presented by: Dr. Brian DiGangi, Clinical Associate Professor of Shelter Medicine at the University of Florida, College of Veterinary Medicine. After earning his DVM at the University of Florida in 2006, Dr. DiGangi completed a rotating internship in small animal medicine, surgery, and critical care, a residency in Shelter Animal Medicine, and received his MS in Veterinary Medical Sciences in 2010. Dr. DiGangi has published peer-reviewed research on canine heartworm disease, veterinary field clinics, feline adoption, pregnancy detection and immunology and authored textbook chapters on sanitation and asepsis, infectious disease management, animal welfare, and animal relocation. He is co-editor of the 2nd edition of Animal Behavior for Shelter Veterinarians and Staff and is board certified in both Canine and Feline Practice and Shelter Medicine Practice by the American Board of Veterinary Practitioners.

6 pm - 7 pm - Legacy South
Pre-Banquet Social

Welcome Cocktail Sponsored by Custom Fiberglass Coaches

7 pm - 8:30 pm - Legacy North
Awards Banquet

8:30 pm - 11:30 pm
Post Banquet Celebration

Trial by Triage: Common Medical Issues in Cats and Dogs and Strategies for Managing Them on The Road

8 am - Noon - Salon 1

When you're on your own in the field and a pet medical emergency strike, what do you do? Is it an emergency or can it wait? If it can't wait, where do you take it to get care? Is there something you can do to help during transport? In this session, Dr. Downs and Savannah Lewis offer practical insight from their knowledge and experience as medical and enforcement professionals. The topic of triage and what it means for animal control officers will be discussed along with common animal medical issues encountered including but not limited to, heat stroke, trauma, seizures, and infectious diseases. The goal of this session is to provide animal control officers with pragmatic advice on handling medical issues away from the shelter. Case examples will be discussed with time allotted for open discourse.

Presented by: Dr. Downs (Dr. D), Shelter Veterinarian at Orange County Animal Services; Savannah Lewis, Clinic Supervisor, Orange County Animal Services.

Dr. Downs (Dr. D) is a shelter veterinarian at Orange County Animal Services. She graduated from UF College of Vet Med in 2017 with Professional Certificate in Shelter Medicine. After some private practice and nonprofit work, she became a full time OCAS shelter vet in 2019. In addition to spay/neuter surgeries and medical care of all the pets at OCAS, Dr. D has led initiatives to get the fear free shelter program as standard training, integrated cold laser equipment into daily practice, and develops training and SOPs for fellow employees regarding triage, infectious disease, and other shelter issues. Dr. D has 2 dogs, Kira and Fizzgig, and a chinchilla named Jasper. Her passion is in surgery, education/excellence in shelter medicine, and interpersonal growth and communication amongst shelter employees.

Savannah Lewis is a clinic supervisor at Orange County Animal Services in Orlando, FL. In 2016, she earned her bachelor's degree in criminal justice and interdisciplinary studies. She obtained her master's degree at the University of Central Florida in nonprofit management in 2020. She has worked in the animal sheltering sector for almost 10 years and has held roles such as animal control officer and veterinary technician at both municipal and private shelters including the Humane Society of Broward County and Broward County Animal Care and Adoption. In 2020 she was nominated for FACA's animal control officer of the year for her work with Orange County Animal Services. Her passion is in the fostering of neonatal and medically needy kittens, and she has cared for hundreds of kittens throughout her career. She has two black cats named Church and Skeletor and a rat terrier named Ruby.

Noon - Conference Adjourned - See You Next Year!

Sunday, February 26th

7 am - 8 am - Registration Open

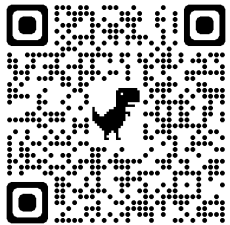
7 am - 8 am - Breakfast Buffet - Salons 2 & 3

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Bryan Lloyd, Animal Control Operations Manager, Port St. Lucie Police Department

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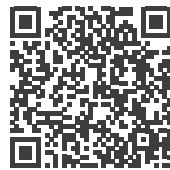


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Best Friends supports strategic intake services



Limited- and open-admission shelters across the country are successfully transitioning to strategic or managed intake.

An appointment-based style of intake allows organizations to provide tailored resources to their constituents and break free of the ineffective, one-size-fits-all practice of open intake.

Strategic intake is beneficial to shelter staff because it helps them to better manage their daily tasks, allowing them to focus on the needs of pet owners and their pets. It benefits pet owners by providing them with individualized attention and resources. Strategic intake should be seen as an expansion of services, not a reduction, because the resources freed up through this approach are redirected to other lifesaving efforts.

Best Friends Animal Society endorses strategic intake. **To Best Friends, strategic intake can include:**

- Expanding the services being offered to constituents
- Scheduling appointments with pet owners and then having conversations with them to find the best outcome for their pets, which often includes alternatives to their pets entering the shelter
- Partnering with private organizations to help support pet owners needing assistance
- Offering temporary foster care and boarding services for pet owners who are unable to care for their pets for a short period of time
- Implementing finder-foster programs that help keep stray pets in the same neighborhoods where they were found
- Still accepting pets in need of urgent care without an appointment
- Practicing return-to-owner in the field and offering a community cat program

RESOURCES

Managed Intake or Admissions Playbook: This playbook provides an overview of managed intake and helps you implement a managed intake program at your agency.

Managed Intake and Admissions: This online learning course provides information about the benefits, composition and fundamentals of managed intake.

These Best Friends town hall meetings provide insight about managed intake:

- [Making the Case for a New Tomorrow](#)
- [Out with the Old, in with the New: Switching Gears to Managed Intake](#)

Intake Diversion in the Field: This playbook provides a general understanding of how to implement a robust intake diversion program or enhance an existing program as it pertains to field service operations.

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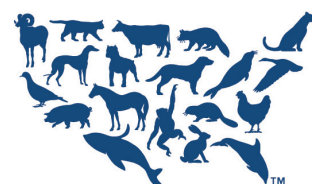


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