

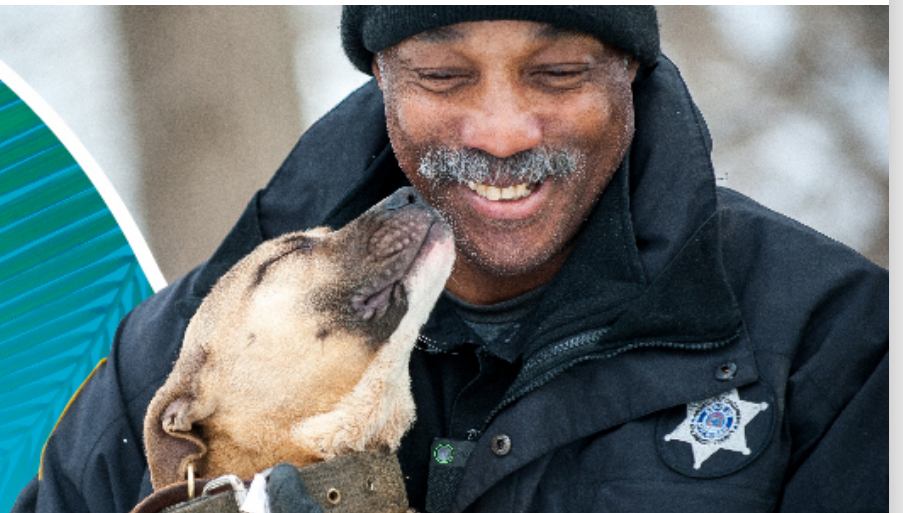


**THE HUMANE SOCIETY
OF THE UNITED STATES**

30TH ANNIVERSARY

Animal Care Expo

April 19–22, 2022 ■ Orlando, Florida



Animal Care Expo Sessions

These sessions will all be presented live in Orlando, Florida.

Foundation-level sessions are aimed at anyone involved in animal welfare, rescue and sheltering including those without proficiency in the topic.

Advanced-level sessions are aimed at those who are in leadership roles and/or are competent in the topic.

 Tuesday, Apr 19, 2022

 8:30 AM - 3:00 PM EDT

[The housing crisis: Keeping families together](#)



Join us for an important session on how the complex issue of housing affects people and pets, and the animal welfare movement's role in keeping families together. We'll discuss the history of systemic housing inequities and why affordable housing and tenants' rights matter in animal sheltering. We'll dig into what pet-inclusive housing means, how to achieve it, and how animal shelters and advocates can support families in crisis. You will walk away with a deeper understanding of the housing crisis and why advocating for affordable, pet- inclusive housing is advocating for pets.

Speaker:

 [Amanda Arrington, Senior Director, Pets for Life, The Humane Society of the United States](#)  [Kelsey Gilmore-Futeral, Legislative Attorney, Best Friends Animal Society](#)  [Lauren Loney, Texas State Director, The Humane Society of the United States](#)  [Garrett Parsons, LSW, Pet Support Coordinator, Interfaith Hospitality Network of Greater Cincinnati](#)  [Dianne Prado, Executive Director, Heart L.A.](#)

 Learning Lab

[The nuts and bolts of incremental care: Research and successful models](#)



Join us as we take an in-depth look at increasing access to veterinary care with a special focus on incremental care. Our presenters will share research that documents how lower-cost treatment protocols can be as effective as more expensive approaches. We'll also hear from providers who have successfully expanded access to veterinary care and implemented incremental care models in rural and urban settings as well as both private and nonprofit clinics. And we'll end with a Q&A discussion to give attendees the opportunity to further tap into the expertise of our presenters and leave with tools you need to offer or to expand access to veterinary care in your shelter, community clinic or private practice.

For an [extended description click here](#).

Speaker:

[Ahne Simonsen, DVM, Surgery Director, Rural Area Veterinary Services](#) [Margaret Slater, DVM, PhD, Vice President, Research, ASPCA](#) [Aleisha Swartz, DVM, Veterinarian, Rural Area Veterinary Services](#) [Jena Valdez, DVM, Director of Community Medicine, San Francisco SPCA](#) [Emily Whitmer, DVM, Staff Veterinarian, Community Medicine, San Francisco SPCA](#) [Emily McCobb, DVM, MS, DACVAA, Director, Shelter Medicine Program and Lerner Clinic Clinical Associate Pro, Cummings School of Veterinary Medicine at Tufts University](#) [Adam Cotton, Director of Community Solutions, Asheville Humane Society](#) [Aimee St. Arnaud, Founder, Open Door Veterinary Collective](#)

Learning Lab Advanced-level

[Evidence collection fundamentals: Considerations for successful case outcomes](#)



Resources for animal-related crimes tend to be limited, requiring officers to hone their expertise on all aspects of an investigation and, often, to become their own crime scene investigator. The outcome of many cases is decided upon the evaluation of photographic evidence, veterinary records and witness accounts—all of which must be collected within the confines of the Fourth Amendment. We will host an in-depth discussion about critical forensic and investigative techniques, to include documenting evidence in accordance with the law, tips for assessing exigency and urgency, and considerations for deciding the best course of action for the well-being of the animal as well as a successful case result. We will also review methods for taking and preserving quality photos on crime scenes, which help investigators articulate the fine details of animal-related cases. The course will conclude with a discussion of presumptive tests, interviewing witnesses and suspects, and preparing expert witnesses for trial.

Speaker:

[Audra Houghton, Director, Operations, Global Animal Rescue and Response, The Humane Society of the United States](#) [Trevor Whipple, Chief of Police \(Ret.\), The Humane Society of the United States](#)

Learning Lab Advanced-level

[Family dogs for the inclusive community: Alternatives to puppy mills](#)



All dogs have beginnings; the origin and first life-chapter for puppies impacts their need for shelter services later. How can humane organizations influence best beginnings for dogs? In this interactive session, you'll explore the data on trends in dog acquisition, discuss equity and accessibility of dog ownership, and brainstorm the role of shelters tailored to your community's level of dog over- (or under-) population. Through reenvisioning acceptable alternatives to puppy mills, you'll explore possible relationships with community breeders and discuss innovations that might lead to origins in the best interest of family dogs.

Speaker:

[Jessica Hekman, DVM, PhD, Scientist, Founder, Broad Institute of MIT and Harvard, Functional Dog Collaborative](#) [Trish McMillan, MS, CPDT-KA, CDBC, ACCBC, Consultant, Animal Behavior Consultant](#) [Karina King, Director of Operations, Dakin Humane Society](#) [Joyce Briggs, MS, President, and Board member, respectively, Alliance for Contraception in Cats and Dogs and Functional Dog Collaborative](#) [Andrew Rowan, Dphil, President, Wellbeing International](#) [Deb Turcott, Principal, ORIANA solutions, LLC](#)

Learning Lab Advanced-level

[Farm animals: The new frontier for sheltering.](#)



With the growing homestead movement and an increased interest in pet livestock across the country, more animals traditionally viewed as livestock are making their way to shelters not equipped to care for them. This session will prepare you to utilize and customize existing spaces in your shelter or rescue for nontraditional animals, as well as create effective temporary housing when necessary. We'll cover basic housing, care, feeding, handling and placement options for fowl, goats, swine and equines. In addition, we'll discuss building partnerships with sanctuaries, rescues and farmers. Preparing now will allow your shelter employees and volunteers to educate your clients and your community when the need arises.

Speaker:

[Alex Daehnrich, Founder, Blind Spot Animal Sanctuary](#) [Cindy Gendron, Project Manager, Animal Rescue Care and Sanctuary, The Humane Society of the United States](#) [Dani Horton, President, Hope Equine Rescue](#) [Abbie Hubbard, Chicken, Turkey and Special Needs Caretaker, Poplar Springs Animal Sanctuary](#)

Learning Lab

[From fearful to adopted: How to find great homes for the hardest-to-place cats](#)



Shelters can be overwhelming places for cats. The sights, sounds and smells can make even the most outgoing, active cat become nervous and shut down. When cats are stressed and fearful, it increases the likelihood of illness and unwanted behaviors and decreases their chances of being adopted. With the right strategies and techniques, these cats can be socialized into happy, loving and well-adjusted, adoptable cats. Through lecture and video demonstration, this session will discuss practical tips, tools and techniques that can be used immediately to create a more relaxed environment, reduce stress in cats and meet fearful cats' needs. We'll also discuss how to adopt harder-to-place cats into loving homes.

Speaker:

[Tabitha Kucera, RVT, CCBC, KPA-CTP, Owner, Chirrup and Chatter](#)

Learning Lab Foundation-level

[Getting to 100%: Be the best cat trapper you can be!](#)



Whether you manage a shelter's community cat program, work as a field services officer or are an independent cat rescuer, achieving the greatest impact requires high capture and sterilization rates for cats in the neighborhoods where you work. It all comes down to getting those cats into your traps. From drop traps to gravity traps, sardines to spam, feeding patterns to feeding stations, learn about the techniques and equipment that will help you get the job done! This interactive workshop also explores hands-on strategies for resolving nuisance complaints, persuading skeptical caregivers, gaining support from community associations and messaging with local media.

Speaker:

[Danielle Bays, Senior Analyst, Cat Protection and Policy, The Humane Society of the United States](#) [Bryan Kortis, JD, National Programs Director, Neighborhood Cats](#)

Learning Lab

3:30 PM - 5:00 PM EDT

[Welcome Session - coming soon](#)



Description coming soon.

Welcome Session

Wednesday, Apr 20, 2022

8:30 AM - 9:45 AM EDT

[One Health: Impacting community health through focused animal welfare programming.](#)



Although there has been recent growth in animal welfare programming focused on keeping people and pets together, there is a lack of current research on the efficacy of these efforts. The University of Denver's Institute for Human-Animal Connection has developed specialized survey instruments to measure the communitywide impacts of animal support service programming. These instruments have been used in underserved communities by the HSUS Pets for Life program and studied by IHAC, with results demonstrating that focused, community-based animal welfare programming has the potential to increase perceptions of access to care, service utilization and communitywide health outcomes.

Speaker:

[Sloane Hawes, MSW, Assistant Director of Research, Institute for Human-Animal Connection](#) [Tess Hupe, MSW, Research Fellow, Institute for Human-Animal Connection, University of Denver](#) [Kevin Morris, PhD, Research Professor, University of Denver](#)



Pets for Life



Advanced-level

SPONSORED BY:

PetSmart Charities

[Solving problems with coyotes](#)



Conflicts between coyotes, people and pets are an increasingly common problem for animal care and control professionals in the U.S. and beyond. While the presence of coyotes is often alarming to the public, conflicts can be easily avoided or solved. This workshop will discuss how to reduce coyote attractants in neighborhoods, how to protect pets from coyote attacks, tools for successfully changing the behavior of problem coyotes, and how to implement a proactive coyote management plan in your community.

Speaker:

[Catherine Kennedy Hannan, Florida Fish and Wildlife Conservation Commission, Biological Scientist IV, Florida Fish and Wildlife Commission](#) [Lynsey White, Director of Humane Wildlife Conflict Resolution, The Humane Society of the United States](#)



Field Services

[Tell me a little more: Applying and tracking pet retention techniques](#)



The Kentucky Humane Society's help line serves over 19,000 clients annually. Conversations begin with, "Tell me a little more," encouraging pet owners to share their circumstances and barriers, which provides the opportunity to help them keep their pets. Data collected attracts grants and helps meet the needs of local pet owners. This workshop will provide the tools to implement pet retention initiatives as well as track and report data. Whether you are just starting to adjust your conversation with clients surrendering or you are creating or improving your own help line, this workshop will help your organization's pet retention efforts.

Speaker:

[Shelby Schulz, MPA, Pet Resource Manager, Kentucky Humane Society](#)



Keeping Families Together



Foundation-level

[Triage, tracking and trust: How Memphis Animal Services and Better Together Animal Alliance support community pet owners](#)



Providing resources and services to community members is essential to diverting intake, and having a tool built to manage those programs is essential to getting good data and results. Alexis Pugh of Memphis Animal Services and Mandy Evans of the Better Together Alliance will present on how their teams are managing, tracking and reporting metrics on their various programs, such as supported rehoming and pet food pantries.

Speaker:

[Mandy Evans, Executive Director, Better Together Animal Alliance](#) [Alexis Pugh, Director, Memphis Animal Services](#)



Operations



Foundation-level

[New data to help understand pet supply and demand](#)



Millions of potential adopters visit Adopt-a-Pet.com every month, and Shelter Animals Count recently completed a two-year study on animal level data, and we're ready to share what we've learned! In this session, we will provide insights into how a pet seeker searches for a pet, a full analysis of supply and demand by state and strategies your organization can take to increase the interest in your available pets.

Speaker:

[Stephanie Filer, Executive Director, Shelter Animals Count](#) [April Huntsman, CAWA, Director of Animal Welfare Insights, Adopt-a-Pet.com](#)

Expo Studio Virtual Session Option Foundation-level

[Welcoming volunteers to post-COVID shelters](#)



In the age of COVID, dwindling numbers of available volunteers and overall societal changes necessitated a reboot of traditional volunteer orientation. The speakers will share how such a revamp has resulted in increased volunteer learning, improved screening for organizational culture fit and an expedited path for new volunteers from application to first shift—all while decreasing staff time invested in the process and allowing volunteers to do much of the learning from home. Session attendees will leave with new ideas for incorporating adult learning along with diversity, equity and inclusion strategies, plus system automation to align the current volunteer onboarding process with the volunteers of today.

Speaker:

[Sharleen Eusebio, MAT, CVA, Volunteer Program Development Manager, San Diego Humane Society](#)

Working Together Foundation-level

[Creating highly effective teams](#)



Research suggests that 20% of teams are high performing, 30% are mediocre performing and more than 40% are poor performing. Yet we know from decades of data that there are six conditions of team effectiveness that predict up to 80% of a team's ultimate success. In this workshop, you will discover what distinguishes highly effective teams from less effective ones, what distinguishes teams from groups, and where you can lean in to increase a team's success, member satisfaction and task performance. You will leave the workshop with at least one actionable tool you can apply back at the shelter.

Speaker:

[Laura Maloney, MBA, Master Team Coach Practitioner, Principal, Adisa](#)

Leadership Advanced-level

SPONSORED BY:

The Association for Animal Welfare Advancement

[Developing a treatment protocol for canine distemper](#)



Canine distemper virus can be devastating in the shelter setting, but humane euthanasia doesn't have to be the only option. In this discussion, participants will learn how the medical team at the San Diego Humane Society developed a successful protocol for treating and managing cases of canine distemper virus (CDV) at their shelter. This discussion will help share the tools and strategies for creating a CDV protocol, preventing a distemper outbreak, safely implementing in-home foster quarantine and accurately interpreting lifesaving PCR tests to beat the disease previously thought of as a death sentence for so many years.

Speaker:

[Danielle Clem, DVM, Hospital Director, San Diego Humane Society](#)

Veterinary Medicine Advanced-level

[For dog's sake, can you stop that? Canine-friendly body language improvements for humans](#)



Dogs are resilient and oh-so-forgiving! These qualities, along with their ability to love unconditionally, make them endearing as companions. So, why do some dogs struggle to understand us when we are offering affection or when we want to help them, not harm them? In this session, we will focus on the human handling that contributes to unwanted behavior, even aggression. Get ready to rethink your approach as we reveal the common and widely accepted and taught handling errors that set dogs up for failure. Through extensive video examples, we will demonstrate alternative handling techniques that help dogs to trust and thrive!

Speaker:

[Aimee Sadler, CEO/Founder, Dogs Playing for Life](#)

Behavior Advanced-level

[Fundraising for families: A human-animal bond approach to increase giving](#)



As animal welfare embraces a progressive, whole family sheltering model, traditional fundraising strategies are shifting to incorporate human service revenue sources and partnership opportunities. We will discuss what role humane services fundraising plays in animal welfare. You will learn a human-animal bond storytelling approach and how to translate this into new grants, major gifts, partnerships and community support. This session is for leaders wanting to strengthen relationships within their community, development staff looking for a new donor pipeline, and program staff desiring community partnerships that in conjunction with development can identify and build relationships to secure funding to advance their mission.

Speaker:

[Stephanie Sullens, Chief Development Officer, KC Pet Project](#) [Brian Daugherty, MA, Senior Vice President and Chief Philanthropy and Communications Officer, San Diego Humane Society](#)

Fundraising and Marketing Advanced-level

[Get smart! Tactical TNR equals fewer cats](#)



Too many of us believe success with trap-neuter-return is all about counting surgeries: The more cats you fix, the more impact your program has, right? Wrong! Spay/neuter volume is rarely enough by itself to reduce a community's free-roaming cat population. Also needed are targeting surgeries to high-need areas, effective outreach, organizing caretakers, building sustainability and collecting and using data to inform tactics and measure success. Learn these tactics and raise your community cat program to a new level.

Speaker:

[Bryan Kortis, JD, National Programs Director, Neighborhood Cats](#)

Cats Advanced-level

10:00 AM - 11:30 AM EDT

[Feature Session: How serious is the veterinarian shortage...and what can shelters and rescues do about it?](#)



The United States faces an acute and systemic shortage of veterinarians and veterinary technicians/nurses. This shortage has an outsized impact on shelters and rescues. We will explore how we arrived at these circumstances and practical solutions for rescues and shelters. We'll conclude with how to implement these solutions as quickly as possible.

Speaker:

[Mark Cushing, JD, Founder and CEO, Animal Policy Group, LLC](#)

Feature Session

2:00 PM - 3:15 PM EDT

[How to launch pet owner support programming in your community](#)



Do you want to shift towards more inclusive pet owner support whether rural, urban or somewhere in between? We will discuss strategies for establishing an impactful, sustainable community-based outreach program. We'll share best practices for identifying an area of focus and partnerships, creating a budget, techniques for outreach, data collection and defining start-up procedures and protocols. You'll leave ready to get out in the community and start building relationships.

Speaker:

[Rachel Thompson, Senior Program Manager, Operations and Strategy, Pets for Life, The Humane Society of the United States](#) [Nadia Novik, Chief Operations Officer, Idaho Humane Society](#) [Ricky Haaland, Community Outreach Manager, Leech Lake Tribal Police](#)

Pets for Life Foundation-level

SPONSORED BY:

PetSmart Charities

[Secrets of shelter ninjas: Canine defensive handling](#)



Shelter workers need to be very skilled at dog handling: We want every dog to behave better when we put them back in the kennel than when we took them out. This talk will discuss how to handle those moments when things don't go quite right, and those tools and techniques to use when a dog you're handling becomes fearful, anxious or aggressive.

Speaker:

[Trish McMillan, MS, CPDT-KA, CDBC, ACCBC, Consultant, Animal Behavior Consultant](#)

Expo Studio Virtual Session Option

[There's no recess without school: Making behavior modification fun and retainable for adopters to do at home](#)



Can enrichment be used as part of the behavior modification process? Absolutely! And while it can be controversial to say that enrichment IS behavior modification, learn how the Arizona Humane Society pairs the two programs to provide their pets with an excellent experience every time, even after they leave the shelter. And the best part? Any organization can begin an enrichment program by utilizing resources already at its disposal, and anyone within the organization—from volunteers to donors—can take part in providing pets with enrichment, both mental and physical!

Speaker:

[Melissa Graham, CFTBS, Feline Welfare Specialist, Arizona Humane Society](#) [Mik Moeller, CPDT-KA, CBCC-KA, Animal Experience Liaison, Arizona Humane Society](#)

Behavior Advanced-level

[Trauma-informed sheltering: Sheltering and rehabilitating traumatized animals using a holistic, cooperative approach](#)



Each year, the Humane Society of the United States Animal Rescue and Response team assists law enforcement agencies nationwide with numerous large-scale cruelty cases and disasters, rescuing hundreds of animals in crisis. Ranging from sensory-deprived puppy mill survivors and large-scale neglect survivors with significant medical issues to victims of dogfighting who have endured horrendous abuse, animals in our care typically have profound trauma that must be identified and addressed. Years of experience operating short- and long-term temporary shelters has provided the opportunity to think creatively about ways to effectively shelter and treat traumatized animals. By reimagining our response, we can dramatically change the shelter experience for animals and caregivers alike. In this presentation, we will discuss HSUS' partnerships with local organizations and medical professionals, and the unique approaches our team employs to heal the mind, body and spirit of victims of crisis and cruelty.

Speaker:

[Audra Houghton, Director, Operations, Global Animal Rescue and Response, The Humane Society of the United States](#) [Sheila Segurson, DVM, DACVB, Director of Research, Maddie's Fund](#)

Operations

[What to do with all of the cats: Pathway planning](#)



The pathway planning decisions we make for cats who arrive at the shelter are only as good as the information we collect at the door. Frontline staff are expected to determine whether to take in a stray cat or turn the cat away, and whether to send admitted cats on an adoption or return-to-home track. Learn how using solid client communication, keen observation skills and standardized intake questionnaires for strays will help your team look at each cat as an individual and build community confidence.

Speaker:

[Stephanie Stryker, Cat Programs Coordinator, Pima Animal Care Center](#) [Heather Kennedy, DVM, MBA, Chief of Veterinary Medicine and Director of Feline Operations, KC Pet Project](#)

Cats Advanced-level

[White privilege in animal welfare and the communities we are leaving behind](#)



The pandemic proved difficult for animal welfare. When we rallied our communities to help, they responded in unprecedented ways. It was our opening to create a "new normal" by supporting the animals that the community took on. The shutdowns provided animal welfare the opportunity to assess the programs that we've worked so hard to implement. But have we done either of these? Are we providing for those that truly need us, or are we falling victim to catering to those who fund us? Is this really the best we can do?

Speaker:

[Nellie Goetz, DVM, MPH, Executive Director, Altered Tails Barnhart Clinic](#) [Sonia Hernandez, Project Manager, Fix.Adopt.Save. Initiative](#)

Keeping Families Together Advanced-level

[Aligning volunteer efforts to meet your mission](#)



As we navigate a new post-pandemic future, the roles of volunteers may need to evolve to ensure their efforts continue to best support the needs of the organization and community. Partnering with volunteers to rethink their roles and designing meaningful opportunities to address the most pressing needs of animals and the community will be critical for future success. We'll explore strategic approaches to volunteer engagement that will help your organization keep volunteers coming back and increase staff buy-in for partnering with volunteers. Join us to learn the best tips for ensuring your organization has the people power it needs to thrive.

Speaker:

[Betsy McFarland, CAWA, Principal, Adisa](#)

Working Together Foundation-level

[Animal sheltering in the age of COVID: Intakes, outcomes and the road ahead](#)



In the spring of 2020, the rapidly spreading COVID pandemic led to a shutdown of nonessential services across the country. Shelters responded to animal and public health emergencies, but largely suspended intake of healthy animals and nonemergent veterinary care. The public stepped up to "empty the shelters" with record-breaking adoption and fostering. The lull allowed shelters to re-imagine animal services to be more community centric, with increased focus on keeping pets in families and assuring more equity throughout the industry. This was followed by a rebound in which increased intake was accompanied by decreased foster, adoption, transport and spay/neuter, threatening to undermine the progress made early in the pandemic. This session will examine data from more than 1,200 shelters to reveal the real impact of the pandemic of shelter dynamics across the U.S.

Speaker:

[Julie Levy, DVM, PhD, DACVIM, DABVP, Fran Marino Distinguished Professor of Shelter Medicine Education, Maddie's Shelter Medicine Program at the University of Florida](#) [Todd Whittington, Vice President, Client Solutions, Pethealth, Inc.](#) [Steve Zeidman, CAWA, Senior Vice President, Software Solutions, Pethealth, Inc.](#)

Leadership Advanced-level

SPONSORED BY:

The Association for Animal Welfare Advancement

[Effective treatment plans in a spectrum of care](#)



Providing lower-cost, effective veterinary care can reduce financial barriers for pet owners and shelters. The ASPCA and the Cummings School of Veterinary Medicine at Tufts University have conducted studies that can help the animal welfare community select effective and lower-cost treatments. These studies focus on serious but common veterinary issues such as male cat urinary obstructions, dentistry and pyometra. Results from these studies document approaches that can help reduce costs, making these treatments accessible to those who could not otherwise afford them. Results show that the less expensive treatment can be as effective as a more expensive approach.

Speaker:

[Margaret Slater, DVM, PhD, Vice President, Research, ASPCA](#) [Emily McCobb, DVM, MS, DACVAA, Director, Shelter Medicine Program and Lerner Clinic Clinical Associate Pro, Cummings School of Veterinary Medicine at Tufts University](#)



Veterinary Medicine



Advanced-level

[Expecting the unexpected: The last-minute large-scale case](#)



You arrive on scene and discover things are a lot worse than you had imagined. Ten cats turn out to be 50. There are a dozen horses out back, too. Don't forget the 30 dogs down in the barn. Whether you have some warning or not, how are you going to handle a large-scale neglect situation? It's crucial you plan ahead for the safety of the case and everyone involved, including the animals.

Speaker:

[Shalimar Oliver, Animal Crimes Case Manager, The Humane Society of the United States](#)



Field Services



Foundation-level

[Fear-free asking: How to unleash the fundraiser within](#)



This session will help attendees understand how to overcome their fear or discomfort regarding soliciting philanthropic support for their organizations. It will cover everything from how to conduct successful donor meetings to specific language that can be used to make effective solicitations. Every organization's dreams and aspirations are tied to their success in fundraising. This session will help everyone move closer to realizing those dreams and maximizing the success of their fundraising program.

Speaker:

[Brian Daugherty, MA, Senior Vice President and Chief Philanthropy and Communications Officer, San Diego Humane Society](#)



Fundraising and Marketing



Advanced-level

3:30 PM - 4:30 PM EDT

[How your organization can combat puppy mills](#)



Bred in poor conditions. Shipped like a package in a van or on a plane. Each year over 2 million puppies are sold because people continue to support the puppy mills that breed them. Learn the difference between local, state and federal laws and the agencies that enforce them, and what law enforcement and other agencies can do to combat and end these horrific cruelty situations.

Speaker:

[Shalimar Oliver, Animal Crimes Case Manager, The Humane Society of the United States](#)



Field Services



Foundation-level

[How we talk about cats: Helpful or harmful?](#)



The words, images and stories we use to talk about cats can influence public attitudes and behavior, which is especially important as we strive 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? Industry language and legal definitions can be confusing and inconsistent and at times make our job harder. This engaging and interactive panel discussion will cover the past, present and future of how we talk about cats.

Speaker:

[Richard Angelo, Esq., Legislative Attorney, Best Friends Animal Society](#) [Danielle Bays, Senior Analyst, Cat Protection and Policy, The Humane Society of the United States](#) [Monica Frenden-Tarant, Maddie's Director of Feline Lifesaving, American Pets Alive!](#)

Cats Advanced-level

[Rabbit hemorrhagic disease virus 2: Here to stay?](#)



Rabbit hemorrhagic disease virus 2 (RHDV2) is considered a foreign animal disease in the United States. Different strains of rabbit hemorrhagic disease have circulated around the world, with RHDV2 being the newest. It's recent entry and spread in the United States in early 2020 caused many shelters to change how they manage and house rabbits. This talk will focus on the history of the disease and its clinical aspects, as well as recommendations to mitigate disease risk in the shelter in both domestic and wild rabbit species.

Speaker:

[Zarah Hedge, DVM, MPH, DACVPM, DABVP \(Shelter Medicine Practice\), Chief Medical Officer, VP of Shelter Medicine, San Diego Humane Society](#)

Veterinary Medicine Advanced-level

[The connection between Indigenous communities and animal welfare](#)



In order to increase equity in access to pet resources for Native communities, the animal welfare movement must create partnerships with Native agencies and leaders. Engaging with respect is imperative to trust building and collaboration. Hear Indigenous perspectives and experiences of colonization, the important role of sovereignty and animals and how animal welfare can be more inclusive.

Speaker:

[Kenneth Washington, Police Chief, Leech Lake Band of Ojibwe Tribal Police Department](#) [Robert Hall, Director of Native Studies, Browning Public Schools](#)

Pets for Life Advanced-level

SPONSORED BY:

PetSmart Charities

[Thinking outside of the box: Creative ways to achieve more](#)



When times are tough and the tried-and-true methods are no longer working, how do you find your creative spark to develop novel ideas that inspire and excite? Whether an idea is just new to you or truly innovative, sometimes just putting on a different thinking cap will help you market to a crowd that you haven't reached before. It's time to think outside of the (litter)box and start marketing, recruiting and fundraising with different perspectives in mind.

Speaker:

[Jeani Derrough, President/ Co-Founder WAGS Animal Rescue Inc./ Vet Tech, WAGS Animal Rescue](#)

Fundraising and Marketing Foundation-level

[Don't be a fomite! Infectious disease ID and management](#)



Do you know what's on your shirt? Learn how to identify, control and manage common infectious diseases seen in shelters and animal transport and outreach organizations. Diseases to be discussed include feline upper respiratory infection, ringworm, parvovirus and canine infectious respiratory disease complex.

Speaker:

[Melissa Beyer, DVM, Veterinarian, Rural Area Veterinary Services](#) [Anne Marie McPartlin, CVT, Program Coordinator, Rural Area Veterinary Services](#)

Operations Foundation-level

[International lifelines: How to responsibly accept dogs and cats from abroad](#)



International transport can provide a second chance to dogs and cats who might not otherwise have one, or who might end up spending their lives in overcrowded and under-resourced shelters. However, the import laws are complicated and it is imperative that shelters and rescues approach this in the most responsible way. This workshop will cover everything from red flags to watch out for when accepting animals from abroad, best practices for vaccinations and health certificates, permits and regulations that govern import of animals, appropriately handling and screening animals upon arrival to prevent the spread of disease, and messaging to constituents. Though this workshop focuses on international transports much of it will apply to domestic transports as well.

Speaker:

[Katherine Polak, DVM, Head of Stray Animal Care, FOUR PAWS](#) [Adam Parascandola, Vice President, Global Animal Rescue and Response, The Humane Society of the United States](#)

Working Together Foundation-level

[Shelter enrichment](#)



At the Association of Shelter Veterinarians, enrichment refers to a process for improving the environment and behavioral care of confined animals within the context of their behavioral needs. The purpose of enrichment is to reduce stress and improve well-being by providing physical and mental stimulation, encouraging species-typical behaviors (e.g., chewing for dogs and scratching for cats), and allowing animals more control over their environment. Learn why enrichment is important. Whatever your shelter's budget, you'll learn about quick and easy ways that you can improve the lives of animals while in your care.

Speaker:

[Carrie Ridgway, CNPM, Executive Director, Mary S. Roberts Pet Adoption Center](#) [Jason Rae, CDPT-KA, Dog Trainer, Inside Out Dog Training](#)

Behavior Foundation-level

[Healing staff trauma and burnout through education and development](#)



Trauma, compassion fatigue and mental health crises are mounting amongst animal welfare staff and leaders. How can our organizations respond to staff trauma in an organized and coordinated way? In this session, you will learn real example programs built to support our people. Attendees will leave with tangible approaches for supporting our staff through education and training. We can nourish our staff with tactics to teach de-escalation, mental health awareness and peer-to-peer support. Open to anyone interested in collaborating and transforming animal welfare culture from crisis to healing.

Speaker:

[Rory Adams, MHFA, E-CPR, APDT, Training and Education Manager, American/Austin Pets Alive!](#)

Expo Studio Virtual Session Option Foundation-level

[Diversity by design: Creating a more inclusive animal welfare movement](#)



Are you looking to empower traditionally marginalized communities to become more engaged with animal shelters? Developing policies and programs to create a more diverse workforce? We invite you to join us on the essential journey to create a more inclusive animal welfare movement. Over the course of this session, the moderators will share best practices and valuable insights that can aid participants in examining their current approach to diversity, equity and inclusion and determining next steps.

Speaker:

[Lafayette Melton, Senior Director, Talent Acquisition and Diversity, Equity and Inclusion, The Humane Society of the United States](#)

[Tai Conley, MPS, Senior Principal Strategist, DEI and Program Strategy, The Humane Society of the United States](#)

Leadership Foundation-level

SPONSORED BY:

The Association for Animal Welfare Advancement

[Safety net fostering programs: Keeping people and their pets together](#)



As the ripple effects of the pandemic continue to be felt across the country, temporary care programs may be needed more than ever to keep people and their pets together. One type of program, Safety Net Fostering, involves the fostering of owned pets, facilitated by the animal shelter, when their owners temporarily cannot care for them. This inability may be related to financial instability, housing insecurity, domestic violence, incarceration or hospitalization. In this presentation, we'll discuss research conducted with several animal shelters across the country about Safety Net Fostering as part of the Arizona State University/Virginia Tech Maddie's Nationwide Fostering Study. We'll dive into the programmatic training and support provided to shelters, data collected, and our findings, specifically those around owner reunification. Lastly, we'll share key insights about how shelters can develop evidence-informed Safety Net Fostering programs to best support people and pets in their communities.

Speaker:

[Lisa Gunter, PhD, CBCC-KA, Maddie's Fund Research Fellow, Arizona State University](#)

Keeping Families Together

Thursday, Apr 21, 2022

8:30 AM - 9:45 AM EDT

[Round Tables](#)



Join us for breakfast and a chance to sit with a small group of peers to dive deep into conversation on topics from the field of animal sheltering and rescue. Each table will have its own pre-determined topic and host. Use this opportunity to get help with a problem, learn about the latest developments in an area or network with others who have similar interests. Seats at the tables are first-come, first-served and you do not need to pre-register for this event. Table topics will be made available before the conference.

Round Tables

10:00 AM - 11:15 AM EDT

[Round Tables](#)



This is your last chance to sit with a small group of peers to dive deep into conversation on topics from the field of animal sheltering and rescue. Each table will have its own pre-determined topic and host. Use this opportunity to get help with a problem, learn about the latest developments in an area or network with others who have similar interests. Seats at the tables are first-come, first-served and you do not need to pre-register for this event. Table topics will be made available before the conference.

Round Tables

3:00 PM - 4:15 PM EDT

[Horses: What they need to recover from neglect](#)



This session will present details about the problems horses experience due to abuse or neglect , as well as solutions and management approaches to provide the best medical care. In the U.S., horses mainly serve as companion and recreation animals. But because they're large animals who can live for three decades, the logistics and expense of their care can exceed owners' expectations. Life changes and economic tides can render horses homeless. Common problems such as starvation, lameness, unexpected pregnancy and behavioral issues need to be promptly addressed by rescue organizations or adopters. We'll explore crucial topics including understanding horse suffering, care expenses and the logistics of euthanasia.

Speaker:

[Stacie Boswell, DVM, DACVS-LA, Veterinarian, Hardaway Veterinary Hospital](#)

Veterinary Medicine Advanced-level

[K-9 behavior SKILL-building: How to turn reactive into relaxed](#)



"He always barks at strangers." "She hates men." "Don't come close; this dog might bite!" If any of these statements sound familiar, help is on the way! Dogs communicate through PPME (posture, positions, movement and energy), and they interpret our posture, choice of positions, movement and energy (both in quantity and quality) in the context of their species, not ours. Dogs use unique (and important) social cues, too, and their sense of team spirit is strong. Join us to learn how these traits can be used to turn strangers, other animals and objects into friends, walking partners and "nothing-worth-fussing-over."

Speaker:

[Lynne Swanson, DVM, Behavior Coordinator, Safe Harbor Farm K9's SMILE! Project](#)

Behavior Advanced-level

[Optimizing your website: Increasing impact through your online presence](#)



Did you know that 97% of consumers use the internet to find services and information? If the internet is the first place that your community looks, having a strong online presence is critical in making sure that the services you offer are reaching those most in need. In this session, we will discuss Google's powerful features to bring more online visibility to your organization, the basic elements of the great website user experience, and we will look at the different tools available online. We will also discuss how to recruit volunteers to assist with your technology needs.

Speaker:

[April Huntsman, CAWA, Director of Animal Welfare Insights, Adopt-a-Pet.com](#) [Dana Puglisi, Chief Marketing Officer, Adopt-a-Pet.com](#)

Fundraising and Marketing Foundation-level

[Pet companionship: Expanding access to pet care and combating social isolation among seniors](#)



For many homebound, pet-owning older adults, their pet is their closest companion. Meals on Wheels America has been supporting pet programming delivered by local programs since 2007. Through our partnership with PetSmart Charities, we conducted a research study to understand the needs of seniors and the barriers that they face to care for their pets. To complete this research, we surveyed 415 clients who received services from local Meals on Wheels programs for their pets. During this session, participants will take a closer look at the importance of the human-animal bond and learn more about how pet support programs serve the needs of pets as well as pet owners.

Speaker:

[Laura Belazis, MPH, Senior Director, Strategy and Impact, Meals on Wheels America](#) [Morgan Hultquist, Manager, Strategy and Impact, Meals on Wheels America](#)

Keeping Families Together Foundation-level

[Revolutionizing data entry to transform operations](#)



We know data-driven decision-making is advantageous, but efficient data entry is equally important. Time and energy are finite resources we must carefully manage. When choosing between devoting time and resources to animal care versus a seemingly mundane task like entering data, the choice seems obvious. However, modernizing our data entry methods and prioritizing real-time data entry creates efficiencies that allow organizations to spend more time caring for animals and increase organizational success. Learn how technology, such as automation, can improve animal care, increase customer satisfaction, reduce your expenses, make a lifesaving impact and more. In this challenging era of pandemic and economic uncertainty, efficiency matters more than ever.

Speaker:

[Darlene Duggan, MPH and MS of Public Health in Biostatistics and Epidemiology, Vice President, Quality and Best Care, Chief Operations Officer, The Anti-Cruelty Society](#) [Tanya Hilgendorf, MSW, President and CEO, Humane Society of Huron Valley](#) [Renee Wolfgramm, Director of Client Services, Pethealth Inc.](#)

Operations Foundation-level

[The forgotten pets of domestic violence](#)



Domestic violence is a community concern: Animal abusers are five times more likely to harm a person, and when children are exposed to family violence and animal abuse, they are eight times more likely to become abusers themselves. Despite these statistics, only 17% of domestic violence shelters accept pets. Survivors shouldn't have to choose between family and safety. Creating a safe housing program allows families to seek safety without leaving pets behind. In this session you'll learn how you can support your local domestic violence shelter and create truly lifesaving partnerships for both people and their animals.

Speaker:

[Shelbi Waters, Executive Director, Souris Valley Animal Shelter](#) [Devon Krusko, CPDT-KA, Family Dog Mediator, Field Services and Community Programs Manager, RedRover](#)

Field Services Advanced-level

[There's more than one way to count a cat](#)



A growing number of groups are interested in using science-based cat counting to assess the impact of their spay-neuter programs on free-roaming cat populations. To meet this need, initiatives like the DC Cat Count and Kitizen Science have developed cat counting methods that are suitable for a wide diversity of purposes and user skill sets. In this presentation, we'll take you on a deep dive into these new resources by using several "worked examples." You'll learn how to select the right tools for your program and use cat counting data to optimize and objectively document your outcomes.

Speaker:

[Sabrina Aeluro, Director, Kitizen Science](#) [Tyler Flockhart, PhD, Adjunct Assistant Professor, University of Maryland Center for Environmental Science](#)

Cats Advanced-level

[Using animal welfare trends in New England to inform the future of sheltering](#)



Companion animal welfare in New England is at a tipping point. Demand for adoptable animals is outpacing supply, changing the very nature of long-standing issues such as euthanasia, sterilization and adoption. With circumstances rapidly changing, it is critical to evolve strategies and operations to most effectively maintain the well-being of animals and continue to improve the lives of those in need. This session will present research that brings together the perceptions of the general public, the animal welfare industry, veterinarians and human service agencies to further our understanding of how views on the issues and successes in animal welfare are the same and how they differ.

Speaker:

[Brad Shear, CAWA, Chief Executive Officer, Potter League for Animals](#) [Mike Keiley, Director of Adoption Centers and Programs, MSPCA](#)

Leadership Advanced-level

SPONSORED BY:

The Association for Animal Welfare Advancement

[Best frenemies: Talking about tensions between government and private shelters](#)



In this session, two shelter leaders with experience in the public and nonprofit sectors will lead an honest conversation about the sometimes tense relationship between government shelters and private nonprofit shelters that serve the same region and compete for the same resources. Brainstorm with your peers about how we can learn to neither act on nor deny those tensions, but instead use them for good rather than ill, as we try to figure out a relationship that balances competition with collaboration for the sake of the pets and public we serve in common.

Speaker:

[Steve Farley, CEO, Humane Society of Southern Arizona](#) [Ed Jamison, CEO, Operation Kindness](#)



Working Together



Advanced-level

[Foster is the future: Foster tracks can take you there](#)



Are you ready to revamp your foster program? How can you increase the number of foster homes you have available? Do you want to improve your foster materials? By developing a model like "foster tracks," foster parents get the chance to specialize in areas of interest and become better equipped to take on those hard-to-place cases. No matter what your program size or budget, this session will teach you how to build engaging learning materials. We will also discuss creative ways to support and engage foster parents so you keep them coming back for more!

Speaker:

[Jackie Noble, MSci, Director of Nursery and Placement, San Diego Humane Society](#)



Expo Studio



Virtual Session Option



Advanced-level

[Let's talk about reform: A conversation on animal welfare enforcement](#)



For decades, the animal welfare movement has invested heavily in punishment and enforcement. The goal was felony laws, more convictions and longer sentences to advance animal protection. There is a pervasive assumption that a criminal and civil response to animal cruelty and neglect will result in benefits to animals, and that animal policing is more equitable than the proven imbalances in the criminal justice system at large. What are the collateral consequences of this tactic, is it effective, and are there unintended outcomes? Join us for a critical review of and discussion about the punitive approach to animal protection.

Speaker:

[Ashley Anderson-Mutch, Senior Program Manager, Enforcement and Policy Reform, Pets for Life, The Humane Society of the United State](#) [Justin Marceau, Law Professor and Brooks Institute for Animal Rights Research Professor, University of Denver](#)



Pets for Life



Advanced-level

SPONSORED BY:

PetSmart Charities

4:30 PM - 5:30 PM EDT

[Leveraging credentialed technicians: A strategy to expand access to care](#)



Underutilization of credentialed veterinary technicians has not only been described as one of the main reasons veterinary technicians leave the field, but it can have a significant impact on an organization's ability to provide essential services to areas with limited access to veterinary care. This session will explain the potential impacts and provide ways an organization can implement team structures to improve efficiency and access to care across the veterinary field by using current examples.

Speaker:

[Melissa Beyer, DVM, Veterinarian, Rural Area Veterinary Services](#) [Anne Marie McPartlin, CVT, Program Coordinator, Rural Area Veterinary Services](#)



Veterinary Medicine



Foundation-level

[Pets of the homeless \(not homeless pets\)](#)



An estimated 7% of all homeless individuals own pets. That's tens of thousands of pets not on the radar of most shelters, rescues, clinics or advocates. Are you ready to deal with the wide range of challenges homelessness brings with it? Have you adapted protocols for vaccinations, adoptions and sterilizations that take into account the trials of the unhoused? Or have you decided no home, no pet, no service? And if so, was it an educated decision? Come learn about the pets of the homeless and how you can improve their welfare.

Speaker:

[Michelle Dally, JD, DVM, Team Leader, Brevard Chapter, The Street Dog Coalition](#)

Keeping Families Together Advanced-level

[Return-to-home across America: What has changed and what is to come!](#)



Return-to-owner, now widely known as return-to-home, has gone through an incredible metamorphosis in the past two years. What was once an afterthought is now a forethought for many organizations. The notion that animal shelters can be arbiters of preventing pet loss and heroes for lost pet reunification is now a reality. Though not every shelter in the country has adopted a robust reunification program, there are countless examples across the nation that illustrate what is possible if the desire exists. This session will showcase extraordinary examples of programs, strategies and real-life stories of the incredible lengths the people in our profession will go to keep people and their furry friends together. Weaved into the session will be a look at how we can continue to impact human behavior regarding pet identification. Attendees will leave inspired to effect change in their communities and join a crusade of others willing to challenge the status quo in America's media and marketing when it comes to pet identification.

Speaker:

[Gina Knepp, National Shelter Engagement Director, Michelson Found Animals Foundation](#)

Operations Advanced-level

[The facts about declawing and the fight to end it](#)



What is declawing? Why did it start? This session will provide animal advocates with the knowledge necessary to fight against declawing with facts. There is no good reason to declaw a cat and we can prove it.

Speaker:

[Jennifer Conrad, DVM, Veterinarian, Paw Project](#)

Cats Foundation-level

[Thinking outside the cage: Shelter enrichment for cats](#)



Enrichment in shelter settings is incredibly important for cats. Keeping cats stimulated mentally is as needed as caring for their physical needs. Providing enrichment for cats and kittens in shelters can help decrease stress and unwanted behaviors that result from stress. It can also help to decrease illness. Happy and healthy cats are more likely to become adopted and stay in long-term homes.

Speaker:

[Tabitha Kucera, RVT, CCBC, KPA-CTP, Owner, Chirrup and Chatter](#)

Behavior Foundation-level

[With friends like these: The unintended consequences of pulling friendly community cats for adoption](#)



Targeted trap-neuter-return and return-to-field programs are becoming the norm in communities across the country, reducing the number of cats admitted to shelters and increasing the number leaving alive. Still, the number of cats being euthanized is more than twice the number of dogs. One remaining challenge is the concerns among some TNR/RTF supporters over "returning friendlies." Although these concerns are well-intentioned, the policy implications can be disastrous for community cats and the people who care for them.

Speaker:

[Peter Wolf, BS, MS, Research/Policy Analyst, Best Friends Animal Society](#)

Working Together Advanced-level

[Boost employee morale, retain top talent and raise more money: It's as simple as building an extraordinary culture](#)



This session focuses on the importance of building your workplace culture to increase employee retention, productivity and morale. Attendees will learn how workplace culture is directly linked to productivity, and how to ensure they can build a culture that will boost employee morale and increase the impact of their team and organization.

Speaker:

[Brian Daugherty, MA, Senior Vice President and Chief Philanthropy and Communications Officer, San Diego Humane Society](#)

Leadership Advanced-level

SPONSORED BY:

The Association for Animal Welfare Advancement

[Fundraising for impact: Sustainability and development strategy for support programs](#)



Do you want to include community-based programming in your organizational mission? Does your organization want to offer support services to address the challenges people and pets face in accessing resources? We will discuss how to fundraise for initiatives that increase equity in access and how to align program sustainability with a holistic and inclusive development strategy.

Speaker:

[Aleah Simpson, Program Manager, Pets for Life, The Humane Society of the United States](#) [Amy Waller, President and CEO, Pet Community Center](#)

Pets for Life

SPONSORED BY:

PetSmart Charities

[Grant writing 101: A complete beginner's guide to success](#)



Is your organization brand-new to writing grants, or have you submitted some initial grant applications but not had them awarded? In this session, we will explore all aspects of the grant writing process to give you the knowledge and confidence to start creating winning proposals! Attendees will learn how to locate relevant grant opportunities, select the strongest prospects, determine program/project funding needs, create an annual grants plan, write compelling letters of intent and competitive proposals, and build positive, ongoing relationships with funders. We will also discuss what grants can (and can't) do for your organization, and how to avoid common mistakes.

Speaker:

[Stephanie Muller-Simpson, Deputy Chief of Philanthropy, Austin Pets Alive!](#)

Fundraising and Marketing Foundation-level

[Keeping people and pets together: Addressing the housing crisis](#)



No state in the U.S. has sufficient affordable, pet-inclusive housing. Surveys and shelter intake data show that housing insecurity is one of the top reasons for pet relinquishment. In response, animal welfare must have programs and policies that keep families (particularly low-wage households) together. You will learn what animal advocates and services providers can do to address the affordable housing crisis, including programs to serve unhoused populations, services to support families facing displacement, research on barriers to accessing housing, and policies that protect the families most at risk of experiencing housing insecurity.

Speaker:

[Lauren Loney, Texas State Director, The Humane Society of the United States](#) [Garrett Parsons, LSW, Pet Support Coordinator, Interfaith Hospitality Network of Greater Cincinnati](#)

Expo Studio Virtual Session Option Advanced-level

[Community outreach and de-escalation: Considerations for animal welfare professionals](#)



As first responders, animal care and control professionals are often the first to arrive at emergencies and have regular contact with the public through calls for service. De-escalation is not a new concept in policing or animal protection, but the movement toward proactive community engagement has revealed new and important lessons for building legitimacy and can increase the chances of positive interactions with our constituencies. This seminar will review key considerations for shifting from a “warrior” to a “guardian” mindset; mindfulness around verbal and nonverbal cues; and tips for incorporating cultural competency into our daily interactions. Practicing de-escalation is not only a powerful tactical tool but importantly; it is an investment in the communities we serve.

Speaker:

[Trevor Whipple, Chief of Police \(Ret.\), The Humane Society of the United States](#)

Field Services

Friday, Apr 22, 2022

10:15 AM - 11:15 AM EDT

[Making veterinary care accessible through in-home and transportation services](#)



One in four pets in the U.S. doesn't have access to veterinary care due to systemic inequity and social vulnerability. Many barriers can be overcome with in-home visits or by providing transportation to appointments. Hear from a Heal House Call Veterinarian representative how the organization's impact practice partnerships allow it to reach people and pets in historically marginalized areas, reduce costs of services per pet, expand services such as in-home euthanasia, and offer a relationship-focused experience. A Beyond Fences representative will share that organization's approach to addressing inequity in access to pet resources through respect, trust building and delivery of no-cost services.

Speaker:

[Lori Hensley, Director of Operations, Beyond Fences](#) [Samuel Saintonge, Founder - Chief Operating Officer, Heal Housecall Veterinarian](#)

Keeping Families Together

[Saving all the community cats: Options for healthy outdoor cats](#)



Too often, rescue groups and municipal services are at odds concerning how best to care for community cats. Instead of being subjected to competing ideas, community cats are infinitely better served through return-to-home (RTH) programs. RTH takes trap-neuter-return to the next level, creating direct partnerships between rescue groups and municipal services to increase save rates. During this session, you'll learn how to best implement an innovative, lifesaving RTH program, what challenges to expect and how to involve the community.

Speaker:

[Christi Metropole, President and CEO, Stray Cat Alliance](#)

Cats Foundation-level

[Saying goodbye with compassion and skill: Training shelter euthanasia technicians](#)



The pandemic forced shelters to focus on deterring intake by increasing access to veterinary care services for underserved pet owners. Because pet owners may ultimately need access to affordable end-of-life care, shelters are often tasked with providing owner-intended euthanasia. Unfortunately, it can be challenging for shelter staff to deliver humane, compassionate, high-quality end-of-life care because most states require only minimal training. To ensure that this emotionally charged service meets best practices, we must offer ongoing and consistent training that is assessed by observable clinical competencies. Learn how to help your staff say goodbye with compassion and skill.

Speaker:

[Cathy Anderson, DVM, MS, Adjunct Professor, University of Florida](#) [Laurene Wright, DVM, MS, Adjunct Assistant Professor, University of Florida](#)

Veterinary Medicine Advanced-level

[Adopting diversity through systems and programs](#)



Learn how to include systems that support diversity, equity and inclusion (DEI) at every level of your work. We will walk through how to develop and implement DEI behavioral anchors for staff and how to ensure DEI in your programs. We will share examples of how the youth programs team at Wisconsin Humane Society has made shifts in efforts to reach young people who reflect the community the organization serves, and how we're working to create progressive opportunities for youth of all backgrounds to prepare for careers in animal welfare.

Speaker:

[Domonique Barley, Director of Youth Programs, Wisconsin Humane Society](#) [Jill Kline, MAPS, Vice President of Community Impact Programs, Wisconsin Humane Society](#)

Pets for Life Advanced-level

SPONSORED BY:

PetSmart Charities

[The new normal for field services: Moving from punishment to support](#)



Ready to take steps to connect with your community but don't know where to start? Are you unsure how to offer resources instead of giving citations? How do you identify implicit bias in field services and work to reduce it? In this challenging and important session, you'll hear from municipal agencies on how they made the shift from enforcement to providing resources. Spoiler alert: We'll take a hard look at policies, practices and how public perception is influenced by messaging.

Speaker:

[Allison Cardona, Deputy Director, Los Angeles County Animal Care and Control](#) [Jorge Ortega, Animal Services Director, Guilford County Animal Shelter](#)

Field Services Advanced-level

[From intake to placement in 72 hours: How it can work](#)



Helping homeless pets get adopted is the most rewarding experience for people in animal welfare. We see families gain a new member, and pets gain a safe and loving place to call home. But it can be even more rewarding if we speed up the adoption process. Quickly placing animals through foster homes, transports or adoption reduces communicable disease rates and benefits the overall health of pets in our care. In this session, we'll talk about the ideal methods your organization can embrace to move homeless pets quickly but safely to foster, transports and adoption and the importance of immediate medical care upon arrival.

Speaker:

[Faith Wright, Maddie's Animal Shelter Management Advisor, American Pets Alive](#)

Operations Foundation-level

[Harnessing media relations to help animals in a pandemic](#)



COVID-19 impacted all industries, including the media and how we as animal protection professionals can best engage with the press. This session will explore how to navigate new challenges when engaging with reporters, as well as new opportunities to highlight stories of animals and the work of shelters and rescues. Using media industry data, case studies of coverage of animal sheltering amid the pandemic, and an overview of the opportunities and setbacks provided by a more "remote" world, this session will provide a fresh 101 on engaging with the press to help animals in the ever-changing media landscape.

Speaker:

[Kirsten Peek, Manager of Media Relations, The Humane Society of the United States](#)

Fundraising and Marketing Foundation-level

[Helping under-resourced shelters](#)



Does your organization strive to positively impact less-resourced shelters in your state, but you aren't sure where to start? In this session, hear from two organizations tackling rural shelter outreach in different ways with the same goal: Meet struggling shelters where they are and help elevate their work. We will discuss strategies for engagement—what has worked and what hasn't—to help create a peer-to-peer mentorship program and increase lifesaving capabilities across your region.

Speaker:

[Heather Thomas, President/Chief Executive Officer, Humane Society of North Central Florida](#) [Liz Kowal, LVT, Interim Director of Operations, Certified Cruelty Investigator, Capital Area Humane Society](#)

Working Together Advanced-level

[Do you speak cat?: Feline communication for the veterinary and shelter team](#)



Veterinary and shelter team members often express doubt about handling cats. The best way to know a cat's emotional state and whether they are relaxed enough to cope with the stress of veterinary procedures is to watch their body language. This session will help you understand how cats communicate with us and determine how to tell when they are fearful, stressed, anxious or happy.

Speaker:

[Tabitha Kucera, RVT, CCBC, KPA-CTP, Owner, Chirrup and Chatter](#)

Expo Studio Virtual Session Option Advanced-level

[Assessing the state of diversity, equity and inclusion in animal welfare: Where do we go from here?](#)



Leaders from the DEI Committee of The Association for Animal Welfare Advancement will share results from the first animal welfare sector survey conducted regarding diversity, equity and inclusion in our profession. With more than 2,600 respondents, the survey provides insights on where the animal welfare profession is currently, along with recommendations to further the eradication of systemic discrimination and racism in animal welfare.

Speaker:

[Johnny Jenkins, Founder, The JyOba! Project](#)

Leadership Foundation-level

SPONSORED BY:

The Association for Animal Welfare Advancement

[Increasing your behavior team's capacity to help: Building a volunteer behavior assistants team](#)



By growing a team of high-level, specially trained volunteer behavior assistants, shelters and rescues can expand their capacity to help animals in need of behavior treatment and increase the efficiency of assessing animals when needed. These volunteers receive specialized hands-on training on behavior modification protocols, documentation and handling skills.

Speaker:

[Lisa Stemcosky, CCBC, CPDT-KA, SBA, Feline Behavior Manager, Humane Rescue Alliance](#)

Behavior Advanced-level

[Shelter enrichment](#)



At the Association of Shelter Veterinarians, enrichment refers to a process for improving the environment and behavioral care of confined animals within the context of their behavioral needs. The purpose of enrichment is to reduce stress and improve well-being by providing physical and mental stimulation, encouraging species-typical behaviors (e.g., chewing for dogs and scratching for cats), and allowing animals more control over their environment. Learn why enrichment is important. Whatever your shelter's budget, you'll learn about quick and easy ways that you can improve the lives of animals while in your care.

Speaker:

[Carrie Ridgway, CNPM, Executive Director, Mary S. Roberts Pet Adoption Center](#) [Jason Rae, CDPT-KA, Dog Trainer, Inside Out Dog Training](#)

Behavior Foundation-level

[Homeward bound: The cats out of the bag](#)



West Valley Humane Society has been completing a research study for two years to show the effectiveness of return-to-field practices as a strategy for return-to-home. This has actively worked to mitigate community complaints, dispel fear over RTF practices and get more community involvement for cat care. Thus far, RTF has shown to be a humane and effective strategy for saving lives, reuniting families and preventing illness in community cats. Join us to learn more about our research findings, how to complete your own research and getting community involvement to increase lifesaving.

Speaker:

👤 [Brittany Sundell, MOL, Development and Education Coordinator, West Valley Humane Society](#)

Cats Foundation-level

[Managing animal services: Data-driven decisions and strategic planning in an emotionally driven industry](#)



Historically, animal services agencies have been extremely reactive, resulting in unnecessary euthanasia in shelters or costly medical intervention requirements. By using improved data tracking and analysis, animal services agencies can improve the overall quality of care provided to their communities through proactive intervention, resulting in lifesaving programs and an ability to keep pets and people together

Speaker:

👤 [Josh Fisher, PhD, MHA, CAWA, Director, Charlotte-Mecklenburg Animal Care & Control](#)

Field Services Advanced-level

[A new view on intake data](#)



Because intake reasons and data collection methods vary widely among animal shelters, how do we begin to understand why pets are entering shelters and how to build programs and policies that address these reasons? This session will discuss how a trauma-informed case management approach to intake can give more useful information about intake trends and help us create effective services and solutions to address the real challenges facing people and their pets.

Speaker:

👤 [Kristen Hassen, MA, Maddie's Director, American Pets Alive!](#) 👤 [Ellen Jefferson, DVM, President and CEO, Austin/American Pets Alive!](#)

Pets for Life Advanced-level

SPONSORED BY:

PetSmart Charities

[Stars matter: Using Google to respond to negative reviews and build community](#)



When 93% of people use Google to find a local organization, your shelter's Google listing provides the public with the very first impression of your organization. Unfortunately, the highly emotional nature of animal welfare work can result in negative reviews online, which damage your reputation when unmitigated. Shelters can use Google My Business as a free tool to set the record straight and build trust with your community. In this session, we will show you how to jump-start your shelter's online reputation management program, provide you with a framework to respond negative reviews, and address specific examples of common complaints.

Speaker:

👤 [Jessica Schleder, MBA, Founder and CEO, Adoptimize](#)

Fundraising and Marketing Foundation-level

[Coming Soon](#)



Coming Soon

Working Together

[Utilizing telemedicine/telehealth to expand access to veterinary care](#)



Telemedicine and broader telehealth services can be an effective way for shelters and community clinics to supplement and expand access to veterinary care. Our speakers will discuss how they have utilized telemedicine, as well as broader telehealth services, to help serve families and animals living in remote communities as well as to provide more care to patients of community clinics. Different technologies, as well as the variability in veterinarian-client-patient relationship requirements from state to state, will be discussed.

Speaker:

[Ahne Simonsen, DVM, Surgery Director, Rural Area Veterinary Services](#) [Jane Guillaume, Executive Director, People for Animals](#) [David Croman, VMD, Director of Veterinary Medicine, People for Animals](#)

Veterinary Medicine

[Veterinary social work's role in keeping pets and people together](#)



Veterinary social work is a burgeoning new service for both animal shelters and private practice. This work attends to the human needs that arise at the intersection of veterinary and social work, with the opportunity to help the public, clients, veterinary and shelter staff, and more. This session will explore the roles of veterinary social work in the animal welfare field, the scope of the work, and the value of having veterinary social workers in your organization as it relates to expanding access to care and keeping pets and people together.

Speaker:

[Kelly Bremken, MSSW, VSW, Veterinary Social Worker, Oregon Humane Society](#) [Lauren Overman, DVM, Vice President of Veterinary Services, Humane Society for Southwest Washington](#)

Keeping Families Together Foundation-level

[Designing for healthy animals](#)



Keeping your animals healthy, happy and safe while in your care is no doubt one of your highest priorities. Kim Hanschen understands this, and through her design experience and expertise, she knows how to renovate and build new animal shelters that do just that. Joining her in this session is veterinarian Roberta Westbrook, who knows the veterinary and operational concerns that are essential in any shelter. Using the Houston SPCA Campus for All Animals as an example, you will see how shelter operations and shelter design can work together to create the successful facility we all strive to achieve.

Speaker:

[Roberta Westbrook, DVM, Chief Animal Welfare and Medical Officer, Houston SPCA](#) [Kim Hanschen, AIA, Fear Free, Associate Principal, Architect, Jackson and Ryan Architects](#)

Operations Advanced-level

[Four-step process for integrating pets](#)



In this follow-up to last year's session, "Integrating shelter animals into homes with pets," we'll go in depth into the four-step process of animal introductions, including video footage and tips for success for each phase. Although it is not a requirement, we suggest you watch the 2021 session before attending this session: humanepro.org/expo/video-library.

Speaker:

[Lindsay Hamrick, CAWA, CPDT-KA, MS, Director of Shelter Outreach and Engagement, The Humane Society of the United States](#)

Behavior Foundation-level

Harassment, bullying and threats: Leading through crisis



Harassment, bullying and threats of violence against shelter leadership and staff have long been present in animal welfare, but have seldom been discussed on a national level. The animal welfare community has recently come together to address this concern that affects the emotional and physical safety of our peers and drives shelter employees out of jobs, potentially leaving a leadership vacuum in our industry. In this session participants will learn about resources shelter leaders can utilize to proactively and reactively address and manage these attacks from safety and public relations perspectives.

Speaker:

 [Sarah Javier, MPPA, President/CEO, Animal Protective Association of Missouri](#)  [Alexis Pugh, Director, Memphis Animal Services](#)

 Leadership  Advanced-level

Are YOU the doctor?: Why DEI in veterinary medicine matters



The time is now to talk about diversity, equity and inclusion (DEI) in the veterinary profession. It is important to realize and understand how the lack of DEI can negatively impact interpersonal interactions, delivery of services and professional fulfillment, and can contribute to stress and anxiety for Black, Indigenous and people of color (BIPOC) veterinary professionals. Join our speakers as they share their experiences in the field, and hear about work to achieve greater representation within the veterinary community and to increase cultural humility in veterinary medicine. Please join us for this important conversation.

Speaker:

 [Jena Valdez, DVM, Director of Community Medicine, San Francisco SPCA](#)  [Ashley Randall, DVM, Owner, West End Animal Wellness Center](#)

 Expo Studio  Virtual Session Option  Advanced-level



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