OUR SPONSORS

PETSMART Charities

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ASPCA

ASPCA.ORG
WE ARE THEIR VOICE.

MERCK Animal Health

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Pethealth, Inc.

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TENAS COALITION for Animal Protection

TVMA

Sawas

AKC REUNITE.

The way home for lost pets.

Campbell Pet Company

Quorum

Architecture, interior Design

SHOR-LINE
SINCE 1927

“Shelter Planners of America”

ALSO EXHIBITING:

Animal Care Technologies
Chameleon Software by HLP, Inc.
C. Specialties, Inc.
Dogs Playing for Life
Emancipet New School
Live Oak Photo Booth

Mason Company
National Animal Care & Control Association
National Kitten Coalition
PetLink
Professional Programs, inc.
Texas Animal Control Association

PARTNER WITH US FOR THE 2018 CONFERENCE!
Sponsor, exhibitor, and advertising opportunities available at www.texasunites.com
WORKSHOPS

Texas Unites for Animals 2018 includes 64 workshops in eight tracks:

- Health & Behavior
- Placement & Shelter Programs
- Field Services & Investigations
- Marketing & Outreach
- Management & Team Building
- Rescue & Advocacy (NEW THIS YEAR!)
- Shelter Medicine (Limited Registration for DVM’s & LVT’s)
- Executive Leadership (Limited Registration for CEO’s, Executive Directors, Senior Leadership, and Board Members)

CONTINUING EDUCATION CREDITS

Texas Unites for Animals offers the following continuing education credit opportunities:

- The Texas Department of State Health Services (DSHS) has approved all conference workshops for CE credit for ACOs, up to a maximum of 15 hours per Officer.
- The Texas Board of Veterinary Medical Examiners (TBVME) has approved a total of 23 hours (12 hours in the clinical category and 11 hours in the practice management category) for a total of 17 hours per individual Veterinarian or Licensed Veterinary Technician (approval pending).
- The Society of Animal Welfare Administrators (SAWA) has approved all conference workshops for CE credit for Certified Animal Welfare Administrators (CAWA) up to a maximum of 15 hours.

HOTEL RESERVATIONS

Texas Unites for Animals 2018 will be held at the Renaissance Austin Hotel in Austin, Texas. This pet-friendly hotel offers beautiful indoor and outdoor spaces to enjoy when conference sessions aren’t in place. To reserve your room, call 1-800-468-3571 or visit www.texasunites.com/travel-info for our unique reservation link. The special Texas Unites for Animals room rate is $169 per night, while they last, and must be reserved by March 29, 2018. Please refer to “Texas Unites for Animals” when booking your reservation. Additional travel and overflow hotel information is available at www.texasunites.com.

MEALS

Your registration fee includes a daily continental breakfast, lunch, snacks, and drinks/refreshments at evening receptions.

NETWORKING & SOCIAL EVENTS

Friday, April 27th 6:00 - 8:00 p.m.
Get a first look at the exhibitors, mingle with your colleagues, and say howdy to your hosts, the Texas Unites Board of Directors, at the Exhibit Hall Opening & Welcome Reception in the Rio Grande Exhibit Hall. We’ll have a cash bar and door prizes to kick off the conference!

Saturday, April 28th 5:30 - 7:30 p.m.
Join us for a fun filled networking night with games and prizes! We’ll have complimentary appetizers and a cash bar, so come on down to the Rio Grande Exhibit Hall and make some new friends.

Sunday, April 29th 8:00 - 10:00 p.m.
Come relax at the Knotty Deck & Bar to complete your conference experience. This casual, come and go (or come and STAY!) gathering is a great chance to catch up with old friends, meet some new ones, and unwind after a full weekend.

EXHIBIT HALL

The Exhibit Hall will be open throughout the conference, providing you many opportunities to check out all of the exhibitors and participate in several contests and raffles!
JOIN THE PACK!

Texas Unites will provide you with professional education opportunities and collaboration between animal welfare professionals to advance your career and strengthen the impact of your animal welfare related work.

BECOME A MEMBER

Members attend the conference for the discounted rate of $215.

MEMBERS ALSO RECEIVE:

- Free admission to any year-round trainings
- Inclusion in our Texas Unites email updates
- Access to our Facebook Community Page
- Membership gift

Join online at texasunites.com!
WORKSHOPS

OPENING SESSION

"Celebrate!"
Amy Mills, Chief Executive Officer, Emancipet

HEALTH & BEHAVIOR

1 The Fungus Among Us: Handling Ringworm in Sheltering and Fostering
7 Every Dog, Every Day…Let them Play! DPFL, An Enrichment Program for Shelter Dogs
13 More than Just Fun and Games, The Impact of Shelter Playgroups
19 An Ounce of Prevention!
25 When to Call the Veterinarian
31 Fearful Dogs - Part 1
37 Fearful Dogs - Part 2
43 High-quality, Cost-effective Kitten Care
49 Reading Feline Body Language

PLACEMENT & SHELTER PROGRAMS

2 The Steak AND The Sizzle-Collaboration Within a Team to Increase Adoptions!
8 Transport Triage -- Inside the Ride
14 Pet Retention: Data to Support Why it is So Important to Keep These Animals Out of the Shelter
20 Positive Marketing + Bio Writing: Capturing Attention to Save Lives
26 Taming Feral Cats and Kittens for Adoption
32 Adoption Photo Tips that Work in ANY Shelter Environment
38 Advanced TNR Trapping Techniques
44 Okay, My Shelter Wants to Start a Return to Field Program, So Just How Do We Do It?
50 The Power to Positively Impact the Perceptions of Hard-to-Place Pets

FIELD SERVICES & INVESTIGATIONS

3 Animal Abuse and Neglect Under Texas Law
9 Who ‘Ya Gonna Call? Abuse Busters!
15 Tactical Animal Handling
21 Making Sense of Texas Wildlife Law
27 Verbal De-escalation: Stepping Back From The Edge
33 Evidence in Animal Cruelty Cases: What Prosecutors Want From Law Enforcement, ACOs, and Forensic Veterinarians
39 Dropping The Dog Catcher By The Pound
45 The Art of Active Listening: Improving Results Based on Effective Communication
51 Taking Sheltering to the Streets: Neighborhood Level Programming

MARKETING & OUTREACH

4 TBA - Another Great Workshop Coming Soon!
10 Using Your Voice to Inspire Action
16 Inquiry Over Advocacy – Effective Outreach Conversations

EXECUTIVE LEADERSHIP (SUNDAY ONLY)

This track is limited registration for CEO’s, Executive Directors, Senior Leadership, and Board Members. See page 9 for complete details.

SHELTER MEDICINE (SATURDAY ONLY)

This track is limited registration for DVMs and LVTs. See page 8 for complete details.

MANAGEMENT & TEAM BUILDING

A Peek Behind the Curtain (Pay No Attention to the Man Behind the Curtain)
The Cure for Compassion Fatigue: Programs That Will Save Lives and Change Yours
KennelVation
Managing Change
How to Make Volunteers Feel a Part of the Team
Capitalizing on Team Talents
Driving the What and the How with a Meaningful WHY: Turning Passion into Practice to Saves Lives
Putting Things in Pawspective: Mapping Data for Enriched Field Services
A How-To for Low-Stress Animal Shelter Design

RESCUE & ADVOCACY

Environmental Enrichment for the Shelter or Rescue Foster Dog
Smart Politics –Training Humans to Lobby for Animals
Ask an Animal Lawyer and Avoid the Legal Pitfalls in Ordinances, Rescues/S01c3s and Ownership
Advancing Animal Welfare through Student Clubs
A Kitten’s Journey: Reaching Physical and Behavioral Milestones
Storytelling in Conversation: How to Use Stories to Create Advocates for Your Mission
Parvo 101- When To Hospitalize And When To Treat At Home
Animal Archetypes: Who Is This Pet Anyway?
The Do’s, Don’ts and Downsides of Digital Marketing

See page 8 for complete details.
FRIDAY, APRIL 27

2 to 8 p.m. Conference Registration

6 to 8 p.m. Exhibit Hall Opening & Welcome Reception

SATURDAY, APRIL 28

*See Page 8 for SHELTER MEDICINE TRACK Single Day Schedule

7 a.m. to 4 p.m. Conference Registration

7:30 to 8:30 a.m. Breakfast

8 a.m. to 9:30 a.m. Workshop
V1 Cleaning Up After the Storm: Disease Mitigation Following Hurricane Harvey (Limited Registration - Shelter Medicine Track)

8:30 to 10 a.m. Opening Session: Celebrate!
Amy Mills, Chief Executive Officer, Emancipet

9:45 to 11:15 a.m. Workshop
V2 Malformed, Misplaced and Missing: Developmental Abnormalities of Reproductive Anatomy (Limited Registration - Shelter Medicine Track)

10 to 11 a.m. Break / Exhibit Hall

11 a.m. to 12:30 p.m. Workshops
1 The Fungus Among Us: Handling Ringworm in Sheltering and Fostering
2 The Steak AND The Sizzle - Collaboration Within a Team to Increase Adoptions!
3 Animal Abuse and Neglect Under Texas Law
4 TBA - Another Great Workshop Coming Soon!
5 A Peek Behind the Curtain (Pay No Attention to the Man Behind the Curtain)
6 Environmental Enrichment for the Shelter or Rescue Foster Dog

11:30 a.m. - 2 p.m. Workshop/Lunch
V3 Coordination of Animal Relief Efforts in Disasters (Limited Registration - Shelter Medicine Track)

12:30 to 2 p.m. Lunch

1 to 2 p.m. Exhibit Hall

2 to 3:30 p.m. Workshops
7 Every Dog, Every Day…Let them Play! DPFL, An Enrichment Program for Shelter Dogs
8 Transport Triage – Inside the Ride
9 Who 'Ya Gonna Call? Abuse Busters!
10 Using Your Voice to Inspire Action
11 The Cure for Compassion Fatigue: Programs That Will Save Lives and Change Yours
12 Smart Politics – Training Humans to Lobby for Animals

2:15 p.m. to 3:45 p.m. Workshop
V4 Tricks and Treatment: Diagnosing Your Surgical Technique (Limited Registration - Shelter Medicine Track)

3:30 to 4 p.m. Break / Exhibit Hall

4 to 5:30 p.m. Workshops
13 More than Just Fun and Games, The Impact of Shelter Playgroups
14 Pet Retention: Data to Support Why it is So Important to Keep These Animals Out of the Shelter
15 Tactical Animal Handling
16 Inquiry Over Advocacy - Effective Outreach Conversations
17 KenneVation
18 Ask an Animal Lawyer and Avoid the Legal Pitfalls in Ordinances, Rescues/501c3s and Ownership
V5 Subject Matter Experts: Evaluating Animal Cruelty Cases (Limited Registration - Shelter Medicine Track)

5:30 to 7:30 p.m. Networking Event / Exhibit Hall

SUNDAY, APRIL 29

*See Page 9 for EXECUTIVE LEADERSHIP TRACK Single Day Schedule

7:30 to 8:30 a.m. Breakfast / Exhibit Hall

8:30 to 10 a.m. Workshops
19 An Ounce of Prevention!
20 Positive Marketing + Bio Writing: Capturing Attention to Save Lives
21 Making Sense of Texas Wildlife Law
22 Creating the Purrfect Social Media Plan
23 Managing Change
24 Advancing Animal Welfare through Student Clubs
L1 There's no “I” in TEAM: Coaching & Motivating for Maximum Impact (Limited Registration - Exec. Leadership Track)

10 to 10:30 a.m. Break / Exhibit Hall

10:30 a.m. to 12 p.m. Workshops
25 When to Call the Veterinarian
26 Taming Feral Cats and Kittens for Adoption
27 Verbal De-escalation: Stepping Back From The Edge
28 Old Dogs, New Tricks: the Greatest Shelter Marketing Secrets Ever Told
29 How to Make Volunteers Feel a Part of the Team
30 A Kitten's Journey: Reaching Physical and Behavioral Milestones
L2 Lights, Camera, . . . Purrrr! Content Marketing 101 For Animal Welfare Organizations (Limited Registration - Exec. Leadership Track)

12 to 2 p.m. Lunch/Exhibit Hall - Final Opportunity to Visit!
Come to Texas Unites a day early and learn more about laws, regulations and court decisions dealing with legal issues involving animals.

Learn more and register at: http://www.animallawsection.org/2018-schedule/
### SCHEDULE
**SHELTER MEDICINE TRACK**
*SINGLE DAY, LIMITED REGISTRATION FOR DVMS AND LVTS*

#### FRIDAY, APRIL 27
- 2 to 8 p.m. | Conference Registration
- 6 to 8 p.m. | Exhibit Hall Opening & Welcome Reception

#### SATURDAY, APRIL 28
- 7:30 to 8 a.m. | Check-In and Breakfast
- 8 to 9:30 a.m. | Cleaning Up After the Storm: Disease Mitigation Following Hurricane Harvey  
  *Katie Broaddus, DVM, Chief Operations Officer, Austin Humane Society*
- 9:30 to 9:45 a.m. | Break
- 9:45 to 11:15 a.m. | Malformed, Misplaced and Missing: Developmental Abnormalities of Reproductive Anatomy  
  *Laura Helmueller, DVM, Chief Medical Officer, Emancipet*
- 11:15 to 11:30 a.m. | Break
- 11:30 a.m. to 2 p.m. | Coordination of Animal Relief Efforts in Disasters (Panel Discussion and Lunch)  
  *Tamra Walthall, DVM*  
  *Susan Culp, DVM, Staff Veterinarian/Authorized Personnel Program Manager, Texas Animal Health Commission*  
  *P. Shawn Ashley, DVM, MS, SPCA of Texas*  
  *Aaron Rainer, DVM, TVMA President*  
  *Wesley T. Bissett, DVM, PhD, Associate Professor & Director, Texas A&M Veterinary Emergency Team*  
  *Dawn Blackmar, DVM, Houston SPCA*
- 2 to 2:15 p.m. | Break
- 2:15 to 3:45 p.m. | Tricks and Treatment: Diagnosing Your Surgical Technique  
  *Laura Helmueller, DVM, Chief Medical Officer, Emancipet*
- 3:45 to 4 p.m. | Break
- 4 to 5:30 p.m. | Subject Matter Experts: Evaluating Animal Cruelty Cases  
  *Sandra Strong, DVM, Chief Veterinarian, Wake County Animal Center*  
  *Kathryn Destreza, Director of Investigations, Field Investigations and Response, ASPCA*
- 5:30 to 7:30 p.m. | Networking Event / Exhibit Hall

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CE credit through TBVME is offered each day of the Texas Unites for Animals Conference for a total of 17 credit hours (approval pending). DVMS and LVTs are encouraged to register for the full, three day conference to take part in the general conference workshops and activities on Sunday, April 29 and Monday, April 30.
SCHEDULE

EXECUTIVE LEADERSHIP TRACK
SINGLE DAY, LIMITED REGISTRATION FOR CEO’S, EXEC. DIRECTORS, SENIOR LEADERSHIP AND BOARD MEMBERS

SATURDAY, APRIL 28
7 a.m. to 4 p.m. Conference Registration
5:30 to 7:30 p.m. Networking Event / Exhibit Hall

SUNDAY, APRIL 29
7:30 to 8:30 a.m. Conference Registration
7:30 to 8:30 a.m. Breakfast / Exhibit Hall
8:30 to 10 a.m. There’s no “I” in TEAM: Coaching & Motivating for Maximum Impact
Jim Tedford, CAWA, President & CEO, SAWA
10 to 10:30 a.m. Break / Exhibit Hall
10:30 a.m. to 12 p.m. Lights, Camera, . . . Purr! Content Marketing 101
For Animal Welfare Organizations
Jennifer Grantham, Senior Director of Annual Giving, San Diego Humane Society,
Kelli Schry, Communications Manager, San Diego Humane Society
Katherine Shenar, Chief of Staff, San Diego Humane Society
12 to 2 p.m. Lunch
12 to 2 p.m. Exhibit Hall - Final Opportunity to Visit!
2 to 3:30 p.m. Managing for Culture
Myles Chadwick, Vice President, Emancipet New School, Emancipet
3:30 to 4 p.m. Break
4 to 5:30 p.m. Employee Cravings: Give Them What They Want And You’ll Save More Lives
Katherine Shenar, Chief of Staff, San Diego Humane Society
8 to 10 p.m. Knotty Deck & Bar Social

CAWA CE credit through The Society of Animal Welfare Administrators (SAWA) is offered each day of the Texas Unites for Animals Conference for a total of 15 credit hours. CEO’s, Executive Directors, Senior Leadership, and Board Members are encouraged to register for the full, three day conference to take part in the general conference workshops and activities on Saturday, April 28 through Monday, April 30.
### FRIDAY, APRIL 27

- **Registration**
  2 to 8 p.m.

- **Exhibit Hall Opening & Welcome Reception**
  6 to 8 p.m.

*Animal Law Institute, Texas State Bar of Texas Animal Law Section Visits Texas Unites!*

Additional details coming soon.

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### SATURDAY, APRIL 28

**DVMS AND LVTS: SEE PAGE 8 FOR SHELTER MEDICINE TRACK SINGLE DAY SCHEDULE. ADDITIONAL TBVME APPROVED CE COURSES HIGHLIGHTED IN BLUE**

- **Registration**
  7 a.m. to 4 p.m.

- **Breakfast**
  7:30 to 8:30 a.m.

- **Workshop**
  8 to 9:30 a.m.
  - *Cleaning Up After the Storm: Disease Mitigation Following Hurricane Harvey* (Limited Registration - Shelter Medicine Track)
  - *Katie Broaddus, DVM, Chief Operations Officer, Austin Humane Society*

- **Opening Session**
  8:30 to 10 a.m.
  - *Opening Session: Celebrate!*
  - *Amy Mills, Chief Executive Officer, Emancipet*

- **Workshop**
  9:45 to 11:15 a.m.
  - *Malformed, Misplaced and Missing: Developmental Abnormalities of Reproductive Anatomy* (Limited Registration - Shelter Medicine Track)
  - *Laura Helmueller, DVM, Chief Medical Officer, Emancipet*

- **Break / Exhibit Hall**
  10 to 11 a.m.

- **Workshops**
  11 a.m. to 12:30 p.m.

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<tbody>
<tr>
<td>1 The Fungus Among Us: Handling Ringworm in Sheltering and Fostering, Chumkee Aziz, DVM, Senior Director, Shelter Medicine, ASPCA</td>
<td>2 The Steak AND The Sizzle-Collaboration Within a Team to Increase Adoptions!, Emily Grossheider, CAWA, Chief Innovation Officer, Dogs Playing for Life™</td>
<td>3 Animal Abuse and Neglect Under Texas Law, Shelby L. Bobosky, Esq., President, Legislative Chair and Board Member, Texas Humane Legislation Network, Felicia Kerney, Esq., Asst. Criminal D.A., Dallas County and Robert L. “Skip” Trimble, Esq., Treasurer and Board Member, Texas Humane Legislation Network</td>
<td>4 TBA - Another Great Workshop Coming Soon!</td>
<td>5 A Peek Behind the Curtain (Pay No Attention to the Man Behind the Curtain), Tim Crum, CEO &amp; Founder, Animal Shelter Services LLC</td>
<td>6 Environmental Enrichment for the Shelter or Rescue Foster Dog, Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection</td>
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</table>

- **Workshop/Lunch**
  11:30 a.m. - 2 p.m.
  - *Coordination of Animal Relief Efforts in Disasters* (Limited Registration - Shelter Medicine Track)
  - *Veterinary Panel Discussion*
Saturda y, April 28 (continued)

Lunch
12:30 to 2 p.m.

Exhibit Hall
1 to 2 p.m.

Workshops
2 to 3:30 p.m.

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<td>8 Transport Triage – Inside the Ride, Karen S. Walsh, CAWA, Director, Animal Relocation Initiative, Community Initiatives, ASPCA® and Jim Tedford, CAWA, President &amp; CEO, SAWA</td>
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<td>9 Who ‘Ya Gonna Call? Abuse Busters!, Phil Arkow, Coordinator, National Link Coalition</td>
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<td>10 Using Your Voice to Inspire Action, Tori Fugate, Director of Marketing &amp; Communications, Kansas City Pet Project</td>
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<td>11 The Cure for Compassion Fatigue: Programs That Will Save Lives and Change Yours, Cynthia Karsten, DVM, DABVP (Shelter Medicine Practice), Outreach Veterinarian, Koret Shelter Medicine Program, University of California, Davis and B.J. Rogers, CAWA</td>
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<td>12 Smart Politics – Training Humans to Lobby for Animals, Katie Jarl, Texas Senior State Director, Humane Society of the United States (HSUS)</td>
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Workshop
2:15 to 3:45 p.m.

Tricks and Treatment: Diagnosing Your Surgical Technique (Limited Registration - Shelter Medicine Track)
Laura Helmueller, DVM, Chief Medical Officer, Emancipet

Break / Exhibit Hall
3:30 to 4 p.m.

Workshops
4 to 5:30 p.m.

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<td>13 More than Just Fun and Games, The Impact of Shelter Playgroups, Aimee Sadler, Founder/CEO, Dogs Playing for Life™</td>
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<td>14 Pet Retention: Data to Support Why it is So Important to Keep These Animals Out of the Shelter, Louisa Poon, DVM, Chief of Veterinary Services, Denver Animal Protection</td>
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<td>15 Tactical Animal Handling, Kevin D. Hearst Sr., Animal Cruelty Instructor, The Law Enforcement Training Institute</td>
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<td>16 Inquiry Over Advocacy - Effective Outreach Conversations, Myles Chadwick - Vice President, Emancipet New School</td>
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<td>17 KennelVation, Vincent Medley, Chief Executive Officer, Animal Care and Control Team of Philadelphia</td>
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<td>18 Ask an Animal Lawyer and Avoid the Legal Pitfalls in Ordinances, Rescues/501c3s and Ownership, Shelby L. Bobosky, Esq., President, Legislative Chair and Board Member, Texas Humane Legislation Network, Don Feare, Jr. Esq., The Feare Law Firm, PC, Robert L. “Skip” Trimble, Esq., Treasurer and Board Member, Texas Humane Legislation Network and Randy Turner, Esq., Animal Attorney, Law Offices of Randall E. Turner, PLLC</td>
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Workshop
4 to 5:30 p.m.

Subject Matter Experts: Evaluating Animal Cruelty Cases (Limited Registration - Shelter Medicine Track)
Sandra Strong, DVM, Chief Veterinarian, Wake County Animal Center
Kathryn Destreza, Director of Investigations, Field Investigations and Response, ASPCA

Networking Event / Exhibit Hall
5:30 to 7:30 p.m.
**SUNDAY, APRIL 29**

**DVMS AND LVTS: SEE PAGE 8 FOR SHELTER MEDICINE TRACK SINGLE DAY SCHEDULE. ADDITIONAL TBVME APPROVED CE COURSES HIGHLIGHTED IN BLUE**

**CEO’S, EXECUTIVE DIRECTORS, SENIOR LEADERSHIP, AND BOARD MEMBERS: SEE PAGE 9 FOR EXECUTIVE LEADERSHIP TRACK SINGLE DAY SCHEDULE. ALL CONFERENCE WORKSHOPS (SAT-MON) APPROVED FOR CAWA CE CREDIT**

### Breakfast / Registration
7:30 to 8:30 a.m.

### Workshops
8:30 to 10:00 a.m.

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<td>19 An Ounce of Prevention!, Sandra Strong, DVM, Chief Veterinarian and Ashley Williams, Shelter Manager and Intake Technician, Wake County Animal Center</td>
<td>20 Positive Marketing + Bio Writing: Capturing Attention to Save Lives, Caitlin Quinn, Director of Operations, HeARTs Speak, Inc.</td>
<td>21 Making Sense of Texas Wildlife Law, Kate Rugroden, Director of Special Projects, Bat World Sanctuary</td>
<td>22 Creating the Purrfect Social Media Plan, Kristen Huguley, Executive Director, Texas Humane Heroes and Christine Rankin, Assistant Director, Texas Humane Heroes</td>
<td>23 Managing Change, Chris Huff, Animal Services Manager, City of Arlington</td>
<td>24 Advancing Animal Welfare through Student Clubs, Dr. Aaron Gillette, Founder and Faculty Co-Advisor, Dr. Joseph Davey, Faculty Co-Advisor, Emily Rae Sanchez, President, Betty Cruz, Volunteer Coordinator and Social Media Manager, The University of Houston-Downtown Animal Rescue Club (UHD ARC)</td>
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**Workshop**
8:30 to 10:00 a.m.

There’s no “I” in TEAM: Coaching & Motivating for Maximum Impact (Limited Registration - Exec. Leadership Track)
Jim Tedford, CAWA, President & CEO, SAWA

### Break / Exhibit Hall
10 to 10:30 a.m.

### Workshops
10:30 a.m. to 12 p.m.

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**Workshop**
10:30 a.m. to 12 p.m.

Lights, Camera, . . . Purrrrr Content Marketing 101 For Animal Welfare Organizations
Jennifer Grantham, Senior Director of Annual Giving, San Diego Humane Society
Kelli Schry, Communications Manager, San Diego Humane Society
Katherine Shenar, Chief of Staff, San Diego Humane Society

**Lunch / Exhibit Hall - FINAL OPPORTUNITY TO VISIT EXHIBITORS!**
12 to 2 p.m.
### Workshops
2 to 3:30 p.m.

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<td>31 Fearful Dogs, Part 1, Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection</td>
<td>32 Adoption Photo Tips that Work in ANY Shelter Environment, Caitlin Quinn, Director of Operations, HeARTs Speak, Inc. and Val Bruder, Photographer/Owner, Valerie Bruder Photography</td>
<td>33 Evidence in Animal Cruelty Cases: What Prosecutors Want From Law Enforcement, ACOs, and Forensic Veterinarians, Jaime Olin, Esq., Legal Advocacy Counsel, ASPCA and Rachel Touroo, DVM, Senior Director of Veterinary Forensic Sciences, ASPCA</td>
<td>34 Cooperation is Not a Dirty Word: Teamwork Makes the Dream Work, Robert C. Leinberger, Jr., Animal Control Supervisor, Richmond Animal Care &amp; Control</td>
<td>35 Capitalizing on Team Talents, Carl Youngberg, President, Concepts 3 Inc.</td>
<td>36 Storytelling in Conversation: How to Use Stories to Create Advocates for Your Mission, Cathy M. Rosenthal, CHES, Animal Welfare Communications, Education &amp; Marketing</td>
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**Workshop**
2 to 3:30 p.m.

Managing for Culture (Limited Registration - Exec. Leadership Track)
Myles Chadwick, Vice President, Emancipet New School, Emancipet

**Break**
3:30 to 4 p.m.

### Workshops
4 to 5:30 p.m.

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**Workshop**
4 to 5:30 p.m.

Employee Cravings: Give Them What They Want And You’ll Save More Lives (Limited Registration - Exec. Leadership Track)
Katherine Shenar, Chief of Staff, San Diego Humane Society

**Knotty Deck & Bar Social**
8 to 10 p.m.
**MONDAY, APRIL 30**

*DVMS AND LVTS: SEE PAGE 8 FOR SHELTER MEDICINE TRACK SINGLE DAY SCHEDULE. ADDITIONAL TBVME APPROVED CE COURSES HIGHLIGHTED IN BLUE*

**Breakfast / Registration**
7:30 to 8:30 a.m.

**Workshops**
8:30 to 10 a.m.

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**Break**
10 to 10:30 a.m.

**Workshops**
10:30 a.m. to 12 p.m.

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**Closing Ceremony & Raffle**
12 to 12:30 p.m.
KEYNOTE ADDRESS

Celebrate!
Saturday, April 28, 2018 8:30 – 10:00 a.m.
Amy Mills, Chief Executive Officer, Emancipet

Amy will kick off the conference with an inspirational round up of this wide swath of professions we call animal welfare. We are all in profoundly different professions within this field, but all share the mission of making sure that the people and animals are experiencing the best lives they can. Come celebrate who you are, what you do, and the difference we all can make!

HEALTH & BEHAVIOR

1 The Fungus Among Us: Handling Ringworm in Sheltering and Fostering
Saturday, April 28, 2018 11:00 a.m. – 12:30 p.m.
Chumkee Aziz, DVM, Senior Director, Shelter Medicine, ASPCA

Ringworm remains a persistent challenge for shelters and foster-based organizations. However, the more we learn about ringworm, the more manageable we realize it is. This session will use evidence-based medicine to provide recommendation updates for managing ringworm, highlighting useful strategies for both shelters and foster homes. While ringworm needs to be respected, it doesn’t need to be feared as it once was.

7 Every Dog, Every Day…Let them Play! DPFL, An Enrichment Program for Shelter Dogs
Saturday, April 28, 2018 2:00 p.m. – 3:30 p.m.
Aimee Sadler, Founder/CEO, Dogs Playing for Life™

Dogs live to play…now let them play to live! Learn how play groups can enhance quality of life (for shelter dogs and their care-takers) and adoption matching while helping you to learn so much more about your dogs than how they play with other dogs. From working with 200 shelters internationally and asking them about the impact of play groups, we’ve heard from shelters far and wide how the benefits far outweigh the perceived risks. This presentation is packed with video demonstrating how play groups are an enrichment tool, a training tool, an assessment tool and behavior modification tool that provide an efficient and effective way to best care for even large populations of sheltered dogs.

13 More than Just Fun and Games, The Impact of Shelter Playgroups
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Aimee Sadler, Founder/CEO, Dogs Playing for Life™

It’s more than just fun and games; play groups save lives! After visiting over 170 shelters across the United States and Canada, the team at Dogs Playing for Life™ has done more than have a lot of fun playing with dogs. Aimee Sadler, Founder and CEO will share case studies and evidence that playgroups improve the quality of life of dogs and their caretakers. Sadler, who has been directly involved with the development of canine enrichment and behavior programs in animal shelters since 1998, will also share how shelters across the country have effectively used play groups to facilitate better adoption matching, more accurate sociability assessments, and improved shelter operations. Dogs live to play…we let them play to live!

19 An Ounce of Prevention!
Sunday, April 29, 2018 8:30 a.m. – 10:00 a.m.
Sandra Strong, DVM, Chief Veterinarian, Wake County Animal Center
Ashley Williams, Shelter Manager and Intake Technician, Wake County Animal Center

A sound intake process can have a huge impact on the health of your shelter population, saving time, money…lives! This engaging, interactive workshop will discuss the way processes, procedures (and parasites) can affect the health and wellbeing of shelter animals from the minute they enter your doors. Come prepared to share best practices, worst case scenarios and learn how small steps can grow into BIG improvements.

25 When to Call the Veterinarian
Sunday, April 29, 2018 10:30 a.m. – 12:00 p.m.
Nancy L. Carter, DVM, Shelter Veterinarian, City of Arlington Animal Services

This workshop discusses basic first aid, diseases commonly seen in the shelter, what vaccines can prevent, and what to look for if things get to the point that a veterinarian needs to be called on for help. This topic is important for the staff of shelters who retain services from local veterinarians, but do not have a full time veterinarian in their building. Establishing protocols to get assistance from a local vet will help provide immediate and effective care to sick and injured animals coming into your shelter.

31 Fearful Dogs, Part 1
Sunday, April 29, 2018 2:00 p.m. – 3:30 p.m.
Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection

What does a ‘fearful dog’ look like? What causes it? What should we do to help them? What shouldn’t we do? Fight, flight, freeze or fidget…these are the responses that dogs have an option to make when they feel threatened. Remember, what is threatening is determined by the dog NOT the human! This seminar will discuss those dogs that choose the flight or freeze option instead of the fight option that is the reason behind a ‘reactive’ or aggressive dog. Working with shy or fearful dogs requires patience, innovation, and an awareness of subtle body communication signals.

This mini-seminar will help you to understand when your dog is afraid or overwhelmed and feels the need to retreat or cower. We will also discuss a variety of management, training, and behavior modification protocols that can be used to modify the behavior.
37 Fearful Dogs, Part 2
Sunday, April 29, 2018 4:00 p.m. – 5:30 p.m.
Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection

What does a ‘fearful dog’ look like? What causes it? What should we do to help them? What shouldn’t we do? Fight, flight, freeze or fidget. . . these are the responses that dogs have an option to make when they feel threatened. Remember, what is threatening is determined by the dog NOT the human! This seminar will discuss those dogs that choose the flight or freeze option instead of the fight option that is the reason behind a ‘reactive’ or aggressive dog. Working with shy or fearful dogs requires patience, innovation, and an awareness of subtle body communication signals.

This mini-seminar will help you to understand when your dog is afraid or overwhelmed and feels the need to retreat or cower. We will also discuss a variety of management, training, and behavior modification protocols that can be used to modify the behavior.

43 High-quality, Cost-effective Kitten Care
Monday, April 30, 2018 8:30 a.m. – 10:00 a.m.
Rosemarie Crawford, Director of Educational Programs, The National Kitten Coalition

Many organizations want to save kittens or to save more kittens, but are concerned they cannot afford the expense. The costs for food, supplies, medical treatments and staff or volunteer training can seem like insurmountable obstacles. Because of this, some shelters and rescues are still faced with having to euthanize kittens who could otherwise be saved. This 90-minute workshop offers solutions to the most common obstacles organizations face when trying to start or expand programs and procedures to care for kittens.

Attendees will learn about cost-saving tips that can be applied to every day care, ways to raise funds and increase donations to provide kittens with the necessary food and supplies, and what staff and volunteers can do to prevent or minimize illnesses thereby greatly reducing the cost of medical care.

49 Reading Feline Body Language
Monday, April 30, 2018 10:30 a.m. – 12:00 p.m.
Valarie V. Tynes, DVM, Veterinary Services Specialist, Ceva Animal Health

Cats may not be able to talk to us, but their body language can speak volumes. Body movements, position of the tail, head and ears and vocalizations can all tell us a great deal about the cats’ mental state and may be predictive of the behavior that follows. Understanding the meaning of this language allows the feline handler to respond to the animal in the most appropriate way, decreasing the chance of bites and scratches and making handling of the cat less stressful. Recognizing normal body postures may also help aid in the early recognition of illness and stress. This session will cover typical body postures, expressions and vocalizations of cats.

2 The Steak AND The Sizzle—Collaboration Within a Team to Increase Adoptions!
Saturday, April 28, 2018 11:00 a.m. – 12:30 p.m.
Emily Grossheider, CAWA, Chief Innovation Officer, Dogs Playing for Life™

Do your employees grow where they are planted or crave diversity in their workday? Utilizing volunteers and staff across department lines may sound complicated and resource intensive, but by implementing a few operational tweaks—a culture of collaboration and team work—the possibilities are endless. Dive in to cross training from the ground up, so that soon your Director of Development may be your favorite Playgroup Handler—and beyond!

8 Transport Triage — Inside the Ride
Saturday, April 28, 2018 2:00 p.m. – 3:30 p.m.
Karen S. Walsh, CAWA, Director, Animal Relocation Initiative, Community Initiatives, ASPCA®
Jim Tedford, CAWA, President & CEO, SAWA

In June of 2016 the Society of Animal Welfare Administrators (SAWA) released its first ever “Best Practice” document focused on transport programs as a life-saving tool. This comprehensive best practices document has had far reaching impact on animal welfare and has had a trickle-down effect as well. The AVMA, American Heartworm Association and many states have built on the base this document provided to update their own practices. Take a fresh look at the best practices and discuss where we are two years later….what has changed….what has not….and where do we go from here?

Learn from SAWA’s CEO and the ASPCA’s Director of Animal Relocation and get all your burning transport questions answered. You will be challenged to rethink some of your current processes and utilize the tools available to help save more lives safely and effectively.

14 Pet Retention: Data to Support Why it is So Important to Keep These Animals Out of the Shelter
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Louisa Poon, DVM, Chief of Veterinary Services, Denver Animal Protection

Denver Animal Protection (DAP) received the ASPCA Pet Retention grant in 2017. This talk will look at how the agency spent the grant and how it benefitted the owners and pets within City and County of Denver. Moreover, this talk will discuss the analysis of internal data that showed why it is so important to keep these animals out of the shelter. Outcomes, demographics, and length of stay were analyzed between the owner-surrendered group of dogs and cats against the stray population. The data revealed that the stray population overall has much better outcomes than the owner-surrendered group. This talk will further discuss reasons between the differences seen between the two groups of population and how with this new knowledge, DAP and other agencies can improve their pet retention programs.
While we busily work to find homes for animals in our care, how can we also connect with community-members who have never even considered adoption? How can we break down barriers, fight back against stereotypes, and promote all of our services more effectively? Finally, when it comes to bios, together we’ll explore tactics and tools to create matchmaking pet descriptions that will capture attention and help each pet shine. This workshop focuses on the easy-to-implement (and often fun!) ways to reach new audiences—all while contributing towards lifesaving goals, promoting adoptions and even taking into account big picture strategy. Topics covered will include:

- How to use photo + video to maximize impact
- The importance of transparency and honesty in communications
- Strategies and activities to break through bio-writing boredom
- Avoiding the trap of stereotyping and proactively fighting misinformation
- Tips for using creativity + fun to uncover community connections
- The role of stories in creating connections

Bringing scratching and hissing feral kittens to purring and cuddling kittens that can safely be placed in the arms of prospective adopters. Join this in-depth discussion of the tried and true techniques used by UrbanCatLeague.org and the factors that determine the prospects for an individual feral cat being a candidate for taming.

This hands-on workshop draws on the simple wisdom of this statement: “The best camera is the one you have with you” — Chase Jarvis. While DSLR cameras, studio lights and colorful backdrops are wonderful, cell phone cameras, concrete walls and free roaming rooms or fenced yards are often the more realistic situations facing us in a shelter environment. Together we’ll explore how to take beautiful adoption photos while also addressing the bigger picture value that photos bring to our work, including how to break down stereotypes about the work we do and the animals for whom we care so deeply. Using DIY techniques and the cameras we have most accessible to us, this session draws on some of the most basic and critical components of photography and zeros in on how to make an impact when resources are in short supply.

*Participants are encouraged to bring cell phones or any other cameras that they might own.
state of Texas. This includes a download of the Texas animal cruelty law, with the new changes regarding the penalties for committing animal cruelty as well as the inclusion of beastiality. The presentation would also include real cases that have been tried regarding difficult animal cruelty cases and how the average citizen can help prosecutors send animal abusers to jail.

9 Who ‘Ya Gonna Call? Abuse Busters!
Saturday, April 28, 2018 2:00 p.m. – 3:30 p.m.
Phil Arkow, Coordinator, National Link Coalition

Every humane organization says it’s dedicated to the prevention of cruelty to animals, but how user-friendly are your website and facebook pages to help the public report animal abuse? The answer may surprise you! Do social services agencies and veterinarians know who to call? And do you know who to call to report child or elder abuse or domestic violence? The National Link Coalition has compiled the first national directory of responding agencies in every county in the U.S., and the results unfortunately show significant gaps. Come learn about what you need to do to make your community outreach more user-friendly and informative so you can do a better job of helping all vulnerable members of Texas’ families.

15 Tactical Animal Handling
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Kevin D. Hearst Sr., Animal Cruelty Instructor, The Law Enforcement Training Institute

This workshops will include officer safety measures on how to effectively gain access to and control canines inside and outside containment (i.e. buildings, rooms, sidewalks etc.). Non-threatening capture techniques and humane animal handling will be shown with standard assigned ACO equipment. Lecture and video along with student participation during practical engagement will be shared along with many other creative ways to change how easy it is.

21 Making Sense of Texas Wildlife Law
Sunday, April 29, 2018 8:30 a.m. – 10:00 a.m.
Kate Rugroden, Director of Special Projects, Bat World Sanctuary

Possession of various wildlife species in Texas is regulated by the Texas State Administrative Code, County and Municipal regulations, and Federal laws. These laws, regulations, and administrative rules can be confusing and, in some cases, may be in conflict with one or more other governing bodies.

In order to understand the nuances of the various laws and regulations, and unravel potential conflicts to ensure that laws are correctly enforced, it is important to look at the historical development of these laws for context. Having established a contextual foundation, one can then look at specific elements of the laws, and identify and resolve conflicts between the various governing bodies.

Ultimately, the goal of this workshop is to enable participants to understand the current state and federal regulations governing wildlife care, transportation, and possession. Armed with this information, shelter personnel will be able to make appropriate decisions when presented with wildlife issues.

27 Verbal De-escalation: Stepping Back From The Edge
Sunday, April 29, 2018 10:30 a.m. – 12:00 p.m.
Daniel Ettinger, Animal Protection Officer II, Denver Animal Protection

Have you ever been yelled by a citizen while conducting an investigation or a customer at the animal shelter? Did you say something that made the situation worse? Have you ever needed to call for a police officer or a manager to help you with a verbally combative person? This lecture was designed from techniques like verbal judo, crisis intervention and mediation. We will look at how your body language, tone and the words you use dictate the flow of your investigation and how to make an argumentative person become polite and respectful.

33 Evidence in Animal Cruelty Cases: What Prosecutors Want From Law Enforcement, ACOs, and Forensic Veterinarians
Sunday, April 29, 2018 2:00 p.m. – 3:30 p.m.
Jaime Olin, Esq., Legal Advocacy Counsel, ASPCA
Rachel Touroo, DVM, Senior Director of Veterinary Forensic Sciences, ASPCA

In 2017, the ASPCA (in conjunction with the Association of Prosecuting Attorneys) deployed a survey to prosecutors around the United States. The survey sought to collect information about the use of evidence in animal cruelty cases in two ways: first, it asked what types of evidence prosecutors need to see when deciding to take an animal cruelty case; and second, it asked what types of evidence prosecutors find most useful in securing favorable outcomes. Over 150 prosecutors from around the country answered the survey.

The survey responses have yielded useful information for law enforcement, animal control officers, and forensic veterinarians. This presentation will discuss the survey results, with an eye toward best practices for identifying, collecting, and maintaining evidence so the evidence is as useful as possible for prosecutors looking to secure convictions against defendants in animal cruelty cases. Further, the presentation will delve into the role of the forensic veterinarian on animal cruelty cases, and the importance of the vet report in prosecutors’ decisions to take these cases.

39 Dropping The Dog Catcher By The Pound
Sunday, April 29, 2018 4:00 p.m. – 5:30 p.m.
Daniel Ettinger, Animal Protection Officer II, Denver Animal Protection

This session focuses on changing public perception of Animal Control Officers and Animal Shelters. The presentation will detail stereotypes and where the dogcatcher & dog pound name came from? There will be a group discussion on the different ways we handle being undervalued by your community and how to change the myth of euthanasia. Examples of proactive community engagement will be shared along with many other creative ways to change our perception. There are countless benefits to changing the dog pound and dogcatcher stereotype which will be highlighted in this presentation.
45 The Art of Active Listening: Improving Results Based on Effective Communication
Monday, April 30, 2018 8:30 a.m. – 10:00 a.m.
William Broyles, Captain, Corpus Christi Police Department/Animal Care Services

In theory, when we talk about “communication” we reference the sender, the receiver, the message and...the environment. However, what about actually listening? Would effective communication be “effective” if the receiver was not listening? Would temperaments out in the field or in the office be changed or subside if we actually demonstrated that we were focused and listening to the sender?

Active listening is a skill set that has to be practiced and used on a daily basis from the Animal Control Officer out in the field to the front office personnel who assist members of the community. Active listening is a tool that can be used at work with employees, the community, and even at home.

51 Taking Sheltering to the Streets: Neighborhood Level Programming
Monday, April 30, 2018 10:30 a.m. – 12:00 p.m.
April Moore, Engagement Manager, City of Austin Animal Services
Lee Ann Shenefiel, Interim Chief Animal Services Officer, City of Austin Animal Services

Wondering how to reduce shelter intake, reduce calls for service to Animal Control and connect a larger part of your community to your organization’s mission? Ask! Learn about the City of Austin’s new pilot engagement program that is working at a neighborhood level to find out what barriers high intake areas have to keeping pets at home and accessing shelter resources and how Austin will use this to create animal services that work for everyone. This session will cover how to select benchmarks, identify areas in which to focus resources, strategies for engaging with residents in meaningful ways and how to incorporate lessons learned into existing programs and services.

MARKETING & OUTREACH

4 TBA - Another Great Workshop Coming Soon!
Saturday, April 28, 2018 11:00 a.m. – 12:30 p.m.

10 Using Your Voice to Inspire Action
Saturday, April 28, 2018 2:00 p.m. – 3:30 p.m.
Tori Fugate, Director of Marketing & Communications, Kansas City Pet Project

Working in animal welfare, you often see pets who have been through so much and have stories to tell. You have the power to influence that pet’s future as well as to bring about change for animals in your community. In this workshop, we’ll talk about the ways that you can inspire change using your “voice” – whether that is through social media, your local news organizations, in your community, and beyond. We’ll discuss how to highlight cruelty and injury cases and how to use those stories to bring about more awareness for your organization, more supporters and more donors – all while being honest, forthcoming and responsible to your audience. You as an individual can also inspire big changes for animals, so use your voice for great things! Through this workshop, we’ll look at specific examples - not only from Kansas City Pet Project but other animal welfare groups - and we’ll have a discussion about best practices.

16 Inquiry Over Advocacy - Effective Outreach Conversations
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Myles Chadwick - Vice President, Emancipet New School

One of the most frequent questions we hear asked is “How do you convince people to spay or neuter their pets?” Most often, it’s less about what you say than how you say it! Emancipet has been successful performing spay/neuter and wellness outreach in underserved communities for a decade. This seminar will review factual information about pet owners who have not sought out spay/neuter or other “basic” care from a veterinarian, as well as effective communication techniques for meeting them where they are. Attendees will learn real strategies for immediately improving their confidence and ability to discuss this important issue with all kinds of pet owners - from those who already believe in spay/neuter, to those who have never sought it out.

22 Creating the Purrfect Social Media Plan
Sunday, April 29, 2018 8:30 a.m. – 10:00 a.m.
Kristen Huguley, Executive Director, Texas Humane Heroes
Christine Rankin, Assistant Director, Texas Humane Heroes

Social media is a challenge for many organizations including those in the animal welfare industry. Finding the right channel for your organization as well as the best mix of content, consistency and responsiveness will improve your organization’s fan base, engagement and reach.

This workshop includes proven methods to reach new heights with your organization’s social media in turn increasing awareness in those areas that are most important to helping you reach your goals. Insight into the mysterious, mythical, but mighty viral story will have your creative brain working overtime.

28 Old Dogs, New Tricks: the Greatest Shelter Marketing Secrets Ever Told
Sunday, April 29, 2018 10:30 a.m. – 12:00 p.m.
Barbara A. McLean, CAWA, CEO & Founder, Karmic Media Group, LLC

As technology changes so rapidly, there’s a constant need to keep abreast of these changes and to find ways to incorporate them into your marketing strategies without taxing your organizational resources. This session will zero in on some of the best ways to leverage online tools to make a greater impact.

• 3 key strategies to attract and engage donors, adopters, volunteers and the media
• From likes and views to clicks - how to own your lists and what this will mean for your bottom line
• Getting your staff, board and volunteers more engaged in marketing so you don’t have to do all the work
34 Cooperation is Not a Dirty Word: Teamwork Makes the Dream Work  
Sunday, April 29, 2018 2:00 p.m. – 3:30 p.m.  
Robert C. Leinberger, Jr., Animal Control Supervisor, Richmond Animal Care & Control

Working together should be the common theme for everyone in the animal care & control and welfare world. Animals depend on us, pet owners depend on us. Whether you are an animal control officer, a shelter employee, or a volunteer for a rescue organization, we’ll talk about how we can work together to increase adoptions, decrease intakes, and keep pets at home. Are you polite? Are you professional? We’ll agree to disagree with a mixture of creativity legality. We’ll discuss the importance of understanding the law and ways to improve it. And that endless supply of patience…we’ll search for it in a room of learning opportunities.

40 Disaster Relief Resources  
Sunday, April 29, 2018 4:00 p.m. – 5:30 p.m.  
Jeff Turner, Director of Emergency Management, Texas Animal Health Commission  
Holli Tietjen-Hale, Assistant Director of Emergency Management, Texas Animal Health Commission  
Susan Culp, D.V.M., Staff Veterinarian/Authorized Personnel Program Manager, Texas Animal Health Commission

Learn what resources are available for your organization and/or how your organization can help and respond when disaster strikes. TAHC plans, collaborates, and coordinates with the local government officials, states’ animal health-related agencies, agriculture industries, and other related agencies and parties. TAHC works to prevent and respond to foreign animal disease outbreaks, dangerous parasite or pest infestations, and bioterrorism. TAHC is ready to assist in response and recovery during natural or man-made catastrophes, including fires, floods, and hurricanes. To accomplish this, TAHC responds in accordance to the State of Texas Emergency response plans in the following areas: Animal ownership identification, livestock restraint/capture, carcass disposal, coordinating livestock evacuation, consulting on animal health and public health concerns, and chemical/biological terrorism issues.

46 Mobilizing a Community to Improve Animal Welfare  
Monday, April 30, 2018 8:30 a.m. – 10:00 a.m.  
Ronald J. Epps, MS, DVM, Veterinarian, City of Waco Animal Services

In 2012 the City of Waco Animal Shelter, serving Waco and McLennan County, had an intake of 10,328 animals. Of these animals over 58% were euthanized. The shelter now has an intake of approximately 6,000 and an average of only 6% of these animals must be euthanized. Learn how Waco turned their shelter around and how you can improve the outcome for animals entering your shelter.

52 Customer Service: The Forgotten Pillar of Life Saving  
Monday, April 30, 2018 10:30 a.m. – 12:00 p.m.  
Joel H. Hess, Kennel Manager, Williamson County Regional Animal Shelter  
Misty Valenta, Community Programs Coordinator, Williamson County Regional Animal Shelter

We all know that customer service is crucial to saving lives. We are all animal people. That’s why we are here, but without great customer service we are not providing the most opportunity for our animals. Customer service is crucial to saving lives.

This workshop will start with the basics of ‘good’ customer service and progress to digging into some physiological techniques you can easily take and implement to increase your life saving. By creating positive relationships with customers (and the public) you can magnify every aspect of your life saving goals.

MANAGEMENT & TEAM BUILDING

5 A Peek Behind the Curtain (Pay No Attention to the Man Behind the Curtain)  
Saturday, April 28, 2018 11:00 a.m. – 12:30 p.m.  
Tim Crum, CEO & Founder, Animal Shelter Services LLC

Remember the scene in the wizard of Oz when Toto discovers the wizard working the controls from behind a curtain? It’s at that moment Dorothy, the Scarecrow, Lion, and Tin Man realize the “Oz, the Great and Powerful” is merely a person behind-the-scenes pulling levers and pushing buttons to make things work.

What if you could peek behind the curtain? What would you see? In this insightful workshop, you’ll get to hear from an impartial and objective shelter evaluator who will share photos and stories of the common mistakes and operating errors he sees shelters commit. This is a wonderful opportunity to learn from the mistakes made at other shelters, which provides attendees the chance to correct them before they come back to bite the organization.

11 The Cure for Compassion Fatigue: Programs That Will Save Lives and Change Yours  
Saturday, April 28, 2018 2:00 p.m. – 3:30 p.m.  
Cynthia Karsten, DVM, DABVP (Shelter Medicine Practice), Outreach Veterinarian, Koret Shelter Medicine Program, University of California, Davis  
B.J. Rogers, CAWA

Given work that can be grueling, emotional and exhausting — even while fulfilling, rewarding and inspiring — many organizations spend loads of resources implementing strategies to address burnout and compassion fatigue. Often efforts to provide comfort and support to staff only treat symptoms. What if the challenge isn’t the work itself, but how we DO that work?

We’ll look at three specific initiatives — managed admission, intake prevention and capacity for care — not just as they impact live release rates, but as they impact the PEOPLE doing the work. Perhaps more than any recent program innovations, these initiatives have welfare-increasing potential for pets AND people — reducing stressful interactions, gut-wrenching decisions, and shifting focus from the things we can’t control, to the things we can.

Texas Unites 20
17 KennelVation
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Vincent Medley, Chief Executive Officer, Animal Care and Control Team of Philadelphia

Innovation is such a buzz word in the business world and society in general, but what does it mean to the animal sheltering professional who wants to save animals, enforce the animal code and create an environment that encourages our employees to be the best they can be. How do we integrate the best practices in animal law enforcement, lifesaving programs, shelter medicine, shelter software and other available technology in a manner that maximizes results and opens up our imaginations to the possibilities for current programs and ones that don’t currently exist.

KennelVation focuses on creating a strategic plan and core values, maximizing technology, increasing employee training (Teachnology), using business tactics to address shelter business problems and creating a transparent process of reporting shelter data using the best practices and national formulas. KennelVation will give the attendee a glimpse into the future for animal care and control, for those that dare to dream.

23 Managing Change
Sunday, April 29, 2018 8:30 a.m. – 10:00 a.m.
Chris Huff, Animal Services Manager, City of Arlington

The objective of this topic is to introduce a basic understanding of the concepts of managing change using a collection of the “best-of-the-best” tips from a variety of authors and tools. Our culture is rapidly changing and the quantity of changes can begin to overwhelm and even paralyze us. When we get to those states we can become angry, short-tempered and we often take it out on family, friends and customers.

In this quick lesson we want to impart the ideas that change is normal, change is a process that can be managed if we can just take the time to apply some basic tools, and to understand we are not alone in the changes taking place today.

29 How to Make Volunteers Feel a Part of the Team
Sunday, April 29, 2018 10:30 a.m. – 12:00 p.m.
Cathy M. Rosenthal, CHES, Animal Welfare Communications, Education & Marketing

In animal shelters, which are generally understaffed, volunteers can make all the difference in the agency’s ability to function. But are they doing what you need them to do? And do they feel needed and appreciated? Better communication can unlock their potential and reward their efforts, if you know what to say and do. Whether you overseer volunteers as part of your job or work side-by-side with them in the shelter or at a special event, this workshop offers insights into a volunteer’s motivation and offers specific communication tips that will guide their talents and instantly make them feel part of the team.

35 Capitalizing on Team Talents
Sunday, April 29, 2018 2:00 p.m. – 3:30 p.m.
Carl Youngberg, President, Concepts 3 Inc.

A question for managers that needs to be asked frequently is “how can I build my team”? Ideally, not only should team members carry their own tasks but also how to pull together with their fellow team members. The solution is as easy as A, B, “Z”. The Z diagram highlights the various roles in a team and helps everyone see their preferred role in the team.

In this process, we find that team members “get” each other. They also make real progress in the tasks before them. Together, they become an engaged, high functioning team. A team in which everyone is glad to be part of the work. The uncovering of each other’s talents becomes one of the hallmarks of this group. Together, everyone achieves more.

41 Driving the What and the How with a Meaningful WHY: Turning Passion into Practice to Saves Lives
Sunday, April 29, 2018 4:00 p.m. – 5:30 p.m.
Cynthia Karsten, DVM, Outreach Veterinarian, Koret Shelter Medicine Program, University of California, Davis
B.J. Rogers, CAWA

Busy days, emotional work, and the sometimes conflicting priorities of people, pets, and community needs can put miles between what we do and WHY we do it. And yet, that core motivation is one of our most valuable filters when considering how we do our work.

Hear about shelters that have been there and about practical methods to address the most common concerns with getting and staying within capacity.

• Straightforward methods to shrink length of stay and lower workload without compromising service
• SIMPLE methods to estimate your “magic number” — minimal math we promise!
• How to manage the transition if getting to capacity means lowering the population in the shelter
• New ways to think about “full” when not every cage is occupied — and how to explain that to others
• How to manage fluctuations that come with foster returns, hoarding cases, and the twists of shelter life

47 Putting Things in Pawspective: Mapping Data for Enriched Field Services
Monday, April 30, 2018 8:30 a.m. – 10:00 a.m.
Jason Smith MBA, CAWA, Technical Integration Specialist, HLP Inc., Makers of Chameleon Software

Inefficiency in field services can be extremely costly. The expense of staff, fleet services and negative public interactions can severely impact organizational effectiveness and hamper mission accomplishment. Over the years, animal service oriented agencies have collected more and more data to meet the ever growing demand for advanced and creative field services solutions.
Utilizing geospatial data (maps) is the next wave in data analysis, giving a richness and utility to data where conventional statistical analysis has traditionally fallen short. Learning to collect, map and analyze geospatial data gives richer information and insight, helping decision makers to better allocate resources, identify patterns and proactively target troubled areas.

53 A How-To for Low-Stress Animal Shelter Design
Monday, April 30, 2018 10:30 a.m. – 12:00 p.m.
Ashley M. Shoults, AIA, Principal, Animal Arts

Are your kennels stressful for your dogs? Do the cats find their condos loud and scary? Are your animal housing environments working against your adoption goals? We all know how much of an impact stress can have on animal wellness and adoption rates. In the last several years, there has been a growing movement within the veterinary industry to create stress-free environments for pets. And, there is no reason why these positive changes need to stop with the veterinary world when we can bring these same concepts to the animal sheltering world. This seminar will outline the best ways to improve and upgrade existing animal housing areas, as well as provide ideas for new animal environments. We will explore topics such as noise reduction, providing enriched enclosures, reducing overstimulation, and supporting animals’ health and wellbeing. Regardless of your budget, you can do something to help reduce stress and achieve better outcomes for the animals in your care!

REScue & ADVocacy

6 Environmental Enrichment for the Shelter or Rescue Foster Dog
Saturday, April 28, 2018 11:00 a.m. – 12:30 p.m.
Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection

Enriching the lives of dogs in shelters and foster care can minimize stress and increase adoptability. Simple toys and games can be beneficial and can easily be prepared and implemented by staff or volunteers.

Finding ways to stimulate the various senses of the dog (visual, touch, smell, and taste) can help to reduce the stress that often accompanies the shelter environment. It can also help dogs build a better relationship with people and increase adoptability. Simple training exercises can be implemented as well. Getting staff and volunteers involved to facilitate these programs will help to build a team that has the same goals in mind.

This one and one half presentation will offer specific ideas about games and toys (homemade and donated) that will be used to create a less stressful environment for the dogs in their care.

12 Smart Politics –Training Humans to Lobby for Animals
Saturday, April 28, 2018 2:00 p.m. – 3:30 p.m.
Katie Jarl, Texas Senior State Director, Humane Society of the United States (HSUS)

The politics of animal welfare have changed. Activists no longer have to be the loudest voice in the room; they must be the smartest. This workshop will discuss the most strategic ways to lobby for animals along with the critical dos and don’ts to get our message across. We will cover best practices for communication with elected officials and send you off ready to turn your compassion into action!

18 Ask an Animal Lawyer and Avoid the Legal Pitfalls in Ordinances, Rescues/501c3s and Ownership
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Shelby L. Bobosky, Esq., President, Legislative Chair and Board Member, Texas Humane Legislation Network (moderator)
Don Feare, Jr. Esq., Eligible to Practice in Texas, The Feare Law Firm, PC
Robert L. “Skip” Trimble, Esq., Treasurer and Board Member, Texas Humane Legislation Network
Randy Turner, Esq., Animal Attorney, Law Offices of Randall E. Turner, PLLC

Ever been at a dinner party and found out a guest was an animal layer? The questions start pouring out. My neighbor threatens to call the cops on my barking dog, can I really get a ticket? The rescue wants to take my dog back because he escaped last week, can they do that? Well, here is the chance of a lifetime. Three animal lawyer titans will come together to a unique opportunity to answer questions from the Texas Unites guests. The presentation will focus on three areas where problems can be avoided in ordinances, rescues/501c3s and pet ownership and then the panel can be peppered with questions. These are three of the titans of animal laws in the State of Texas and who have focused their careers on helping animals and/or their owners over the past thirty years.

24 Advancing Animal Welfare through Student Clubs
Sunday, April 29, 2018 8:30 a.m. – 10:00 a.m.
Dr. Aaron Gillette, Founder and Faculty Co-Advisor, The University of Houston-Downtown Animal Rescue Club (UHD ARC)
Dr. Joseph Davey, Faculty Co-Advisor, The University of Houston-Downtown Animal Rescue Club (UHD ARC)
Emily Rae Sanchez, President, The University of Houston-Downtown Animal Rescue Club (UHD ARC)
Betty Cruz, Volunteer Coordinator and Social Media Manager, The University of Houston-Downtown Animal Rescue Club (UHD ARC)

The University of Houston-Downtown Animal Rescue Club (UHD ARC) is a student community service club founded three years ago. Since then the club’s members have improved the lives of hundreds of cats and dogs, and worked with numerous other organizations towards our common goal of making Houston a “no-kill” city.

Developing an active, well-structured student organization dedicated to animal welfare has been a challenge. However, our club can now serve as an effective model for animal welfare service clubs at other schools and colleges.

30 A Kitten’s Journey: Reaching Physical and Behavioral Milestones
Sunday, April 29, 2018 10:30 a.m. – 12:00 p.m.
Rosemarie Crawford, Director of Educational Programs, The National Kitten Coalition

Is this normal? Should the kitten be doing this? What should I do as its
caregiver? Knowing the milestones of kitten development helps shelter staff and foster caregivers understand and provide for the physical and social wellbeing of kittens in their care. This session provides valuable information about what to expect from kittens of all ages. From their physical development to their social and psychological wellbeing, we’ll track the stages and discuss ways to help ensure that kittens have the best chances to properly develop and not only survive, but thrive!

36 Storytelling in Conversation: How to Use Stories to Create Advocates for Your Mission
Sunday, April 29, 2018 2:00 p.m. – 3:30 p.m.
Cathy M. Rosenthal, CHES, Animal Welfare Communications, Education & Marketing

Whether communicating with the media or talking with potential adopters or donors, learning how to tell engaging and inspiring stories is crucial to advancing your mission and helping animals in your care. It’s not enough to simply say what you do; people need to relate to your mission — to see themselves as a part of your story — to adopt, volunteer, donate or share your work with others. Storytelling in Conversation is the key that opens their hearts and creates advocates for your mission. This workshop will demonstrate the power of stories and how to find and tell the right stories to entertain and engage the community.

42 Parvo 101: When To Hospitalize And When To Treat At Home
Sunday, April 29, 2018 4:00 p.m. – 5:30 p.m.
Erin Shults, DVM, CEO/Lead Veterinarian, Mazie’s Mission

Parvovirus is a lethal disease and it strikes fear into the hearts of all rescuers and shelter personnel. This workshop will go over the intricate details of how the virus is contracted and how it attacks the body. Treatment is vital for a positive outcome and must be initiated immediately. The gold standard is to always hospitalize, but a small number of dogs can be treated at home and examples will be discussed.

48 Animal Archetypes: Who Is This Pet Anyway?
Monday, April 30, 2018 8:30 a.m. – 10:00 a.m.
Karen Cleveland, Animal Communicator and Advocate

Understanding the motivation behind a pet’s actions can be critical in setting the pet up for success in a new home. This talk will teach rescue workers why a pet’s archetype is important and how to work with it in home placement. You will learn:
• 12 different archetypes or personality types of animals (and people!)
• how to identify an animal’s archetype
• how this will help in home placement, and with animal behavior while in shelter
• what the new owner needs to know up front — how to help them be successful with the animal and help avoid owner surrenders

Karen believes if people understood their animals better, there would be far fewer owner surrenders to shelters, and happier homes all around. Her mission is to create a better world for animals, and educating people helps reach that goal. Animals understand more and are more like us than most people give them credit for; it is Karen’s goal to help expose the full capabilities of animals to the world.

SHELTER MEDICINE
(Saturday - limited registration, DVM & LVT)

V1 Cleaning Up After the Storm: Disease Mitigation Following Hurricane Harvey
Saturday, April 28, 2018 8:00 a.m. – 9:30 a.m.
Katie Broaddus, DVM, Chief Operations Officer, Austin Humane Society

Following Hurricane Harvey, many dogs transferred out of coastal areas were definitively diagnosed with Distemper. Entire cohorts of dogs were affected, and the lack of epidemiological history further complicated infectious disease control. This session will discuss methods used to diagnose, perform risk assessments, minimize spread, and treat Distemper in a group of 170 dogs removed from the Houston area during the hurricane.

V2 Malformed, Misplaced and Missing: Developmental Abnormalities of Reproductive Anatomy
Saturday, April 28, 2018 9:45 a.m. – 11:15 a.m.
Laura Helmueller, DVM, Chief Medical Officer, Emancipet

And they say all spay/neuter surgeries are the same! In this session, you will see what abnormalities look like, learn about why and how often they
occur, and the potential problems they present during spay/neuter surgeries. Be ready for lots of great pictures of the weird stuff we get to see doing this work!

V3 Coordination of Animal Relief Efforts in Disasters
Saturday, April 28, 2018 12:00 p.m. – 2:00 p.m.
Tamra Walthall, DVM
Susan Culp, DVM, Staff Veterinarian/ Authorized Personnel Program Manager, Texas Animal Health Commission
P. Shawn Ashley, DVM, MS, SPCA of Texas
Aaron Rainer, DVM, TVMA President
Wesley T. Bissett, DVM, PhD, Associate Professor & Director, Texas A&M Veterinary Emergency Team
Dawn Blackmar, DVM, Houston SPCA

An open panel discussion, debriefing the collected efforts of veterinary organizations to assist in disaster relief, specifically Hurricane/Tropical Storm Harvey in the summer and fall of 2017. Processes, both successful and unsuccessful will be reviewed and ideas shared for how to prepare for future relief efforts.

V4 Tricks and Treatment: Diagnosing Your Surgical Technique
Saturday, April 28, 2018 2:15 p.m. – 3:45 p.m.
Laura Helmueller, DVM, Chief Medical Officer, Emancipet

What are some ways that you can “diagnose and treat” complications that you are having during and after surgery that may be due to your surgical technique? In this session, we will explore common and some not-so-common problems that can arise during and after spay/neuter surgeries and how surgical technique can contribute to these problems. There will be lots of case examples and opportunities for questions and input from the audience.

V5 Subject Matter Experts: Evaluating Animal Cruelty Cases
Saturday, April 28, 2018 4:00 p.m. – 5:30 p.m.
Sandra Strong, DVM, Chief Veterinarian, Wake County Animal Center
Kathryn Destreza, Director of Investigations, Field Investigations and Response, ASPCA

As veterinarians our professional knowledge is crucial for evaluating and prosecuting animal cruelty cases. In our role as experts we examine animals medically, make professional judgments about causality, write detailed animal cruelty reports, and testify in court. This dynamic duo will share collective experience on how veterinarians can improve the outcome of animal cruelty cases. We will analyze real life cases—the good, the bad, the ugly. Attendees are encouraged to bring their own cases, animal cruelty reports and case outcomes for group discussion.

EXECUTIVE LEADERSHIP
(Sunday - limited registration, CEO, ED, Senior Leadership, Board)

L1 There’s no “I” in TEAM: Coaching & Motivating for Maximum Impact
Sunday, April 29, 2018 8:30 a.m. – 10:00 a.m.
Jim Tedford, CAWA, President & CEO, SAWA

Would you rather be a boss or a coach? Learn how to get the most from your team including tactics for leading by example. We will cover the importance of incremental performance communication versus the standard once-a-year performance review. We’ll talk about making the best hiring decisions and about making other tough HR decisions quickly yet humanely. Hear some great advice from some of animal welfare’s most successful “coaches”.

L2 Lights, Camera,…Purrrr! Content Marketing 101 For Animal Welfare Organizations
Sunday, April 29, 2018 10:30 a.m. – 12:00 p.m.
Jennifer Grantham, Senior Director of Annual Giving, San Diego Humane Society
Kelli Schry, Communications Manager, San Diego Humane Society
Katherine Shenar, Chief of Staff, San Diego Humane Society

Can you do it all? Produce, direct and star in your own show? Absolutely! Social media channels and the digital realm have surpassed traditional media leaving your organization as publishers of your story. Fundraising success depends on your ability to capture and engage your audience and you only have seven seconds to do it! Sort through all the noise and learn best practices for digital marketing strategies that position your organization for lifesaving impact. We’ll teach you how to do content marketing in the animal welfare world so that you raise more money to save more lives. Topics covered will include adoption promotions, photography, video production, storytelling, and digital marketing and fundraising that can be easily produced in spite of limited resources. In this session you’ll learn:

• How to create a successful social media strategy to engage your community to save more lives and raise more money
• How to raise donations in the digital realm — 50% of all donors are now giving online
• How adoption promotions really save lives and money for an organization
**L3 Managing for Culture**  
Sunday, April 29, 2018 2:00 p.m. – 3:30 p.m.  
*Myles Chadwick, Vice President, Emancipet New School, Emancipet*

A toxic workplace is the Achilles Heel of any organization’s success: it leads to higher turnover rates, unhappy staff, and a reduced ability to deliver on mission. Conversely, a healthy workplace fuels teams to believe that the impossible is not just possible, but absolutely achievable. In this workshop we will discuss the important role managers play in creating and maintaining a healthy organizational culture, and attendees will leave with a set of tools and systems they can start putting to use right away in order to strengthen their skills as a leader, increase employee engagement, and guide teams towards success.

**L4 Employee Cravings: Give Them What They Want And You’ll Save More Lives**  
Sunday, April 29, 2018 4:00 p.m. – 5:30 p.m.  
*Katherine Shenar, Chief of Staff, San Diego Humane Society*

Do you know what your employees crave? We already know it isn’t money. A purpose and strong mission? Absolutely! But, more importantly, does your organization’s culture support the fundamentals essential to retaining passionate and productive staff? Since most employees quit due to the environment their boss creates, demonstrating leadership versus supervision is paramount to a happy and productive team. Turnover is expensive and can set your organization back for months resulting in decreased service, low employee morale for those left behind, and fewer animals saved. Bolster your culture through strong leadership and watch your team transform into an energized, accomplished, and engaged lifesaving force! Learn from real case studies of transformation. In this session, you’ll learn:  
- How to raise your engagement levels and realize a difference in achieving your goals  
- How to build a trusting relationship with your staff focused on autonomy, achievement, and success  
- How to fix a team that is broken and uplift morale
Phil Arkow, Coordinator, National Link Coalition

Internationally acclaimed lecturer, author and educator Phil Arkow is coordinator of the National Link Coalition — the National Resource Center on The Link between Animal Abuse and Human Violence — and editor of its monthly LINK-Letter. He chairs the Latham Foundation’s Animal Abuse and Family Violence Prevention Project. He teaches courses on Animal Abuse and Human Violence at the University of Florida, and on Human-Animal Interactions at Harcum College and Camden County College. He trains internationally and has presented over 250 times in 16 countries and 38 states, and has authored or edited over 75 key reference works in the field of human-animal interactions and violence prevention. He has trained 18 times in Texas.

He was one of the founders of the National Link Coalition, the National Animal Control Association, and the Colorado and New Jersey federations of animal welfare agencies. He has served with the American Veterinary Medical Association, the ASPCA, the American Humane Association, the Delta Society, the Animals & Society Institute, 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 recently received a Lifetime Achievement Award from New Jersey Child Assault Prevention.

Chumkee Aziz, DVM, Senior Director, Shelter Medicine, ASPCA

Dr. Aziz obtained her DVM degree at Tufts Cummings School of Veterinary Medicine in 2012. She completed an internship at the ASPCA’s Bergh Memorial Animal Hospital in NYC in 2013 and a shelter medicine residency with the Koret Shelter Medicine Program at the University of California, Davis in 2016. She currently serves as a senior director of shelter medicine for the ASPCA. Her areas of focus and interest include the role of community collaboration in mitigating pet homelessness, proactive shelter population management, and infectious disease prevention in shelters.

Shelby L. Bobosky, Esq., President, Legislative Chair and Board Member, Texas Humane Legislation Network

Ms. Bobosky attended the University of Kentucky for her undergraduate degree, earning a double major in History and Spanish in 1996. She then attended the University of Tulsa Law School and spent a year as a visiting law student at Northwestern University School of Law graduating in 1999. In 1999, Ms. Bobosky moved from Chicago, Illinois to Dallas, Texas, to begin her law practice. For the past sixteen years, Ms. Bobosky has continued practicing general civil litigation until recently when she decided to do only pro bono work putting in hundreds of hours for THLN as well as assisting animal welfare advocates and rescues when possible. Ms. Bobosky was heavily involved in the Dallas Association of Young Lawyers, co-chairing the Animal Welfare Committee for four years and raising thousands of dollars for local 501(c)(3) rescues during her terms.

Ms. Bobosky has been Vice President and Board Member with THLN since January 2011. Ms. Bobosky served as the Co-Legislative Chairman for THLN in the 2013 and 2015 sessions. She has traveled thousands of miles with THLN in order to promote its mission. Ms. Bobosky and her husband, three boys and three rescue dogs live in Dallas, Texas.

Katie Broaddus, DVM, Chief Operations Officer, Austin Humane Society

Dr. Katie Luke Broaddus received a bachelor’s degree in Microbiology from the University of Texas at Austin in 2000 and is a 2004 graduate of the Texas A&M College of Veterinary Medicine. After a couple of years in private practice, Dr. Broaddus began working as the first full-time staff veterinarian at the Austin Humane Society. In 2007 she helped found the Austin Humane Society’s Feral Cat Spay/Neuter Program which has since served over 55,000 free roaming cats. As the COO for the Austin Humane Society, Dr. Broaddus supervises the care of over 11,000 pets each year and has led the operation of the Austin Humane Society’s emergency pet shelter during several hurricanes, fires, floods, and hoarding cases. Dr. Broaddus has served on the Board of Directors of the Association of Shelter Veterinarians, is a member of the AVMA, CAVMA, SAWA, is a Certified Animal Welfare Administrator (CAWA), and is active with the Shelter and Disaster Preparedness committees of the TVMA. She and her husband have 3 small children and 1 rambunctious old lab.

William Broyles, Captain, Corpus Christi Police Department/Animal Care Services

Captain William Broyles began his career in law enforcement in 1998. Throughout the years, he has had the opportunity to experience various types of cultures, personalities and ways of thinking. The Corpus Christi Police Department afforded Captain Broyles with many opportunities that not only made him a more well-rounded officer but also better at problem solving. He was a graduate of the 60th session police academy, been assigned to patrol, Field Training, Gang Unit, Federal Bureau of Investigation as a Task Force Officer, Narcotics/Vice Investigations and the Hostage Negotiation Team. In 2013 he was promoted to the rank of Lieutenant where he supervised patrol shifts, the Hostage Negotiation Team and later transferred to the Inspections Unit. In 2016 he was promoted to the rank of Captain and assigned to the Corpus Christi Animal Care Service and became manager over the Hostage Negotiation Team. Captain Broyles has been the recipient of several commendations and a Life Saving Award.

The Corpus Christi Animal Care Services gave Captain Broyles not only a different perspective on public safety but a different way to talk to those passionate about animals. Currently, Captain Broyles manages a staff of 43 and a budget of 3.1 million. With the help of People Assisting Animal Control, Captain Broyles helped establish the Pet Retention Program, Responsible Pet Ownership classes and increased rescue partners nationwide to over 200 in less than a year.

As a Hostage Negotiator, Captain Broyles has spoken to those in their darkest movements. From those that have taken hostages, barricaded subjects,
Karen Cleveland, Animal Communicator and Advocate

A perceptive and thoughtful Animal Communicator and educator, Karen Cleveland aims to create better, more satisfying lives for pets, pet owners, and animal professionals. The owner of One Love Animal Center in Snohomish, WA, Karen has been professionally trained and certified in Psych-K, Emotional Freedom Technique and Reiki. Committed to the betterment of all life, she helps with issues of behavior and health, and helps to improve relationships and create peaceful households. With insights learned from the animals themselves, Karen works to educate others in the awareness and behaviors of our animal companions.

Since first learning about the Jungian archetypes in 2001, Karen has taken a very personal and deep interest in fully understanding archetypes, how they affect her life and the lives of those around her. In 2013 Karen followed her passion for animals and began working professionally as an animal communicator. Over time she began to recognize the same archetypal patterns that she knew so well for herself were also present in the animals. After several years of working with her clients and their pets, she recognized without question that people’s pets play out archetypal patterns of behavior in their own way: unique but very similar to the archetypes we see expressed through humans. By identifying these archetypes and helping her clients recognize and align with them, Karen has helped her clients create better outcomes in their households. Today Karen sees individual clients, blogs on archetypes and other topics, teaches classes and facilitates drop-in groups as part of her goal to create a better world for animals.

Valerie is a pet portrait photographer and dog trainer based in southern New Jersey. In her spare time, she photographs adoptable animals for several local shelters, rescues, and fosters. She’s driven by some of her favorite things in life: shooting the night sky and capturing the stars, teaching photography for shelter staff and volunteers, and cuddling with senior cats (orange tabbies are her favorite!). Her work has been seen in several magazines and books, including American Dog Magazine, Local Living Magazine, and Great Destinations, NJ.

Rosemarie Crawford is a licensed veterinary technician who has worked in animal welfare for more than 15 years. She has experience in public and private shelters and in veterinary practices. As a medical staff member in a high-volume, open-access shelter in Illinois, Rosemarie worked closely with the shelter veterinarian to provide for the animals’ medical and surgical needs. She assisted in developing and implementing progressive, proactive protocols for the care and treatment of kittens in the shelter’s kitten nursery room as well as for those in foster care. Additionally, Rosemarie served in two shelters as the foster coordinator and understands the challenges of creating, expanding and maintaining a foster program. Currently, she works at a large, six-doctor veterinary practice in the greater Washington D.C. area and fosters neonatal, ill, injured or debilitated kittens for several local shelters and rescue groups.

Tim Crum is a nationally recognized expert on fundraising, board governance and shelter operations in the animal shelter industry who is often called upon to speak at national and regional conferences. In 2008, Tim founded Animal Shelter Fundraising, and has consulted with more than 100 animal welfare groups across the United States and has raised in excess of $200,000,000. In 2013, Tim co-founded Animal Shelter Services to help animal shelters and rescue groups with operational issues ranging from shelter evaluations to board development to interim management.

Betty Cruz is completing her B.S. in Computer Science with a Professional Writing minor at the University of Houston-Downtown. She has been a member of the UHD Animal Rescue Club since fall 2016. She is the Volunteer Coordinator and Social Media Manager of the club. In the past, she has volunteered for Rescued Pets Movement, Houston Pets Alive, Friends for Life, and Strut Your Mutt.
Susan Culp, D.V.M., Staff Veterinarian/ Authorized Personnel Program Manager, Texas Animal Health Commission

Susan Culp, D.V.M. is a Staff Veterinarian at the Texas Animal Health Commission. Prior to joining TAHC she was a small animal practitioner in the Austin area for 12 years. Dr. Culp received Bachelor of Science degrees from both Texas State University in San Marcos as well as Texas A&M University in College Station. She completed her DVM at Texas A&M College of Veterinary Medicine in 2001.

Dr. Joseph Davey, Faculty Co-Advisor, The University of Houston-Downtown Animal Rescue Club (UHD ARC)

Joe Davey is the faculty co-advisor of the UHD Animal Rescue Club. He earned his Ph.D. in African History from Michigan State University in 2015, and now teaches at University of Houston-Downtown. His research interests include Atlantic World trade networks, migrations and movements in Africa and the Atlantic, Atlantic Slavery, African slavery and the transition from slave trading to produce trading in the 19th century Africa. He is the proud adoptive parent of a cat, Skeets, and a dog, Zoey.

Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection

Karen Deeds, is a Certified Dog Behavior Consultant through the International Association of Animal Behavior Consultants (IAABC). She is the co-owner of Canine Connection in Ft. Worth, TX with her husband, Bob Deeds, a retired Federal K9 Handler on Texas Task Force I. Karen started her business in 1994 after realizing the need for educating the public about dog training and behavior while volunteering for a local humane society. She worked in the Assistance Dog Field for 15 years and currently provides her expertise on behavior problems including fear, anxiety and aggression. She has consulted and worked with thousands of pet dog owners, various shelters and rescue organizations, as well as has testified in dozens of court cases regarding dog bites. She currently teaches at two facilities in the DFW metroplex focusing on Reactive Integration and Competitive Obedience and Rally.

Kathryn Destreza, Director of Investigations, Field Investigations and Response, ASPCA

Kathryn Destreza currently serves as director of Investigations for the ASPCA’s Field Investigations and Response team; overseeing and coordinating all animal cruelty investigations across the country for the ASPCA. She routinely works with state and federal law enforcement agencies and local animal welfare groups on criminal cases and will often serve as a subject matter expert on crime scenes to guide law enforcement in identifying evidence and paraphernalia associated with cruelty and animal fighting. Kathryn has testified as an expert in animal fighting, animal sheltering and various other forms of animal cruelty.

Prior to joining the ASPCA, Kathryn Destreza served over 17 years as the Animal Services Director and Chief Humane Officer for the Louisiana Society for the Prevention of Cruelty to Animals (LA/SPCA). During this time she also earned national recognition for handling high-profile animal cruelty and animal fighting cases, improving the quality of life for shelter animals, and her leadership in the aftermath of Hurricane Katrina—leading the largest animal rescue operation in history.

Kathryn teaches various courses on animal cruelty investigations techniques, crime scene response, evidence documentation and handling, disaster preparedness and animal sheltering. Kathryn has presented for law enforcement, animal control and veterinary entities across the country. Prior to her work in animal welfare, Destreza was a member of the United States Armed Services, serving as an engineer with the U.S. Navy on the USS Cimarron AO in the Echo fighter group during Desert Shield.

Ronald J. Epps, MS, DVM, Veterinarian, City of Waco Animal Services

Dr. Epps grew up in Dallas and attended Texas A&M where he acquired his BS in Biomedical Science, Master of Science in Epidemiology, and his Doctor of Veterinary Medicine. Following graduation from veterinary school in 1980, he entered small animal practice and soon opened his own practice in Bedford, TX. In 1999 he sold his small animal practice to a veterinary corporation and moved to Central Texas.

In 2002 he joined McLennan Community College and started the Veterinary Technology program. During his 13 year tenure at the school, he served as Program Director of the Veterinary Technology Program, Division Chair of the Math, Science, Health and Physical Education division, and Dean of Workforce Education. Dr. Epps also served as the Emergency Management Coordinator for the college and attended numerous classes at the Emergency Management Institute in Maryland. In 2015 Dr. Epps became the first full-time veterinarian for the City of Waco in the Animal Services department and has worked to improve animal care and provide surgical repair for injured animals that enter the shelter.

He is a retired Lieutenant Colonel in the Texas State Guard — Medical Brigade. He and his wife Barbara have three daughters and 6 grandchildren.

Daniel Ettinger, Animal Protection Officer II, Denver Animal Protection

Daniel Ettinger began his career in the animal welfare industry in 2009 as a volunteer with the Denver Animal Shelter and WOLF, a wolf sanctuary in LaPorte, Colorado. He has taken a unique path from a volunteer to becoming an Animal Control Officer. Currently, he is an Animal Protection Officer II with the City & County of Denver. He is also the Media Director with the Colorado Association of Animal Control Officers. He has worked for two non-profit organizations and three government agencies. This experience gives him a unique perspective on animal control operations and a behind the scenes look into non-profit and municipal animal shelters. He is very passionate about animal welfare and takes pride in helping the profession move forward.

Texas Unites 28
Don Feare, Jr. Esq., Eligible to Practice in Texas, The Feare Law Firm, PC

Don practices civil litigation and criminal defense in Arlington. He regularly handles a large volume of animal law cases. Don has also been honored as one of the Top Ten Animal Defenders in America by the Animal Legal Defense Fund in 2012, and was recognized by the City of Arlington for his role in the largest animal cruelty seizure in world history in which 27,000 animals were seized from an import/export business. Don is a past member of the board and the legislative committee of the Texas Humane Legislation Network (THLN). He is a photographer and field contributor to Nature Photographer magazine, and writes about animal law and waterfowl behavior and diseases. In addition, he speaks to civic and animal groups throughout the country. Don lives at the Wildflight Rescue Foundation, the sanctuary he established in the late 1980’s. Don is an adjunct professor of animal law at his alma mater Texas Wesleyan School of Law, where he has been voted as a distinguished alumnus from the law school. Also at the Animal Law Institute, Don Feare was awarded with the first “Lifetime Achievement Award” by the Animal Law Section for his work in animal advocacy.

Tori Fugate, Director of Marketing & Communications, Kansas City Pet Project

Tori Fugate is the Director of Marketing & Communications for Kansas City Pet Project. Tori joined the shelter team in March 2012 – shortly after the organization took over the Kansas City, MO, animal shelter in January 2012. Tori’s role with Kansas City Pet Project has enabled her to build the organization’s brand and promote its mission from inception to what it is today. She enjoys the opportunity to promote KC Pet Project and its pets through social media and in print, radio and television appearances on a local and national level – including The Huffington Post, CBS News, Hallmark Channel, and The Rachael Ray Show. Kansas City Pet Project is the largest No Kill shelter in Kansas City, and they care for over 10,000 pets a year with nine locations to adopt pets in the Kansas City metro area.

Dr. Aaron Gillette, Founder and Faculty Co-Advisor, The University of Houston-Downtown Animal Rescue Club (UHD ARC)

Aaron Gillette is an associate professor of modern European history at the University of Houston Downtown. He specializes in the history of eugenics and in Nazi-US student exchanges. He is the founder and co-advisor of the UHD Animal Rescue Club, which he established three years ago, after encountering mistreated cats in Spain, and adopting several homeless cats in New York and Texas.

Jennifer Grantham, Senior Director of Annual Giving, San Diego Humane Society

Jennifer Grantham, Senior Director of Annual Giving, San Diego Humane Society has over 17 years of experience in fundraising (Annual Giving, Special Events, and Corporate Relations) working for a wide-range of organizations including the YWCA, American Cancer Society and USO. She is currently responsible for the strategic direction and management of San Diego Humane Society’s Annual Giving Programs, which includes the annual photo fundraiser/calendar, campus fundraising initiative, corporate fundraising, direct mail, online giving, mid-level leadership giving, third-party fundraisers, stewardship and special events: Fur Ball Gala, Walk for Animals – San Diego, Walk for Animals – North County and the Day of Giving. Throughout her seven years with San Diego Humane Society, Jennifer has led her team in raising more than $20 million and has been the driving force in growing online giving into a program that is on track to raise nearly $2 million this fiscal year.

Emily Grossheider, CAWA, Chief Innovation Officer, Dogs Playing for Life™

Emily was raised by a lab mix & two cats in Northern California. After graduating from University of California, Santa Barbara, Emily accepted a position at Dog Adoption and Welfare Group where she increased adoptions over 100%. Following her tenure at DAWG, Emily became the Director of the Santa Ynez Humane Society. In her ongoing efforts to improve the training of her staff and ultimately enrich the lives of the animals in her charge, Emily met the Dogs Playing for Life team, which she enthusiastically joined as Director of Development in 2015. Since then, Emily has earned accreditation as a Certified Animal Welfare Administrator (CAWA), been promoted to Chief Innovation Officer at DPFL, and earned a Masters in Public Administration, with an emphasis in nonprofit management. Emily lives in Santa Barbara, California with her ornery rescue mutt Blackjack. In her free time, she can be found on the beach or teaching her 3 nieces and nephew how to beg their mothers for a rescue puppy.

Leslie Harrelson, Founder/Executive Director, P.E.T.S. Low Cost Spay and Neuter Clinic

After 5 years in canine rescue, Leslie googled “how to fight pet overpopulation” and learned that spaying and neutering is the only answer. A fundraising campaign led to 75 pets being sterilized in her community of Wichita Falls Texas but no difference in the number of strays Leslie continued to find and rescue. A second campaign brought a mobile spay and neuter clinic, TCAP, to Wichita Falls where 150+ pets were fixed over 3 clinic days in the fellowship hall of her grandmother’s church. Inspired by TCAP’s work, Leslie opened PETS Low Cost Spay and Neuter Clinic 2 months later and will celebrate PETS’ 10th birthday in 2017.

Joining animal advocates from all walks of life and experience, Leslie has turned P.E.T.S. into a household name in her community. Focused on impact rather than quantity, P.E.T.S. truly lives up to its name: Preventing Euthanasia Through Sterilization. Leslie is a community leader and never sees a problem without a solution. She serves as Executive Director of P.E.T.S. in charge of their many programs and clinic operations. She is an expert grant writer and fundraiser securing appropriate funding every year to meet the needs of her community. She is also extremely successful in balancing the volunteer/staff dynamic within the non-profit world.

Kevin D. Hearst Sr., Animal Cruelty Instructor, The Law Enforcement Training Institute

Kevin Hearst currently serves as DeKalb Animal Services & Enforcement Academy director, developing curriculum, student calendar, and other
training materials. He is Lead Field Supervisor and Chief Cruelty Investigator for Dekalb’s Animal Cruelty Taskforce. He also serves as liaison in-service instructor for Dekalb Co. Police Academy, Sheriff Office, Code Enforcement, Emergency Management Agency and District Attorney & Solicitor-General’s offices. Hearst frequently serves as an expert witness due to his extensive knowledge, training, and experience in animal cruelty/ equine, dangerous animal and blood sports investigations.

**Laura Helmueller, DVM, Chief Medical Officer, Emancipet**

Laura Helmueller grew up in the San Antonio, TX area and graduated from Texas A&M University with her DVM in 2001. She has worked in many fields of veterinary medicine including owning a mixed animal practice, corporate medicine and full service small animal practice. Laura joined Emancipet as a spay/neuter veterinarian in 2008, became the Medical Director in 2009, and Chief Medical Officer in 2013. As CMO, she supports all Emancipet veterinarians in ensuring the safety of all our patients and the high-quality standards in our clinics. Dr. Helmueller’s areas of expertise are high volume spay/neuter, community medicine, clinic efficiency, veterinary staff management, efficiency and clinic design, and training.

**Joel H. Hess, Kennel Manager, Williamson County Regional Animal Shelter**

Joel Hess is the Kennel Manager for the Williamson County Regional Animal Shelter (WCRAS) in Georgetown Texas. Here he oversees the animal care staff responsible for routine medical treatment, behavioral enrichment and the shelter’s surgical programming. When he joined the team at WCRAS a personal goal was increasing quality adoptions with a focus on proper matching of adopters and pets. Joel chairs the Williamson County Animal Advisory Board as well as serving on the shelter’s leadership team (of four). Before joining WCRAS, Joel served as a veterinary technician and hospital administrator at Spicewood Springs Animal Hospital in Austin where he focused on animal nursing, patient care, customer relations, staff development and team building.

**Chris Huff, Animal Services Manager, City of Arlington**

Chris Huff currently serves as the Animal Services Manager for the City of Arlington. She also previously held the role of Community Services Educator for the City of Arlington Animal Services.

During her time with the City of Arlington, Chris was recognized as a recipient of the Dr. Martin Luther King, Jr. 2012 “Sharing the Dream” Award in Government, named the 2011 Texas Animal Control Association (TACA) Humane Educator of the Year, and instrumental in the implementation of a long list of Arlington humane education and partnership programs that support youth, seniors, and families.

As an innovative thinker, inspiring educator, and compassionate humane welfare advocate, Huff has personally inspired thousands of Arlington residents through her partnerships with UT Arlington, Arlington and Mansfield Independent School Districts and retirement facilities, businesses, and more. Huff has motivated, educated and cultivated others to be passionate and caring towards animals and community service.

**Kris Huguley, Executive Director, Texas Humane Heroes**

Kristen Huguley is the Executive Director at Texas Humane Heroes responsible for all aspects of the organization with focus on fundraising, business operations and marketing. Her experience includes non-profit board and executive committee leadership and for-profit marketing management with event, communication and team building expertise.

Kristen successfully implemented a culture shift at Texas Humane Heroes incorporating communication, openness and teamwork across all levels of the organization improving employee engagement, satisfaction and retention. She increased the organization’s social media fan base, engagement and reach by 70% and managed rebranding efforts to provide consistent design and messaging as well as a professional, user and mobile-friendly website.

Kris is a graduate of Baylor University and earned a Master of Business Administration from Tarleton State University.

**Katie Jarl, Texas Senior State Director, Humane Society of the United States (HSUS)**

Katie Jarl works to pass animal welfare legislation at the state and local levels, coordinate disaster and rescue response for animals in need, engage with law enforcement on trainings and resources, and connect advocates to issues and solutions. Most recently, Jarl passed critical legislation that would make animal sexual abuse a felony in Texas and increase penalties for animal cruelty. In 2015, she was successful in making the state of Texas the first Gulf Coast state to ban the sell, trade and distribution of shark fins. She worked with the City of Austin to pass ordinances that ban the killing of deer and coyotes and also a ban on bullhooks used on elephants in the circus.

Previously, she served as the Deputy Director of the HSUS Media Relations department and worked closely with the animal fighting campaign to promote federal and state legislation. Jarl traveled with the HSUS rescue team to dozens of cities across the country to handle on-site media and assist with dogfighting, cockfighting and animal cruelty cases.

**Cynthia Karsten, DVM, DABVP (Shelter Medicine Practice), Outreach Veterinarian, Koret Shelter Medicine Program, University of California, Davis**

Cynthia (Cindy) Karsten, DVM, finished her shelter medicine residency at UC Davis in 2014 and is now the outreach veterinarian with the UC Davis Koret Shelter Medicine Program. Her main role is helping shelters in any and all capacity that she can (from email questions to focused on-site consultations), creating resources and doing research to improve shelter animal welfare and guiding veterinary students to help all pets and pet owners in their community.
Felicia Kerney, Esq., Asst. Criminal D.A., Dallas County

Felicia Kerney has been a prosecutor with the Dallas County District Attorney's Office since 2011 where she has prosecuted a number of misdemeanor and felony cases ranging from driving while intoxicated to Aggravated Assault with a Deadly Weapon. In 2013, Ms. Kerney was placed in a specialized unit where she prosecuted solely domestic violence cases. It was here that she came into contact with her first animal cruelty case.

Ms. Kerney’s desire to protect our four legged friends, as well as educate the community about animal abuse, inspired her to apply for the position of animal cruelty prosecutor; and in March 2015 Ms. Kerney was hired as the new animal cruelty prosecutor. Ms. Kerney knew that she had some big shoes to fill but she welcomed the challenge. As Ms. Kerney began to settle into her new position she began to realize more and more that the abuse of animals was more than just that. There was a link between animal abuse, child abuse, elder abuse and domestic violence. While in her new position, not only did Ms. Kerney make it her objective to make sure that those who harm animals are appropriately punished, she also made it her mission to educate the community about animal cruelty by speaking at different conferences and events.

Susanne Klausner, Senior Manager, Consumer Insights, Nestle Purina

Susanne Klausner has been committed to uncovering consumer insights for the past 20 years and has been part of Nestle Purina’s Consumer and Marketplace Insights team for the past 8 years. In her role as a Senior Manager, she partners with Purina’s Professional Engagement Team, including Animal Welfare, to deeply understand the attitudes, behaviors and motivations of pet owners.

Casey Kleekamp, Marketing Manager, Pet Welfare Strategy and Programs, Nestle Purina

Casey Kleekamp is a Marketing Manager, Pet Welfare Strategy and Programs at Nestle Purina. She has been with Nestle Purina for five years, working in many different functions including Shopper Marketing, Portfolio Development and Category Leadership. In these roles she leveraged consumer insights and key partnerships to create engaging pet owner experiences. She is a passionate animal lover and long-time animal welfare advocate, both in her professional and personal life. She is a founding member of the Humane Society of Missouri’s Women’s Leadership Council and has served on the Steering Committee since 2013. She has also volunteered at several other animal welfare organizations in the St. Louis area over the past 18 years.

Bryan Kortis, National Programs Director, Neighborhood Cats

Bryan is the National Programs Director for Neighborhood Cats. An experienced trapper, current Return-to-Field driver and community TNR program strategist, he has produced many of the leading educational materials on Trap-Neuter-Return, including award-winning books and videos, and is a frequent presenter on community cat issues. Bryan has also co-designed traps and other equipment popular in the TNR field and led development of CatStats, a free online colony database system available to all TNR programs. He has a Bachelor of Arts degree from Cornell University and a J.D. from the University of California, Berkeley.

Robert C. Leinberger, Jr., Animal Control Supervisor, Richmond Animal Care & Control

Rob Leinberger has an amazing girlfriend, two children, a dog, a cockatiel, a bearded dragon, and a red-footed tortoise. He’s an Eagle Scout and worked as a veterinary assistant during high school. In December 1991, he became an Animal Control Officer for Chesterfield County. Rob joined Richmond Animal Care & Control in January 2016 as the Animal Control Supervisor. He teaches an animal control basic course for new animal control officers in the region. Rob has an Associate’s Degree in Police Science and a Bachelor’s Degree in Human Resource Management. In 2011, he completed a Master’s Degree in Human Resource Management at the University of Richmond.

In October 2009, he was elected to the board of directors for the Virginia Animal Control Association and is the past President. In September 2012, Rob joined the board of directors for the National Animal Care & Control Association and currently serves as Vice President.

Karen Little, Executive Director, Alley Cat Advocates

With her husband, Karen founded the non-profit TNR group Alley Cat Advocates in 1999. Based in Louisville, Kentucky, the group has altered over 40,000 community cats and has worked to transform the culture of care provided community cats in the region. She was instrumental in a 2012 ordinance change that moved the city’s municipal shelter to immediately implement an extremely successful Return to Field program, moving the city’s Live Release Rate for cats to over 95% in 2017.

Barbara A. McLean, CAWA, CEO & Founder, Karmic Media Group, LLC

Barbara A. McLean, MBA, CAWA, is an international best-selling author, speaker, coach, consultant and creator of Shelter Kids Club Magazine. Leveraging technology to develop more efficient and ultimately more impactful programming, Barbara applies her training and expertise as an educator, instructional designer, marketer and former executive director to find solutions for animal welfare organizations. As a mom to a rescued dog and 2 teenaged boys, she is committed to enriching the human-animal bond.

Vincent Medley, Chief Executive Officer, Animal Care and Control Team of Philadelphia

Vincent Medley is a leader in animal sheltering and has worked in 4 of the top 10 largest shelters in the country. As a career animal control officer, he has made increasing the professionalism of his animal law enforcement staff a top priority. Whether in Texas or Philadelphia, Vincent has lead teams that achieved 100% response to field service complaints, and have dramatically increased the lifesaving rate. During his tenure in San Antonio, he was key to increasing the lifesaving rate from 31 to 87%. He is currently the Chief Executive Officer for the Animal Care and Control Team of Philadelphia. Since arriving in 2015, along with his team of animal sheltering professionals, they have implemented shelter practices that
align with national standards and best practices. The lifesaving percentage has increased from 76% to 82%, and his team has created grassroots partnerships to maximize the shelter's impact in the community. He is frequently invited to train shelters staff throughout the country and is a regular presenter at national conferences.

**Amy Mills, Chief Executive Officer, Emancipet**

Amy Mills has spent her career creating social change. In 2006, Amy became CEO of Emancipet, a non-profit on a mission to make spay/neuter and preventive veterinary care affordable and accessible for all pet owners. As CEO, Amy leads the organization's strategic growth initiatives: opening new clinics in underserved communities and training groups to grow their own spay/neuter programs. Amy is a passionate about helping animal welfare leaders take their programs to the next level, which is often the focus of her workshops at conferences around the country.

**April Moore, Engagement Manager, City of Austin Animal Services**

April Moore served as Animal Protection Supervisor with the Field Services Unit based at the Austin Animal Center for over 10 years. She played an integral role in helping the Austin Animal Center create a more engagement-based animal control program by developing community policies and programs that promote lifesaving, without compromising public safety, and connect community members with the resources needed to keep their pets and neighborhoods safe and healthy. The Field Services Unit serves over 1 million residents in the Austin and Travis County area through response to almost 31,000 calls for service, emergency response, neighborhood canvassing and outreach events. April is now Austin Animal Center's Engagement Manager and is working to create neighborhood level programs to address unique animal services needs in high intake, low return-to-owner areas in the community and to reposition the center's intake facility as a pet resource center.

**Jaime Olin, Esq., Legal Advocacy Counsel, ASPCA**

Jaime Olin is one of seven attorneys in the ASPCA’s Legal Advocacy department, which provides legal support to law enforcement and prosecutors in animal cruelty and animal fighting cases across the country; works to win greater legal protections for animals through its civil litigation program; and serves as legislative counsel to the ASPCA’s Government Relations team. In her role as Legal Advocacy Counsel, Jaime has assisted prosecutors in Alabama, Florida, Georgia, Illinois, Michigan, South Carolina, Texas, and Wisconsin on cases involving dog fighting, cockfighting, puppy mills, and rescue-hoarders. Prior to joining the ASPCA, Jaime working for nine years as a civil litigator, practicing in state and federal court. Jaime graduated from New College of Florida with a bachelor's degree in Psychology, Tufts University with a master's degree in Animals and Public Policy, and the University of Michigan Law School. She lives in Dallas, and she's licensed to practice law in both California and Texas.

**Mike Phillips, President and Co-Founder, UrbanCatLeague.org**

Mike is Co-founder and President of UrbanCatLeague.org as well as Community Outreach Coordinator for The NYC Feral Cat Initiative, a program of The Mayor’s Alliance for NYC’s Animals. Serious animal work all began when Mike volunteered with the NYC cat adoption group Kittypoind during a period of unemployment in the 1990s. Nearly overnight he was the volunteer coordinator and was spending every free moment immersed in finding homes for NY’s homeless cats. The next step was becoming president of Neighborhood Cats and starting the ongoing TNR training workshops attended by 8,000+ New Yorkers to date. Working to provide street cats with the best health care possible led Mike to pursue a degree in Veterinary Technology. After 40 years working in theater, including 20 years with New York City Opera, Mike works full-time for animals and professional theater is now his “hobby,” to earn a living.

Though Mike works only pro bono as a vet tech, he’s had a long association working for the ASPCA for various special projects. He’s worked as the Veterinary Technician Supervisor at the ASPCA Adoption Center in NYC, as well as working in the Berg Memorial Hospital’s I.C.U. and on the ASPCA’s mobile spay/neuter clinics. After Super-storm Sandy, Mike volunteered as Veterinary Administrator at the ASPCA/FIR Emergency Foster Shelter to help families at risk to keep their animals. A recipient of the HSVMA “Best Friend to Feral Cats” award, most recently Mike was recruited again by the ASPCA to be the founding supervisor for their Neonatal Kitten Nursery.

**Louisa Poon, DVM, Chief of Veterinary Services, Denver Animal Protection**

Dr. Poon received her DVM degree in 2009 from University of Wisconsin. She then proceeded to do a one-year internship in shelter medicine and surgery at Colorado State University. After completion of her internship, she worked as an emergency veterinarian at a local specialty veterinary clinic in CO. During this time, she continued to do relief work at local shelters. In 2012, she moved to Athens, GA and became a faculty member at the Community Practice service at University of Georgia. Dr. Poon then started her current position as lead veterinarian at Denver Animal Protection in 2014.

Prior to attending veterinary school, Dr. Poon received a PhD in Neuroscience from University College London, United Kingdom in 2003 and MS in Plant Breeding and Plant Genetics from University of Wisconsin in 1997.

**Caitlin Quinn, Director of Operations, HeARTs Speak, Inc.**

Caitlin Quinn is the Director of Operations at HeARTs Speak (www.heartsspeak.org) and became involved in animal sheltering after years of volunteering as a grant writer for local nonprofits in her area. She has long-been obsessed with animals, art and (nerd-alert!) the management and organization of nonprofits, and was lucky enough to stumble into a career that allowed her to explore those passions. Prior to joining HeARTs Speak, Caitlin spent seven years as the Assistant Director of Animal Farm Foundation, while also working towards her Masters in Public Administration. She has found her four-legged soul mates in her dogs, Patrick + Sally, and hopes to bring to the world of animal sheltering what she has learned from them: Endless curiosity, unshakeable optimism, and the ability to always lead with compassion.
Christine Rankin, Assistant Director, Texas Humane Heroes

Christine Rankin earned her Bachelor’s Degree in Journalism with an emphasis in Public Relations from New Mexico State University. She started her marketing career in the restaurant industry before moving with her husband to Austin.

Her marketing career flourished in the non-profit industry with Texas Humane Heroes. She began as a Community Adoption Counselor directly marketing the adoptable pets and finding them homes before being promoted to Marketing Manager.

In her current position, she plays a vital role in growing the organization’s traditional and social media presence most notably attaining national coverage for the organization. She’s responsible for all media relations frequently appearing on local news programs. She’s passionate about animals and believes in Texas Humane Heroes’ mission to eliminate pet homelessness.

B.J. Rogers, CAWA

B.J. Rogers, CAWA, lead the team responsible for ASPCApro.org -- the premier online resource supporting the critical work of shelter and rescuestaff and volunteers. Prior to joining the ASPCA, B.J. served as chief executive of the Humane Society of Chittenden County. He has held various executive positions in the human service sector and has worked in higher education as a press secretary to a gubernatorial candidate. He’s a Certified Animal Welfare Administrator (CAWA) and a Certified Dialogue Education Teacher (CDET).

Cathy M. Rosenthal, CHES, Animal Welfare Communications, Education & Marketing

Cathy Rosenthal has more than 25 years of experience in public relations, communications and humane education in the animal welfare field. She has worked for local humane societies and national humane groups, appearing on hundreds of television and radio programs to address animal issues. Today, Cathy is a communications expert for animal welfare groups all across the country. She consults with local and national animal groups on their media and marketing plans and writes media, marketing, education and grant materials for these groups. She also gives workshops at state, regional and national animal welfare conferences on such topics as media relations, compassion fatigue, and customer service for animal welfare professionals. Cathy is a syndicated pet columnist for My Pet World and is the author of several children’s picture books on dogs and cats.

Kate Rugroden, Director of Special Projects, Bat World Sanctuary

Kate is a TPWD permitted wildlife rehabilitator specializing in bats, opossums, and raccoons, and holds both TPWD and USDA Educational Display permits as well. She has over 25 years’ experience in presenting live animal programs in addition to her 12 years as a rehabilitator. She is a member of IWRC, MWRA, the Texas Bat Working Group, the Texas Animal Shelter Coalition, and Texas Metro Wildlife Rehabilitators, and serves as Chair of the Stakeholders Committee for the National White Nose Syndrome Response Team.

Kate serves as Director of Special Projects for Bat World Sanctuary, the largest rehabilitation and teaching facility in the world dedicated exclusively to rescue, rehabilitation, and sanctuary for bats. In that role, she has presented educational programs to thousands of adults and school children throughout the DFW Metroplex. She has developed training manuals for four wildlife rehabilitation classes, and, with Amanda Lollar of Bat World Sanctuary, co-authored the book The Essential Bat (Bat World Sanctuary, 2012). In addition, she is approved by the Texas Department of State Health Services (DSHS) to provide up to 60 hours of continuing education credit to Animal Control Officers for the wildlife rehabilitation classes she teaches, and by AAVSB to provide 16 hours of continuing education credit for veterinarians and licensed veterinary technicians.

Aimee Sadler, Founder/CEO, Dogs Playing for Life™

Aimee Sadler is the Founder and CEO of Dogs Playing for Life. With over 25 years of experience with multiple species in varying venues, Aimee has become a nationally recognized trainer and speaker specializing in shelter programs that reduce canine euthanasia and increase quality of life. In 2015, Aimee left her position as Director of Training and Behavior for an open admission shelter to consult with animal shelters full time, founding Dogs Playing for Life™. DPFL has now consulted with 200 shelters-and counting-to increase quality of life of shelter canines and the humans that care for them!

Emily Rae Sanchez, President, The University of Houston-Downtown Animal Rescue Club (UHD ARC)

Emily Rae Sanchez is a senior at The University of Houston Downtown (UHD), majoring in English and education. She is also the current president of the UHD Animal Rescue Club. After joining the club, she began dedicating much of her time to animal welfare activities. Her volunteer work has also spread to different fields: she now helps the elderly, children, teens and adults; and serves as a student mentor at UHD. After graduation, Emily plans to become a high school English teacher.

Kelli Schry, Communications Manager, San Diego Humane Society

Kelli is a public relations professional with a decade of experience crafting unique story angles to help brands get noticed. Armed with an infectious can-do spirit, Kelli has an especially rich history in community messaging and is a skillful storyteller. Her media relations efforts have garnered hard-won national media placements on CNN, todayshow.com, Oprah Magazine, Animal Planet, Huffington Post, Jezebel and USA Today.

For San Diego Humane Society, Kelli oversees media relations, social media strategy, content development, messaging, as well as the content strategy for the organization’s community magazine, San Diego Pets Magazine. She most enjoys unveiling the inspiring stories that make people fall in love with the mission of San Diego Humane Society.

Kelli obtained a B.A. in Communications from California State University, San Marcos with an emphasis in Mass Media and Film. She currently lives in East San Diego with her husband, their two-year old daughter, Aubrey, and two furry babies, Cooper and Olive.
Ashley has spoken on veterinary hospital design at the VCI Seminars at Sea for Florida. for Animal Humane New Mexico in Albuquerque; the design of a new shelter for PAWS in Seattle; the kennel renovation and new adoption building and coordinated. These projects include, design of a new companion animal shelter, veterinary hospitals and other animal care facilities. Her versatility is demonstrated by the diverse projects that she has spearheaded as the Executive Director for the Animal Protective Association of Missouri, the Animal Welfare Issues Consultant for The Humane Society Of The United States, and as President and CEO of Asheville Humane Society. Katherine is the author of the book Coalition Building for Animal Care Organizations, a how-to guide for animal advocates to work collaboratively in communities. Katherine holds a Masters of Arts in Media Communications and served as an adjunct professor for the School of Communications at Webster University.

Lee Ann Shenefiel, Interim Chief Animal Services Officer, City of Austin Animal Services

Lee Ann Shenefiel is the Interim Chief Animal Services Officer for the City of Austin, Texas’ Animal Services Office. A recognized leader in animal sheltering, the Austin Animal Center saves over 95% of the almost 17,000 animals it takes in each year. Community-focused programming and engagement-oriented Animal Protection provide resources for thousands of additional pets and helps keep them in homes with the families that love them. The City’s Animal Protection Program also plays the lead role in helping residents effectively mitigate wildlife conflicts – including with coyotes. Lee Ann is passionate about finding ways to connect all community members with Austin’s lifesaving animal services mission. Prior to relocating to Texas, Lee Ann lived and worked in the northern Virginia area for over a decade, most recently as the assistant director at the Fairfax County Animal Shelter. There she oversaw intake, adoptions and business services and helped develop policies and programs to improve care of and create more positive outcomes for animals.

Ashley M. Shouts, AIA, Principal, Animal Arts

Ashley is a principal of Animal Arts, an architectural firm that has exclusively designed animal shelters, veterinary hospitals and other animal care facilities since 1979. She has been a member of the Animal Arts’ team for twelve years and has been a principal since 2012. Ashley’s specialty is in the technical aspects of design, including expertise in AutoCAD and Revit, a comprehensive understanding of building codes, and the development of intricate design details. Her versatility is demonstrated by the diverse projects that she has spearheaded and coordinated. These projects include, design of a new companion animal shelter for PAWS in Seattle; the kennel renovation and new adoption building for Animal Humane New Mexico in Albuquerque; the design of a new shelter for Ingham County, Michigan; the 35,000 square-foot Olde Towne Pet Resort in Sterling, Virginia; the 43,000 square-foot, three-story VCA West Los Angeles Animal Hospital; and the Pablo River Veterinary Hospital in Jacksonville, Florida.

Ashley has spoken on veterinary hospital design at the VCI Seminars at Sea for the American Veterinary Medical Association and at the VMX North American Veterinary Conference and is the co-author of Practical Veterinary Design Guidelines soon to be published by the American Animal Hospital Association.

Erin Shults, DVM, CEO/Lead Veterinarian, Mazie’s Mission

Dr. Erin Shults graduated from Texas A&M College of Veterinary Medicine in 1998. She enjoyed private practice for 11 years before she realized she wanted to do more for the rescue community. She founded Mazie’s Mission in 2009 and concentrated on pulling very ill or injured animals from shelters, treating them and finding them homes. In 2014, she opened the very first low cost veterinary hospital in the nation that only services rescue groups and municipal shelters. To date, the hospital has over 250 rescue/shelter partners and treats over 3000 animals a year.

Dr. Shults has shared her expertise of veterinary medicine at prior Texas Unites conferences. She also performs forensic examinations and lends expert testimony for several cities in North Texas.

Jason Smith MBA, CAWA, Technical Integration Specialist, HLP Inc., Makers of Chameleon Software

Jason Smith MBA, CAWA, has served as the Director of Operations for one of the largest shelters in the United States, handling more than 50,000 animals annually, an Executive Director for a regional humane society and various other capacities in animal welfare. With over 14 years of industry experience, Jason currently consults with up to 200 shelters each year through his position with HLP Inc. Most of his work is in the area of operational efficiency and improvement as well as data collection and analysis.

Sandra Strong, DVM, Chief Veterinarian, Wake County Animal Center

With over two decades of experience as a veterinarian, Dr. Sandra Strong has turned her passion for shelter medicine into tangible successes at shelters and clinics in both Texas and North Carolina. Currently serving as Chief Veterinarian for the Wake County Animal Center, Dr. Strong has focused her professional career on assisting animal welfare organizations and is excited about all the positive changes occurring in Animal Welfare. Prior to coming home to Raleigh she served as the Medical Director of SPAWSA, a non-profit High Volume Spay Neuter clinic in San Antonio, Texas where she also served as the staff veterinarian for the municipal animal shelter. During her tenure at San Antonio’s Animal Care Services, Dr. Strong led the implementation of best practices like humane housing, open selection adoption, pediatric housing, innovative ordinance revision and targeted spay neuter which has enabled that shelter to consistently increase live release rates each year. In addition to Public Health certification, she is working on becoming veterinary board certified with the American College of Animal Welfare. Dr. Strong is passionate about shelter medicine and continues to push for community changes and innovative programs to prevent animal suffering.

Jim Tedford, CAWA, President & CEO, SAWA

Jim Tedford, CAWA, serves as President & CEO for the Society of Animal Welfare Administrators (SAWA), a professional association of leaders in the fields of
animal welfare and animal care & control. Jim started his career thirty-three years ago serving on the front line of animal welfare. He has been CEO for organizations in New York, Louisiana and Tennessee. He served as a regional director for The Humane Society of the United States and as volunteer board chair for SAWA. Jim holds a degree in animal science from the University of Tennessee at Knoxville.

Holli Tietjen-Hale, Assistant Director of Emergency Management, Texas Animal Health Commission

Holli Tietjen-Hale is the Assistant Director of Emergency Management at the Texas Animal Health Commission (TAHC). Prior to TAHC, Holli worked in public health for 7 years. Holli has a bachelor's degree in Animal Science and a Master's degree in Epidemiology. As the TAHC Assistant Director of Emergency Management, her major duties involve local planning with animal issues committees, disease outbreak planning efforts and emergency response in disasters.

George Tipton, Development and Digital Director, P.E.T.S. Low Cost Spay and Neuter Clinic

George has worked with computers since his first Commodore 64. He is also enthralled by the ideas behind why people do what they do when interacting with brands online. His love of animals and heart for non-profit work led him to PETS 2 years ago. George's family has always had dogs, and he has always loved them. He currently has 4 rescue dogs that love attention, especially when he's trying to sleep.

Rachel Touroo, DVM, Senior Director of Veterinary Forensic Sciences, ASPCA

Dr. Rachel Touroo is the senior director of the ASPCA's Veterinary Forensics program. In this role, Dr. Touroo assists law enforcement with animal cruelty cases throughout the United States, develops and carries out novel research in the area of veterinary forensics, and teaches Veterinary Forensic Medicine at the University of Florida, College of Veterinary Medicine. Prior to joining the ASPCA, Dr. Touroo worked as the Staff Veterinarian for Animal Care with the Virginia Department of Agriculture and Consumer Services in Richmond, Va. During her time there she provided training, resources and assistance to law enforcement throughout the state in handling animal cruelty investigations. Dr. Touroo received her Doctorate of Veterinary Medicine from the Michigan State University College of Veterinary Medicine. She has assisted with hundreds of animal cruelty cases throughout the U.S. and has been qualified as an expert witness on dozens of occasions in a variety of states as well as in federal court. She is a board member and Immediate Past President of the International Veterinary Forensic Sciences Association. Dr. Touroo has published a book chapter as well as peer-reviewed scientific articles on Veterinary Forensic Medicine and routinely lectures at conferences across the U.S.

Robert L. “Skip” Trimble, Esq., Treasurer and Board Member, Texas Humane Legislation Network

Skip is a Dallas, Texas native. He graduated with an economics degree and a law degree from Southern Methodist University. Skip worked for the United States Department of Justice and the law firm of Winstead, McGuire, Sechrest & Trimble prior to entering the real estate development business. He is currently a principal in the real estate investment firm Catlyn Capital Corp.

Jeff Turner, Director of Emergency Management, Texas Animal Health Commission

Jeff Turner is the Director of Emergency Management for the Texas Animal Health Commission. He has held this position since 2012. Prior to working for the TAHC, he served as a county level emergency manager and a professional firefighter for over twenty years. Mr. Turner holds degrees in Business Management and Fire Science as well as several certifications in emergency management and homeland security. When Mr. Turner is not engaged in emergency management activities with the Animal Health Commission, he spends his time working on his family’s ranch.

Randy Turner, Esq., Animal Attorney, Law Offices of Randall E. Turner, PLLC

Randy Turner is a trial lawyer at the Law Offices of Randall E. Turner, PLLC in Fort Worth, Texas where he represents plaintiffs in personal injury cases. He is board certified in personal injury trial law and civil trial law by the Texas Board of Legal Specialization and an elected member of the American Board of Trial Advocates. He was one of the founding members of the Animal Law Section of the State Bar of Texas and a past chair of the section. He is also a former president of the Tarrant County Trial Lawyers Association. He is a former president of the Texas Humane Legislation Network and former vice-president of the Humane Society of North Texas. He has worked as a volunteer in Borneo, Indonesia for orangutan rescue and rehabilitation, in Kenya for elephant conservation, and in Zimbabwe for black rhino conservation. Randy represents dozens of animal welfare and wildlife rescue organizations and regularly defends animal rights activists. He frequently testifies in the Texas Legislature on bills pertaining to animal welfare.

Valarie V. Tynes, DVM, Veterinary Services Specialist, Ceva Animal Health

Dr. Valarie Tynes is a native Texan and received her DVM from Texas A&M University. She worked in private practice for 14 years before returning to academia to pursue a residency in clinical animal behavior at the University of California at Davis in 2000. She has been a diplomate of the American College of Veterinary Behaviorists since 2003 and is currently President of the College. Her special interests are the behavior and welfare of pet pigs, exotic pets and zoo animals. She is a frequent speaker at veterinary meetings around the country and author of numerous articles and textbook chapters. She joined Ceva in October of 2014 as a veterinary services specialist, providing behavior education, training and technical support to the sales force as well as lectures and presentations to veterinarians in the field. In her spare time, she continues
to provide consulting services to zoos.

**Misty Valenta, Community Programs Coordinator, Williamson County Regional Animal Shelter**

Misty Valenta is the Community Programs Coordinator for the Williamson County Regional Animal Shelter. She juggles many responsibilities and roles including leading the volunteer program, overseeing foster coordination, creating and executing all marketing and media relations for the shelter, fundraising (including planning and managing two major events a year), and reaching out to rescue groups for assistance. She is also a Board Director of the Fans of Williamson County Regional Animal Shelter, a nonprofit group aiding families with pets in need in Williamson County. Before joining the staff at a government facility, she began her career in animal welfare at the nonprofit shelter, the Austin Humane Society. Misty lives in Austin with her husband, two sons, and her four furry canine children.

**Karen S. Walsh, CAWA, Director, Animal Relocation Initiative, Community Initiatives, ASPCA®**

Karen S Walsh, CAWA, LVMT, CFE is the Director of the Animal Relocation Initiative for the ASPCA and the former executive director of the McKamey Animal Center in Chattanooga, TN. 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. 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.

**Ashley Williams, Shelter Manager and Intake Technician, Wake County Animal Center**

With over ten years of experience in animal welfare, Ashley Williams is a key leader at the Wake County Animal Center. Currently serving as the Animal Shelter Manager for the Wake County Animal Center, Ashley has focused her professional career on improving the lives of homeless animals. Ashley started as a kennel technician and worked her way up to the current position of shelter manager. During her tenure Wake County has seen a sharp decline in euthanasia rates and amazing success in controlling shelter acquired infectious disease. She has written and implemented countless shelter protocols and is instrumental in hiring and training all new employees. In her down time, Ashley likes to fish from her kayak, read, and spend time with her two shelter dogs, Taylor a 12 year old Pit bull and Ruby the crazy chi mix.

**Carl Youngberg, President, Concepts 3 Inc.**

Carl grew up on a farm in Missouri, worked in a prison while in graduate school and taught college in Latin American with the Peace Corps. His biggest leap was becoming a luxury retailing executive at Saks Fifth Avenue in New York and Neiman Marcus in Dallas. By working through all this, Carl has lived the ten truths he shares in his seminars and his book. Through Carl’s background, he has learned the most important thing a person can do in life is matter. In his inspiring book – Make Yourself Matter™- Become Your Own Best Asset, he identifies the secrets that build each of us into our greatest assets both professionally and personally.

He is known for his sly love of humor, his practical “take-home” solutions, that make him a hit across many industries. As a lively and inquiring storyteller of business tales, Carl weaves together stories of great service, great people and greater results with clients from Microsoft to BNSF Railway. He believes that it takes great people to build a great service organization. If you believe this too, come along to his next seminar.
Please visit www.texasunites.com to register or complete one form for each person attending the conference.

Name:____________________________________________________________________________________________________

Title:_____________________________________________________________________________________________________

Organization/Agency:_____________________________________________________________________________________

Address:___________________________________________ City:__________________ State:____ Zip:___________________

Phone:_____________________________________________ E-Mail:__________________________________________________

MEMBERSHIP

[ ] I am a current member
[ ] I would like to join Texas Unites today! $35 ____________

CONFERENCE REGISTRATION

MEMBER REGISTRATION (THROUGH MARCH 24, 2018)

[ ] Conference Registration $215 ____________
[ ] Conference Registration Single Day - Saturday Only $120 ____________
[ ] Conference Registration Single Day - Sunday Only $120 ____________
[ ] Conference Registration Single Day - Monday Only $70 ____________
[ ] Shelter Medicine Track - Saturday Only $120 ____________
[ ] Shelter Medicine Track (Saturday) PLUS Sun/Mon Conference $215 ____________
[ ] Executive Leadership Track - Sunday Only $120 ____________
[ ] Executive Leadership Track (Sunday) PLUS Sat/Mon Conference $215 ____________

NON-MEMBER REGISTRATION

Early Registration through Regular Registration
Feb. 28 March 1-24

[ ] Conference Registration $235 $250 ____________
[ ] Conference Registration Single Day - Saturday Only $125 $125 ____________
[ ] Conference Registration Single Day - Sunday Only $125 $125 ____________
[ ] Conference Registration Single Day - Monday Only $75 $75 ____________
[ ] Shelter Medicine Track - Saturday Only $125 $125 ____________
[ ] Shelter Medicine Track (Saturday) PLUS Sun/Mon Conference $235 $250 ____________
[ ] Executive Leadership Track - Sunday Only $125 $125 ____________
[ ] Executive Leadership Track (Sunday) PLUS Sat/Mon Conference $235 $250 ____________

MY TOTAL: ____________

THE REGISTRATION DEADLINE is March 24, 2018.
Registrations received after the deadline will be considered “Walk-In” and are subject to an additional $15 handling fee.
**MEALS**

[ ] I prefer REGULAR meals  [ ] I WILL NOT be eating any meals provided

[ ] I require VEGAN meals

[ ] I require VEGETARIAN meals

**PAYMENT INFORMATION**

**MY TOTAL** (from pg. 37): ____________

[ ] Check enclosed (payable to Texas Unites)

[ ] Please charge: [ ] Visa [ ] Mastercard [ ] American Express [ ] Discover

Name on card: ____________________________________________________________________________

Card Number: ____________________________________________________________________________

Expiration date: ____________  CVV: ____________  Zip code: ____________

Authorized Signature (for credit cards): ____________________________________________________________________________

**THE REGISTRATION DEADLINE is March 24, 2018.**

Registrations received after the deadline will be considered “Walk-In” and are subject to an additional $15 handling fee. $25 service charge for cancellations, **no refunds after March 24, 2018.**

**LODGING**

Renaissance Austin Hotel
9721 Arboretum Boulevard
Austin, Texas 78759
1-800-468-3571

Texas Unites Room Rates are $169 per night through March 29, 2018.

To receive this exclusive rate, you must use the special link on the Texas Unites website to make your reservations, or call and mention “Texas Unites.” Rooms are limited at this rate, so reserve yours today!

**CONTACT INFORMATION**

Register online at www.texasunites.com or return completed registration form (pgs. 37-40) with payment to Texas Unites:

Mail: Texas Unites  Email: info@texasunites.com
PO Box 6551  Fax: 972-534-1501
McKinney, TX 75071
Please indicate your intended participation during Texas Unites for Animals by checking one box in each time slot. Your selections will be used to estimate the attendance at each function, however, you are free to attend different workshops if you change your mind.

**Friday, April 27**
6 to 8 p.m.  [ ] Exhibit Hall Opening & Welcome Reception

**Saturday, April 28**
*If registered for the Shelter Medicine Track, meals and workshops are assumed selected for Saturday. Please complete selections for Sunday/Monday if also attending the general conference.*

7:30 to 8:30 a.m.  [ ] Breakfast

8:30 to 10 a.m.  [ ] Opening Session: Celebrate!

11 a.m. to 12:30 p.m.  Workshops
[ ] 1  The Fungus Among Us: Handling Ringworm in Sheltering and Fostering
[ ] 2  The Steak AND The Sizzle—Collaboration Within a Team to Increase Adoptions!
[ ] 3  Animal Abuse and Neglect Under Texas Law
[ ] 4  TBA - Another Great Workshop Coming Soon!
[ ] 5  A Peek Behind the Curtain (Pay No Attention to the Man Behind the Curtain)
[ ] 6  Environmental Enrichment for the Shelter or Rescue Foster Dog

12:30 to 2 p.m.  [ ] Lunch

2 to 3:30 p.m.  Workshops
[ ] 7  Every Dog, Every Day...Let them Play! DPFL, An Enrichment Program for Shelter Dogs
[ ] 8  Transport Triage – Inside the Ride
[ ] 9  Who 'Ya Gonna Call? Abuse Busters!
[ ] 10  Using Your Voice to Inspire Action
[ ] 11  The Cure for Compassion Fatigue: Programs That Will Save Lives and Change Yours
[ ] 12  Smart Politics — Training Humans to Lobby for Animals

4 to 5:30 p.m.  Workshops
[ ] 13  More than Just Fun and Games, The Impact of Shelter Playgroups
[ ] 14  Pet Retention: Data to Support Why it is So Important to Keep These Animals Out of the Shelter
[ ] 15  Tactical Animal Handling
[ ] 16  Inquiry Over Advocacy - Effective Outreach Conversations
[ ] 17  KennelVation
[ ] 18  Ask an Animal Lawyer and Avoid the Legal Pitfalls in Ordinances, Rescues/501c3s and Ownership

5:30 to 7:30 p.m.  [ ] Networking Event / Exhibit Hall

**Sunday, April 29**
*If registered for the Executive Leadership Track, meals and workshops are assumed selected for Sunday. Please complete selections for Saturday/Monday if also attending the general conference.*

7:30 to 8:30 a.m.  [ ] Breakfast / Exhibit Hall
Sunday, April 29 (Continued)

8:30 to 10 a.m. Workshops

[ ] 19 An Ounce of Prevention!
[ ] 20 Positive Marketing + Bio Writing: Capturing Attention to Save Lives
[ ] 21 Making Sense of Texas Wildlife Law
[ ] 22 Creating the Purrfect Social Media Plan
[ ] 23 Managing Change
[ ] 24 Advancing Animal Welfare through Student Clubs

10:30 a.m. to 12 p.m. Workshops

[ ] 25 When to Call the Veterinarian
[ ] 26 Taming Feral Cats and Kittens for Adoption
[ ] 27 Verbal De-escalation: Stepping Back From The Edge
[ ] 28 Old Dogs, New Tricks: the Greatest Shelter Marketing Secrets Ever Told
[ ] 29 How to Make Volunteers Feel a Part of the Team
[ ] 30 A Kitten’s Journey: Reaching Physical and Behavioral Milestones

12 to 2 p.m.

[ ] Lunch

2 to 3:30 p.m. Workshops

[ ] 31 Fearful Dogs - Part 1
[ ] 32 Adoption Photo Tips that Work in ANY Shelter Environment
[ ] 33 Evidence in Animal Cruelty Cases: What Prosecutors Want From Law Enforcement, ACOs, and Forensic Veterinarians
[ ] 34 Cooperation is Not a Dirty Word: Teamwork Makes the Dream Work
[ ] 35 Capitalizing on Team Talents
[ ] 36 Storytelling in Conversation: How to Use Stories to Create Advocates for Your Mission

4 to 5:30 p.m. Workshops

[ ] 37 Fearful Dogs - Part 2
[ ] 38 Advanced TNR Trapping Techniques
[ ] 39 Dropping The Dog Catcher By The Pound
[ ] 40 Disaster Relief Resources
[ ] 41 Driving the What and the How with a Meaningful WHY: Turning Passion into Practice to Saves Lives
[ ] 42 Parvo 101- When To Hospitalize And When To Treat At Home

8 to 10 p.m.

[ ] Knotty Deck & Bar Social

Monday, April 30

7:30 to 8:30 a.m.

[ ] Breakfast

8:30 to 10 a.m. Workshops

[ ] 43 High-quality, Cost-effective Kitten Care
[ ] 44 Okay, My Shelter Wants to Start a Return to Field Program, So Just How Do We Do It?
[ ] 45 The Art of Active Listening: Improving Results Based on Effective Communication
[ ] 46 Mobilizing a Community to Improve Animal Welfare
[ ] 47 Putting Things in Pawspective: Mapping Data for Enriched Field Services
[ ] 48 Animal Archetypes: Who Is This Pet Anyway?

10:30 a.m. to 12 p.m. Workshops

[ ] 49 Reading Feline Body Language
[ ] 50 The Power to Positively Impact the Perceptions of Hard-to-Place Pets
[ ] 51 Taking Sheltering to the Streets: Neighborhood Level Programming
[ ] 52 Customer Service: The Forgotten Pillar of Life Saving
[ ] 53 A How-To for Low-Stress Animal Shelter Design
[ ] 54 The Do’s, Don’ts and Downsides of Digital Marketing
TAKE THE LEAD
REGISTER TODAY!