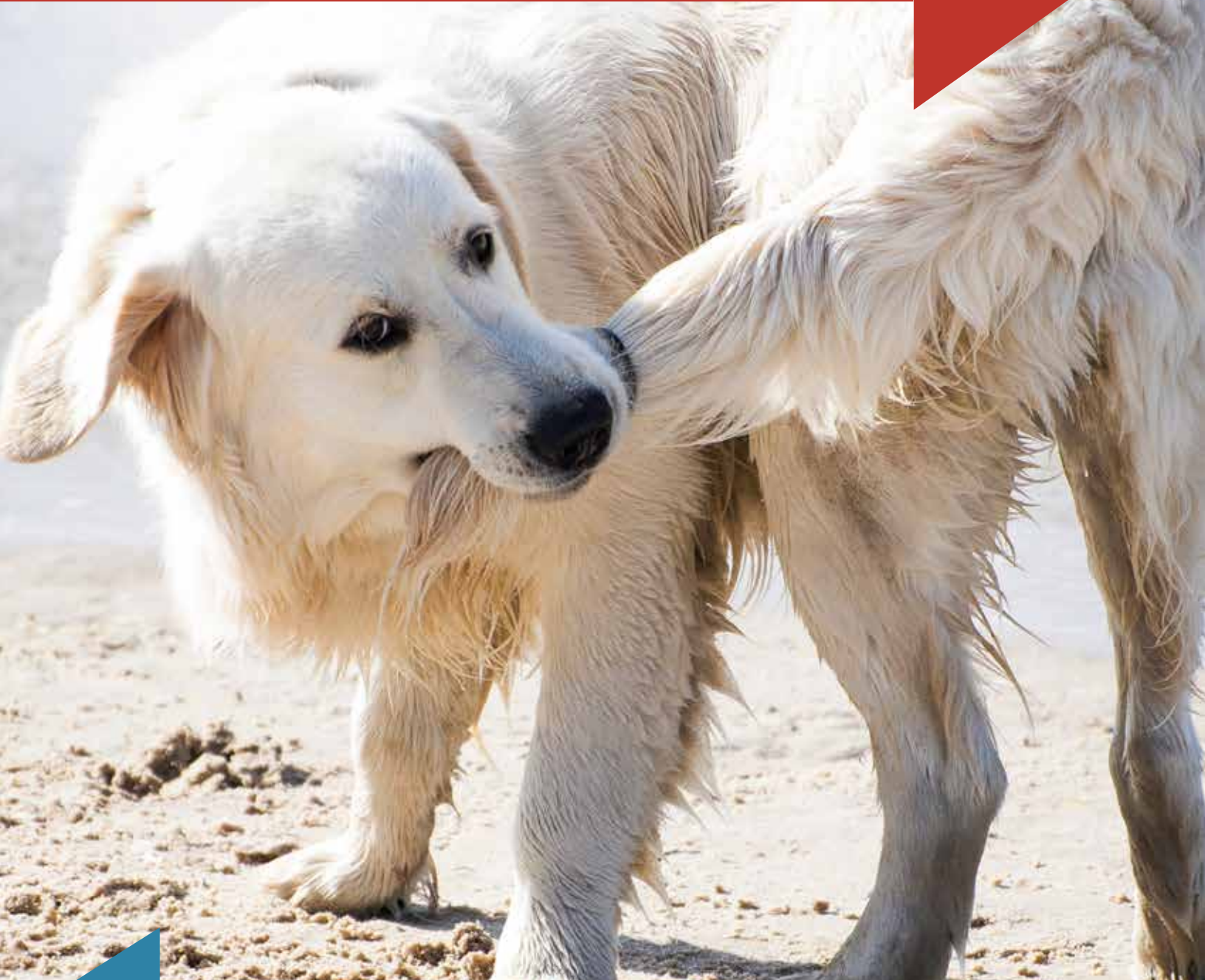




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AUSTIN, TX | APRIL 25 - 27

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PARTNER WITH US FOR THE 2020 CONFERENCE!

Sponsor, exhibitor, and advertising opportunities available at www.texasunites.com

OVERVIEW

The Texas Unites for Animals Conference provides animal welfare professionals the opportunity to connect, share, and work together to improve the lives of pets and people in their communities.

At the Texas Unites for Animals Conference, you will find hundreds of animal advocates from Texas and our surrounding states coming together for professional development and a chance to broaden their network in the animal welfare industry.

WORKSHOPS

Texas Unites provides a variety of learning opportunities with recognized speakers from across the US, many of our local, Texas favorites, and some new speakers with fresh ideas and personal experiences that you can relate to.

The Texas Unites for Animals 2020 conference will include 70 workshops in nine tracks!

Health & Behavior * Placement & Shelter Programs
Field Services & Investigations * Marketing & Outreach
Management & Team Building * Rescue & Advocacy
Shelter Medicine * Executive Leadership
Animal Law

MEALS

Your conference registration fee includes a daily, light continental breakfast (Sat-Mon), lunch on Saturday, and drinks/refreshments at evening receptions.

Texas Unites offers vegetarian and vegan alternatives for meals provided throughout the conference. Please indicate your meal preference in your registration.

For your Sunday lunch and evening meals, the Arboretum area, within walking distance of the hotel, offers several restaurant options to explore.

HOTEL

Texas Unites for Animals 2020 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. Reservations at the discounted rate of \$185 may be made through April 2, 2020 or until the room block is full. Please refer to "Texas Unites for Animals" when booking your reservation.

EXHIBIT HALL & NETWORKING

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!

Arrive early on Friday and get a first look at the exhibit hall at the Welcome Reception! We can't wait to show you our Texas style hospitality!

Explore the exhibit hall with games, prizes, food, and drinks during Networking Night on Saturday!

Meet others doing great work in your neck of the woods at our Meet Your Region Cocktail Hour on Sunday!

MEMBERSHIP



INDIVIDUALS

For Animal Welfare Professionals and Advocates

Members of Texas Unites are elevating the animal welfare profession through personal and professional development.

Benefits

- Conference Discount – lowest rate offered
- Discounted registration for trainings offered throughout the year (location may vary)
- Participation in the Texas Unites Community Facebook Group

****Your registration fee includes an annual, Individual Membership, active through Dec. 31, 2020. Renew each year with your conference registration!***

GROUPS

For Shelters, Cities, Clinics, Rescue Groups, etc.

Group members of Texas Unites are committed to elevating the animal welfare profession by providing personal and professional development for their teams.

Benefits

- Group members receive individual benefits as listed above for ALL employees of their organization
- Recognition of the member organization on the Texas Unites website

****Join as a Group Member for \$275. Visit texasunites.com to join.***

SUPPORTING MEMBERS

For companies offering Animal and/or Shelter Related Services and Products

Supporting members of Texas Unites are dedicated to the elevation of the animal welfare profession by supporting the Texas Unites for Animals membership body in their pursuit of education & training.

Benefits

- Logo recognition on Texas Unites membership and training flyers/advertisements
- Logo recognition on the main page of the Texas Unites website
- A complimentary quarter page ad in the Texas Unites for Animals Conference Program (can be combined with any conference sponsor/exhibitor package in order to upgrade ad size)
- Invitation for a representative to attend any trainings offered throughout the year (not including annual conference). A table will be available to place supporting member's information such as flyers, brochures, promotional items, etc. Trainings are held 2-3 times per year at locations throughout Texas. Attendance averages from 25-50 guests.

****Join as a Supporting Member for \$500. Visit texasunites.com to join.***

CONTINUING EDUCATION

CREDITING AGENCIES

Continuing Education Credits can be obtained by following the guidelines set by the following organizations: **DSHS**, **TBVME**, **AAWA**, **TCLEOSE** and **The State Bar of Texas**. A continuing education verification form is made available electronically to all attendees of the Texas Unites for Animals Conference to assist in tracking your conference hours.

DSHS The Texas Department of State Health Services (DSHS) has approved all general conference workshops for CE credit for ACOs, up to a maximum of 15 hours per Officer. ACO's attending the Shelter Medicine Track on April 25, 2020 are approved for 7.5 hours. ACO's attending the Executive Leadership Track on April 26, 2020 are approved for 7.5 hours. ACO's attending the Laws for Paws Animal Law Track on April 27, 2020 are approved for 7.5 hours.

TBVME The Texas Board of Veterinary Medical Examiners (TBVME) has approved the following continuing education for Veterinarian and Licensed Veterinary Technician attendance:

Specified workshops up to a maximum of 16.5 hours:

- Shelter Medicine Track - What's New? Updates on Infectious Diseases in Shelter Medicine
- Shelter Medicine Track - Cytology for Shelters
- Shelter Medicine Track - The Woes, Whoas, and Go's of Animal Transport
- Shelter Medicine Track - Veterinary Forensics in Animal Investigations
- Shelter Medicine Track - Complications in Spay/Neuter Surgery
- 19 Diagnostic Testing Strategies for Your Shelter
- 25 Splendid Kitten Care from Intake to Adoption
- 31 Behavior Skill-Building: Reduce Reactivity!
- 37 Assess the threat: Disease recognition and triage for shelter staff
- 44 Get your move on! The why, the what and the how of successful relocation programs
- 49 The Association Animal Enrichment Best Practice

AAWA The Association for Animal Welfare Advancement has approved all Texas Unites for Animals workshops for CAWA Continuing Education for a total of up to 16.5 hours.

TCLEOSE Texas Unites for Animals workshops may be eligible for The Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) credit. Note: Texas Unites for Animals provides a certificate of completion for attendees to keep on file and for organizations to submit to TCLEOSE for approval. TCLEOSE will require copies of course materials, course outlines, and the conference program.

THE STATE BAR OF TEXAS The Laws for Paws Animal Law Track has 7.5 hours of CLE credits approved through the State Bar of Texas.

SCHEDULE

FRIDAY, APRIL 24

Registration
2:00 to 8:00 p.m.

Welcome Reception / Exhibit Hall Open!
6:00 to 8:00 p.m.

SATURDAY, APRIL 25

**The Shelter Medicine Track workshops are designed for DVMs and LVTs. Special registration required. Registration is limited.*

Registration
7:00 a.m. to 4:00 p.m.

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

**SHELTER MEDICINE
Workshop**
8:30 to 10:00 a.m.

What's New? Updates on Infectious Diseases in Shelter Medicine
Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA

OPENING SESSION
8:30 to 9:30 a.m.

The New Front Line in Animal Welfare: Acting at the Intersection of Pets, People, & Poverty
Matthew Bershader, President & CEO, ASPCA

Break / Exhibit Hall
9:30 to 10:30 a.m.

**SHELTER MEDICINE
Workshop**
10:15 to 11:45 a.m.

Cytology for Shelters
Julie Piccione, DVM, MS, DACVP, Clinical Pathology Section Head, Texas A&M Veterinary Medical Diagnostic Laboratory

Workshops
10:30 a.m. to 12:00 p.m.

HEALTH & BEHAVIOR	PLACEMENT & SHELTER PROGRAMS	FIELD SERVICES & INVESTIGATIONS	MARKETING & OUTREACH	MANAGEMENT & TEAM BUILDING	RESCUE & ADVOCACY
<p>1 Completing the Cycle: Doing Best By Dogs, Shelters, and Communities <i>Aimee Sadler, Founder/CEO, Dogs Playing for Life™</i></p>	<p>2 Winning the Day: Reducing Length of Stay in Your Shelter or Rescue <i>Brent Toellner, Senior Director, National Programs, Best Friends Animal Society</i></p>	<p>3 Public Education: Successfully Reaching your Community <i>Tabitha Blewett, Owner/Instructor, Humane Educators of Texas</i></p>	<p>4 Double Tap Your Way to Successful Instagram Content <i>Tori Fugate, Chief Communications Officer, KC Pet Project</i></p>	<p>5 The 5 S's of Life Saving <i>Michael Bricker, Director of Operations, Shelter Embed, Best Friends Animal Society</i></p>	<p>6 Pet Stores, Puppy Mills and Local Action to End the Problem <i>John Goodwin, Senior Director, Stop Puppy Mills Campaign and Katie Jarl, Southwest Regional Director, The Humane Society of the United States</i></p>
<p>SHELTER MEDICINE Lunch & Panel Discussion 11:45 a.m. - 2:00 p.m.</p>					
<p>The Woes, Whoas, and Go's of Animal Transport <i>Veterinary Panel Discussion begins at 12:30 p.m.</i></p>					

SCHEDULE

SATURDAY, APRIL 25 (CONTINUED)

Lunch & Mini Workshop 12:00 to 2:00 p.m.						Creating Impactful Results with a PetSmart Charities Partnership <i>Kelly Balthazor, Regional Relationship Manager, PetSmart Charities</i> <i>Mini Workshop begins at 12:30 p.m.</i>					
Exhibit Hall 1:00 to 2:00 p.m.											
Workshops 2:00 to 3:30 p.m.											
HEALTH & BEHAVIOR		PLACEMENT & SHELTER PROGRAMS		FIELD SERVICES & INVESTIGATIONS		MARKETING & OUTREACH		MANAGEMENT & TEAM BUILDING		RESCUE & ADVOCACY	
7 Pet CPR & First Aid <i>Kelly Thyssen, Owner/Instructor, Humane Educators of Texas</i>		8 Get Off That Hamster Wheel - Successful Diversion Programs <i>Lee Ann Shenefiel, Regional Director - South Central, Best Friends Animal Society</i>		9 Field Training Programs <i>Michelle Dossan, National Shelter Outreach Manager, Best Friends Animal Society</i>		10 Irresistible Emails: Entice Your Audience to Open and Act <i>Neely Conway, Director of Email Engagement and Sandy De Lisle, Senior Manager of Content Development, ASPCA</i>		11 Bathroom Wisdom: Everything I needed to know about working in a shelter I learned in a stall <i>Lisa Norwood, Public Relations & Outreach Manager, San Antonio Animal Care Services</i>		12 Friends for Life <i>Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center and Corey Thompson, Executive Director, Friends of Tri-City Animal Shelter</i>	
SHELTER MEDICINE Workshop 2:15 to 3:45 p.m.						Veterinary Forensics in Animal Investigations <i>Melinda D. Merck, D.V.M., Forensic Veterinarian, Veterinary Forensics Consulting</i>					
Break / Exhibit Hall 3:30 to 4:00 p.m.											
Workshops 4:00 to 5:30 p.m.											
HEALTH & BEHAVIOR		PLACEMENT & SHELTER PROGRAMS		FIELD SERVICES & INVESTIGATIONS		MARKETING & OUTREACH		MANAGEMENT & TEAM BUILDING		RESCUE & ADVOCACY	
13 Cat Enrichment Toolkit <i>Pamela Hill, Cat Behavior Consultant, That Cat Girl, LLC</i>		14 Self-Assessment: Looking at Proven Strategies for Optimal Lifesaving! <i>Michelle Dossan, National Shelter Outreach Manager and Michelle Logan, Director, National Shelter Embed Programming, Best Friends Animal Society</i>		15 Animal Cruelty Investigation (Basic) <i>K.D. Hearst Sr., Adjunct Professor/ Instructor, The Law Enforcement Training Institute, University of Missouri Extension</i>		16 Fetch Supporters with Scalable Communications Strategies for Any Animal Organization <i>Whitney Hanson, Manager II – Business and Leah Backo, Public Information Coordinator, Dallas Animal Services and Misty Valenta, Community Programs Coordinator, Williamson County Regional Animal Shelter</i>		17 Get to the Point: How to Identify, Sharpen, and Champion Your Most Important Animal Welfare Ideas <i>Joel Schwartzberg, Senior Director of Strategic and Executive Communications, ASPCA</i>		18 What Color is My Cat? <i>Vickie Fisher, President, The International Cat Association, Inc. (TICA)</i>	

SCHEDULE

SATURDAY, APRIL 25 (CONTINUED)

SHELTER MEDICINE

Workshop
4:00 to 5:30 p.m.

Shelter Surgery: More than Just Spays and Neuters
Alana Canupp, DVM, MS, MPH Chief Veterinarian, City of El Paso Animal Services

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

SUNDAY, APRIL 26

***The Executive Leadership Track workshops are designed for CEOs, Executive Directors, Senior Leadership, and Board Members. Special registration required. Registration is limited.**

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

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

HEALTH & BEHAVIOR	PLACEMENT & SHELTER PROGRAMS	FIELD SERVICES & INVESTIGATIONS	MARKETING & OUTREACH	MANAGEMENT & TEAM BUILDING	RESCUE & ADVOCACY
<p>19 Diagnostic Testing Strategies for Your Shelter <i>Brian A. DiGangi, DVM, MS, Senior Director, Shelter Medicine, ASPCA</i></p>	<p>20 Re-creating the Wheel: Pivoting programs when the community changes (or your shelter does) <i>Lisa Norwood, Public Relations and Outreach Manager and Bethany Colonnese, Live Release Manager, City of San Antonio Animal Care Services</i></p>	<p>21 Dealing With Difficult Personalities: A Field Survival Guide <i>Kelly Thyssen, Owner/Instructor, Humane Educators of Texas</i></p>	<p>22 Outreach Basics: It Starts with Attitude <i>B.J. Rogers, CAWA, CDET, Chief Communication Officer, Emancipet</i></p>	<p>23 Basic Customer Service for Animal Welfare Professionals <i>Cathy M. Rosenthal, CHES, Writing for a Cause, Animal Welfare Communications Consultant</i></p>	<p>24 Move out of the way and let your Board Govern! <i>Bonnie Hill, Executive Director, Spay Neuter Network</i></p>

EXEC. LEADERSHIP Workshop
8:30 to 10:00 a.m.

Strategic Planning Reimagined, Part 1 - The Association Leadership Series
Dr. Robin H. Stacia, CEO/Principal Consultant, Sage Consulting Network, Inc.

Break / Exhibit Hall - FINAL OPPORTUNITY TO VISIT EXHIBITORS!
10:00 to 11:00 a.m.

EXEC. LEADERSHIP Workshop
10:30 a.m. to 12:00 p.m.

Strategic Planning Reimagined, Part 2 - The Association Leadership Series
Dr. Robin H. Stacia, CEO/Principal Consultant, Sage Consulting Network, Inc.

SCHEDULE

SUNDAY, APRIL 26 (CONTINUED)

Workshops
11:00 a.m. to 12:30 p.m.

HEALTH & BEHAVIOR	PLACEMENT & SHELTER PROGRAMS	FIELD SERVICES & INVESTIGATIONS	MARKETING & OUTREACH	MANAGEMENT & TEAM BUILDING	RESCUE & ADVOCACY
25 Splendid Kitten Care from Intake to Adoption <i>Rosemarie Crawford, LVT, Director of Educational Programs, The National Kitten Coalition</i>	26 Communications in a Changing World: And How That Affects Your Volunteer Program <i>Tori Fugate, Chief Communications Officer, KC Pet Project</i>	27 TX HSC 822 & You: Dangerous Dog Investigations <i>Tabitha Blewett, Owner/Instructor, Humane Educators of Texas</i>	28 Put the “smart” back into your smartphone and your PC too! <i>April Harris, CAWA, Director of Animal Welfare Insights, Adopt-a-pet.com</i>	29 Advanced Customer Service Techniques for Dealing with People <i>Cathy M. Rosenthal, CHES, Writing for a Cause, Animal Welfare Communications Consultant</i>	30 The Future of Rescue, Part 1 <i>Stacy Smith, Executive Director, Humane Tomorrow</i> <i>Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center</i>

EXEC. LEADERSHIP Lunch & Workshop
12:00 to 2:30 p.m.
Social Media for Leadership - The Association Leadership Series
Katherine Shenar, Executive Vice President, The Association for Animal Welfare Advancement
Workshop begins at 12:30 p.m.

Lunch Break - EXPLORE THE ARBORETUM AREA FOR A VARIETY OF EATERIES
12:30 to 2:30 p.m.

Workshops
2:30 to 4:00 p.m.

HEALTH & BEHAVIOR	PLACEMENT & SHELTER PROGRAMS	FIELD SERVICES & INVESTIGATIONS	MARKETING & OUTREACH	MANAGEMENT & TEAM BUILDING	RESCUE & ADVOCACY
31 Behavior Skill-Building: Reduce Reactivity! <i>Lynne V. Swanson, DVM, Behavior Coordinator & Veterinarian, Safe Harbor Farm K9 Rescue & Rehab</i>	32 Getting ‘em Home: From Overlooked to Out the Door! <i>Kelly Duer, Foster Care Specialist, Maddie’s Fund</i> <i>Finnegan Dowling, Program and Social Media Manager, Mutual Rescue</i>	33 Your Not So Everyday Citizen <i>Joel Skidmore, Field Operations Supervisor - Academy Commander and Manuel Flores, Field Operations Supervisor, City of San Antonio Animal Care Services</i>	34 Mega Adoption Events <i>Adam Lamb, Chief Executive Officer, Brandywine Valley SPCA</i>	35 Building Trust <i>Carl Youngberg, Concepts 3, Inc.</i>	36 The Future of Rescue, Part 2 <i>Stacy Smith, Executive Director, Humane Tomorrow</i> <i>Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center</i>

EXEC. LEADERSHIP Workshop
2:30 to 4:00 p.m.
Supercharge Your Community Outreach with an Advisory Board
Carrie Collins-Fadell, MPA

Break
4:00 to 4:30 p.m.

SCHEDULE

SUNDAY, APRIL 26 (CONTINUED)

Workshops
4:30 to 6:00 p.m.

HEALTH & BEHAVIOR	PLACEMENT & SHELTER PROGRAMS	FIELD SERVICES & INVESTIGATIONS	MARKETING & OUTREACH	MANAGEMENT & TEAM BUILDING	RESCUE & ADVOCACY
37 Assess the threat: Disease recognition and triage for shelter staff <i>Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA</i>	38 Bridging the Gap: Understanding Adopter Expectations, Perception and Reality <i>April Harris, CAWA, Director of Animal Welfare Insights, Adopt-a-pet.com</i>	39 The Death of Margaret Colvin: A Case Study on the Dog Mauling Death of a 90 Year Old Woman <i>Rebecca Franklin, Animal Control Supervisor, Virginia Beach Animal Control</i>	40 Expand in Compassion: Engaging the Community to Save More Animals <i>Linda R. Harper, Ph.D., Clinical Psychologist</i>	41 The Organizational Petri Dish: How Healthy Culture Grows Impact <i>B.J. Rogers, CAWA, CDET, Chief Communication Officer, Emancipet</i>	42 Tales from the Barkside: Working with municipal shelters 101 <i>Lisa Norwood, Public Relations & Outreach Manager and Bethany Colonnese, Live Release Manager, San Antonio Animal Care Services</i>
EXEC. LEADERSHIP Workshop 4:30 to 6:00 p.m.	Teaching Old Dogs New Tricks: The Changing Roles of Animal Welfare Organizations - The Association Leadership Series <i>Jim Tedford, President & CEO, The Association for Animal Welfare Advancement</i>				

Meet Your Region! Cocktail Hour
6:00 p.m. - 7:00 p.m.

MONDAY, APRIL 27

***The Laws for Paws Animal Law Track workshops are designed for those animal sheltering professionals, law enforcement, investigators and advocates whose employment intersects with state laws and ordinances dealing with animals on a daily basis. These workshops will help their understanding and knowledge on current animal laws in place, the animal laws recently passed, and also help those seeking to promote change in local laws and policy. This track will also include cutting-edge information for veteran shelter executives and legal professionals in the field. Special registration required. Registration is limited.**

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

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

HEALTH & BEHAVIOR	PLACEMENT & SHELTER PROGRAMS	FIELD SERVICES & INVESTIGATIONS	MARKETING & OUTREACH	MANAGEMENT & TEAM BUILDING	RESCUE & ADVOCACY
43 Resource Guarding – It's NOT just a dog problem! <i>Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection and Stacy Smith, Executive Director, Humane Tomorrow</i>	44 Get your move on! The why, the what and the how of successful relocation programs <i>Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA</i>	45 Servals, and Tegus, and Bears, OH MY! <i>Kati L. Krouse, Executive Director, Bears, Etc.</i>	46 About to snap : Improving intake pictures help improve your kennel space <i>Jacqueline Hernandez, Shelter Supervisor, City of Abilene Animal Services</i>	47 Data, Data, Every Where, Nor Any Stat to Keep - Collecting and Analyzing Data That Makes a Difference <i>Jason Smith MBA, CAWA, Technology Integration Consultant, HLP Inc., Makers of Chameleon Software</i>	48 The Association Companion Animal Transport Best Practice <i>Karen S. Walsh, CAWA, Director, Animal Relocation, Shelter Outreach, ASPCA®</i>

SCHEDULE

MONDAY, APRIL 27 (CONTINUED)

**LAWS FOR PAWS
Workshop**
8:30 to 10:00 a.m.

Dissecting Trending Challenges in Animal Cruelty Prosecutions: From Initially Identifying Abuse Through Cruelty Convictions
Jessica Milligan, Esq., Chief Prosecutor, Animal Cruelty Unit, Harris County District Attorney's Office
Lara Tomlin, Esq., Assistant District Attorney, Appellate Division, Denton County District Attorney's Office

Break
10:00 to 10:30 a.m.

**LAWS FOR PAWS
Workshop**
10:15 to 11:45

Setting the Record Straight on the Growing Confusion on Laws Involving Service and Emotional Support Animals
Sheri Soltes, JD, Founder & President, Service Dogs, Inc.
Taylor Smith, Trainer, Service Dogs, Inc.

Workshops
10:30 a.m. to 12:00 p.m.

HEALTH & BEHAVIOR

PLACEMENT & SHELTER PROGRAMS

FIELD SERVICES & INVESTIGATIONS

MARKETING & OUTREACH

MANAGEMENT & TEAM BUILDING

RESCUE & ADVOCACY

49 The Association Animal Enrichment Best Practice
Allison Hartlage, Manager of Animal Training and Behavior, Humane Society of Boulder Valley

50 Getting Lost Pets Back Home (an in depth look at best practices and ideas)
Gina Knepp, National Shelter Engagement Director, Michelson Found Animals Foundation

51 To the Bat Phone! Responding to Wildlife Calls
Kate Rugroden, Director of Special Projects, Bat World Sanctuary

52 Does marketing really work? It just did! Or did it?...
Darby McKenzie, Communication Specialist and Kaitlin Raley, Customer Service Representative and Nyssa Meyerdirk, Volunteer Coordinator, Aggieland Humane Society

53 Getting Stuck? How to maximize lifesaving with the right animal flow
Jordan Craig, General Manager, Dallas Animal Services
Marian Cannell, Manager II, Dallas Animal Services

54 Practical Applications of bringing a Rural Shelter from 33% to 90+% live release rate
Kelli Ballenger, Co-Founder and Lisa Waugh, Co-Founder, Rusk County Pets Alive!

**LAWS FOR PAWS
Lunch & Workshop**
11:45 to 1:30 p.m.

2019 Texas Legislative Update & Crystal Ball Predictions for the 2021 Session
Shelby Bobosky, Esq., Interim Executive Director, Texas Humane Legislation Network
Katie Jarl, Southwest Regional Director, The Humane Society of the United States

Closing Ceremony & Raffle
12:00 to 12:30 p.m.

**LAWS FOR PAWS
Workshop**
1:45 to 3:15 p.m.

Animals and Cities: Municipal Regulation of Animals, Enforcing State Laws and Local Ordinances
Jonathan Koury, Esq., City of Bryan
Joshua Galicia, Esq., Associate Attorney, Law Offices of Ryan Henry, PLLC

**LAWS FOR PAWS
Workshop**
3:30 to 5:00 p.m.

Ask an Animal Lawyer
Robyn Katz, Esq.
Jaime Olin, Esq.
Eric Torbeson, Esq.

WORKSHOPS BY TRACK

KEYNOTE ADDRESS

The New Front Line in Animal Welfare: Acting at the Intersection of Pets, People, & Poverty

Saturday, April 25, 2020 8:30 a.m. – 9:30 a.m.

Matthew Bershadker, President & CEO, ASPCA

Kicking off the conference, ASPCA President and CEO Matt Bershadker will discuss the importance of the animal welfare community looking beyond the four walls of animal shelters to protect at-risk animals in communities where persistent poverty and a lack of accessible services challenges pets and people.

Sharing examples from ASPCA Community Medicine and Community Engagement interventions in New York City, Miami, and Los Angeles – including critical partnerships with local animal welfare and human services agencies – Mr. Bershadker will also highlight the work of Texas animal welfare organizations already committed to making vital veterinary services and resources affordable and accessible to those who need it most.

HEALTH & BEHAVIOR

1 Completing the Cycle: Doing Best By Dogs, Shelters, and Communities

Saturday, April 25, 2020 10:30 a.m. – 12:00 p.m.

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

What does a “humane” society look like for dogs and the people that care for them? In this session we will describe our vision for the final product of canine programming-where . . .

1. Every dog is receiving maximum quality of life while sheltered
2. Every shelter has the ability to assess dogs beyond their capacity for enrichment and behavioral intervention, and
3. Every dog has an opportunity for the support they need. . .
4. Thereby freeing the resources of the shelters to reach the masses.

Dogs Playing for Life has had the privilege of working with over 250 shelters nationwide to introduce playgroups as an enrichment and quality of life strategy. As lifesaving across the nation increases, shelters are ready to tackle more challenging behaviors than ever before.

How do we “assess and progress dogs” in a shelter environment to responsibly and compassionately serve the animals and the communities we serve? In this session, Founder Aimee Sadler will share the next steps to canine enrichment and behavioral programming and our vision for “completing the cycle,” ultimately resulting in maximum quality of life and thereby lifesaving for the dogs we serve.

7 Pet CPR & First Aid

Saturday, April 25, 2020 2:00 p.m. – 3:30 p.m.

Kelly Thyssen, Owner/Instructor, Humane Educators of Texas

Students will learn how to take vitals on dogs and cats and how to interpret that information for the purposes of emergency first aid. 3 types of CPR will be demonstrated for the attendees as well as cover some of the most common first aid emergencies encountered in the animal sheltering field. This course will also briefly touch on emergency planning for your agency and the resources available to help shelters develop plans for larger scale sheltering emergencies. A question and answer portion will follow to cover any CPR or First Aid related questions attendees may have.

WORKSHOPS BY TRACK

13 Cat Enrichment Toolkit

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

Pamela Hill, Cat Behavior Consultant, That Cat Girl, LLC

Feline enrichment is more than just a series of “nice if you can do it” activities. It’s a critical component of feline shelter care. But why...and how? In this session, you’ll find out! We’ll talk about what feline enrichment is and how it enhances cat welfare and adoptability. You will also learn to evaluate how well your organization is doing at meeting the behavioral needs of the cats in your care and to create an enrichment program that is easy to implement and impactful, even with limited time and financial resources.

19 Diagnostic Testing Strategies for Your Shelter

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

Brian A. DiGangi, DVM, MS, Senior Director, Shelter Medicine, ASPCA

Proper disease diagnosis allows for appropriate treatment, an accurate prognosis and, in the shelter setting, can guide operational decisions and ensure efficient resource allocation. This session will discuss the indications for both individual animal and population level testing in the shelter environment. Attendees will learn the principles of designing a testing strategy that is feasible in their shelter.

25 Splendid Kitten Care from Intake to Adoption

Sunday, April 26, 2020 11:00 a.m. – 12:30 p.m.

Rosemarie Crawford, LVT, Director of Educational Programs, The National Kitten Coalition

Successful kitten care is multi-faceted, and looking at overall kitten care from many angles reveals how individual parts can work together to produce spectacular results. From the moment kittens arrive at a shelter (and in some cases even before they arrive), to the time that they are in foster care and ultimately to when they move on to adoption, each step along the way can have a remarkable impact on kittens’ health and wellbeing.

This session will take a clear look at how all who interact with kittens, -from ACOs, to shelter staff, to foster parents and others- can minimize risks and maximize positive outcomes for kittens. Learn about proven protocols for preventative and daily care, get insights into some brilliant programs and strategies for foster care and adoptions that can be put into place immediately, and leave with some gems of wisdom to benefit kittens at each step from intake to adoption.

31 Behavior Skill-Building: Reduce Reactivity!

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Lynne V. Swanson, DVM, Behavior Coordinator & Veterinarian, Safe Harbor Farm K9 Rescue & Rehab

Air-biting dogs held tight in their owners’ arms. . . unpredictable dogs tugging at the ends of their leashes. . . dogs that fence-fight. . . cage sharks. . . what is the common denominator? All of these circumstances are situational. Change certain aspects of each situation and you will encourage a dog’s best behavior, as opposed to his worst. How can we easily (and safely) set these dogs up for success and not failure? We can use canine-intuitive movement and repositioning to put all of the involved parties “on the same team!”

Capitalizing on a dog’s nature to move (to move on to better things), this positive and practical presentation discusses team-building from a uniquely canine perspective. It aims to give shelter staff and rescuers the skills needed to be calmly proactive in common situations that spark reactivity in certain dogs: (1) when meeting new people; (2) when meeting other dogs, and (3) when confronting strange objects. It teaches canine-intuitive ways to defuse reactive hand-held dogs, relax dogs who are over-protective of their owners, introduce dogs to new locations and

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even address submissive urination!

37 Assess the threat: Disease recognition and triage for shelter staff

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA

Recognizing signs of illness and other concerning clinical symptoms is critical to preventing disease in a shelter population and to providing good animal welfare through prompt treatment. This presentation will discuss how to quickly evaluate an animal, whether it is in a field situation, during a busy shelter day, or even over the phone, so you can identify concerns and determine the best course of action to address them.

43 Resource Guarding – It's NOT just a dog problem!

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Karen Deeds, Certified Dog Behavior Consultant (IAABC), Canine Connection
Stacy Smith, Executive Director, Humane Tomorrow

Resources are a valuable commodity; we get it!!! Time and money are the two things rescue groups never seem to have enough of, and we spend most of those resources on veterinary care. But what is really putting dogs' lives at risk in the modern-day shelter and rescue system? Behavior! Correcting behavior issues can be life-saving for a dog, the difference between a successful adoption and euthanasia...so why aren't we treating behavior problems like medical emergencies?

There is no shortage of data suggesting that behavior is one of the top reasons dogs are surrendered by their owners and euthanized in shelters. Why, then, do we hesitate to spend money on training? Shelters and rescue groups routinely spend hundreds or even thousands of dollars on an injured or sick animal. But how many of us balk at paying \$250.00 for a behaviorist visit or \$2000.00 for a good board & train? What about putting some focus on helping owners before they surrender their dogs? We wouldn't take medical advice from just anyone; how do you know if you're getting sound, science-based training advice?

We argue that behavior is the #1 health risk to dogs in shelters. It's time we treated it like a medical condition (and sometimes it is!) – hire professionals, train our volunteers, educate the public on prevention, and be willing to fundraise to get these dogs the help they need.

We'll discuss creating surrender intervention programs, educating our volunteers and fosters, and providing training for the dogs in our care from shelter to foster to adopter.

49 The Association Animal Enrichment Best Practice

Monday, April 27, 2020 10:30 a.m. – 12:00 p.m.

Allison Hartlage, Manager of Animal Training and Behavior, Humane Society of Boulder Valley

The purpose of enrichment is to reduce stress and improve well-being by providing physical and mental stimulation, encouraging species-typical behaviors and allowing animals more control over their environment. Enrichment programs mitigate the development and expression of abnormal and/or problematic behavior and contribute to the overall wellbeing of the animals in the shelter environment. From stress reduction to mental stimulation, enrichment directly benefits both the physical and mental health of the animal and assists in maintaining this health throughout the shelter stay.

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PLACEMENT & SHELTER PROGRAMS

2 Winning the Day: Reducing Length of Stay in Your Shelter or Rescue

Saturday, April 25, 2020 10:30 a.m. – 12:00 p.m.

Brent Toellner, Senior Director, National Programs, Best Friends Animal Society

The biggest challenges facing open-admission shelters are time & space: the amount of space available at the shelter and the amount of times lost/stray animals spend in that space. This session provides practical tips for minimizing the amount of time animals spend at the shelter. By finding positive outcomes more quickly and minimizing road blocks to getting animals out in a timely basis can increase a shelter's capacity for life-saving without being dramatically increasing shelter population and crushing the budget.

8 Get Off That Hamster Wheel - Successful Diversion Programs

Saturday, April 25, 2020 2:00 p.m. – 3:30 p.m.

Lee Ann Shenefiel, Regional Director - South Central, Best Friends Animal Society

Working in an open intake shelter can feel like being on a hamster wheel – one animal goes out and another one (Or two! Or three!) seem to be there to take its place. Well, because that's probably true. There will always be people and animals in crisis in our communities and nothing about traditional sheltering and animal control models address the root causes of this crisis. When nothing changes about the environment, you're going to get the same results. Learn how to create and implement successful diversion programs including return-in-field, community cat programs and more can and how they can help our organizations get off the "hamster wheel" by repositioning shelters and animal controls as partners to the community in problem solving; increasing capacity in our communities to care for animals and resolve conflict and works toward resolving the root cause; and building trust and community good will.

14 Self-Assessment: Looking at Proven Strategies for Optimal Lifesaving!

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

Michelle Dossen, National Shelter Outreach Manager, Best Friends Animal Society

Michelle Logan, Director, National Shelter Embed Programming, Best Friends Animal Society

Best Friend's Shelter Outreach team acts as a resource for shelters and rescues around the Nation. Offering on-site assessments, on-going mentorship opportunities, and training academies. This team has learned, through these experiences, exactly how to evaluate needs and "bend" or expand existing resources to improve lifesaving.

Dossen and Logan will review the "how-to" of conducting your own self- assessment, including: how best to identify program needs by leveraging data; how to engage community support and fundraise in order to implement or enhance new lifesaving programs; and most importantly how to "bend" or enhance the resources and programs you currently have to save more lives.

So many Shelters and Rescue around the country want to do more to save more lives, but they aren't sure where to start. Many believe that they only way to do more, is with more. During this presentation Best Friends presenters will give the building blocks to know when, where, and how, even when working with what you already have.

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20 Re-creating the Wheel: Pivoting programs when the community changes (or your shelter does)

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

Lisa Norwood, Public Relations and Outreach Manager, City of San Antonio Animal Care Services

Bethany Colonnese, Live Release Manager, City of San Antonio Animal Care Services

Is your shelter undergoing a transformation--voluntary or otherwise? Is your community changing? Those changes will necessarily impact your programs, public perception and more. The City of San Antonio's Animal Care Services has undergone revolutionary changes over the years and has embraced the industry's impermanence with a focus on innovation. This workshop will help you understand how re-creating the wheel doesn't have to be as hard as it sounds and ultimately, it can help your shelter move forward faster.

26 Communications in a Changing World: And How That Affects Your Volunteer Program

Sunday, April 26, 2020 11:00 a.m. – 12:30 p.m.

Tori Fugate, Chief Communications Officer, KC Pet Project

When focusing on your volunteer program, you automatically think of three topics: recruitment, engagement and retention. There is so much more on top of these three topics that goes into an efficient volunteer program and we often lose sight of one crucial element . . . how we communicate with our volunteers. This helps us keep them informed, highlight opportunities they have to help your organization, and can even increase your donations and support to your organization. Communicating effectively to engage and retain volunteers is critically important for any animal welfare agency. In this workshop, you'll learn simple and effective ways to connect with your volunteers and the different strategies you can use. Whether you're a volunteer program manager, shelter director, marketing manager, or any other position within your organization, you'll be able to take away many of the methods discussed in this workshop back home to your organization.

32 Getting 'em Home: From Overlooked to Out the Door!

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Kelly Duer, Foster Care Specialist, Maddie's Fund

Finnegan Dowling, Program and Social Media Manager, Mutual Rescue

Pets with long shelter stays are some of the most at-risk due to the effects being kenneled has on their bodies and behavior. Organizations across the country are utilizing innovative foster care programs, proactive marketing strategies and more to target pets with long shelter stays and get them into permanent homes faster. In this presentation, you'll learn techniques you can use right now to get your most difficult-to-place pets adopted, including the winning plans from the Get 'em Home Challenge.

38 Bridging the Gap: Understanding Adopter Expectations, Perception and Reality

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

April Harris, CAWA, Director of Animal Welfare Insights, Adopt-a-pet.com

Adopt-a-Pet.com is North America's largest non-profit pet adoption website and that means we have millions of potential adopters visiting our website every month. In fact, we had over 50 million visitors in 2018. We've been collecting lots of data and asking our visitors to provide us with insights into how they think, feel and experience pet adoption. In this session, we will get into all of the data that we have been collecting for the past several years, share specific insights into the adopter experience and explain trends we are seeing with online pet searching. We will also share insights into the gaps between perception and reality and how your organization can boost or break your reputation with potential adopters.

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44 Get your move on! The why, the what and the how of successful relocation programs

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA

This presentation will discuss how to decide if a relocation program is right for a shelter and community, the best practices in animal relocation programs, and how to mitigate any disease risks associated with relocation.

50 Getting Lost Pets Back Home (an in depth look at best practices and ideas)

Monday, April 27, 2020 10:30 a.m. – 12:00 p.m.

Gina Knepp, National Shelter Engagement Director, Michelson Found Animals Foundation

This presentation goes beyond covering the basics and highlights several organizations across the US that have substantial RTO rates. This is an inside look at sharing best practices from top-notch Lost & Found teams.

We have been fortunate enough to have these teams share everything that goes beyond a microchip. This includes outreach and engagement, social sleuthing, and empowering good samaritans to work as a team within the community. Our information covers a very diverse shelter spectrum with groups that cover various communities with a wide range of demographics.

FIELD SERVICES & INVESTIGATIONS

3 Public Education: Successfully Reaching your Community

Saturday, April 25, 2020 10:30 a.m. – 12:00 p.m.

Tabitha Blewett, Owner/Instructor, Humane Educators of Texas

In the community of animal welfare professionals, we all share a desire for the public to know more about what we do and what resources are available to them. Our goal with this workshop is to focus on improving communication with the public as well as how to develop and teach classes and workshops in the community. This workshop includes tips on developing classes on urban wildlife, new pet ownership, offender programs, children's programs and Parks and Recreation services. We will also address how to deal with the fear of public speaking. As the populations of humans and animals increase, being able to reach out and educate as many people as possible is crucial to making our jobs easier and can also improve the quality of life for animals in our area.

9 Field Training Programs

Saturday, April 25, 2020 2:00 p.m. – 3:30 p.m.

Michelle Dosson, National Shelter Outreach Manager, Best Friends Animal Society

Historically, new officers are offered very little training other than informal ride-alongs to learn the ropes from whomever they happen to be paired with. The result is usually inconsistent interpretation of laws and enforcement that negatively impact the department's overall success. This workshop highlights the kind of formal field training programs that officers need and deserve. We'll talk about designating specific officers as field training officers to work closely with new team members to ensure that they're well-versed in department policies and have developed the knowledge base and authority required to maintain and further contribute to the public's trust in the department.

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15 Animal Cruelty Investigation (Basic)

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

K.D. Hearst Sr., Adjunct Professor/Instructor, The Law Enforcement Training Institute, University of Missouri Extension

This course will cover how to structure case building methods by using fundamental techniques (Documentation); how to process your crime scene, living evidence, and requesting enhanced penalties; and how to educate the complainant and owner, use all your resources during investigation.

21 Dealing With Difficult Personalities: A Field Survival Guide

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

Kelly Thyssen, Owner/Instructor, Humane Educators of Texas

Difficult exchanges with the public can often cause great amounts of stress to ACO's/Humane Investigators, affect job satisfaction and even impact salaries through poor evaluations. This workshop will provide an overview of difficult personality types and how to navigate conflict with them. Understanding that most people are not deliberately toxic by nature, but rather have different motivations, can help solve problems in field communications. Identifying the role of emotions (both the speaker and the listener) can impact the outcome of an interaction. Successful communications will improve community relationships and can even have a positive impact on animal welfare through improved field compliance.

27 TX HSC 822 & You: Dangerous Dog Investigations

Sunday, April 26, 2020 11:00 a.m. – 12:30 p.m.

Tabitha Blewett, Owner/Instructor, Humane Educators of Texas

In this workshop we will discuss Texas Health and Safety Code 822, Subchapter D. We will discuss the differences between Subchapter A (Lillian's Law) and Subchapter D (Dangerous Dogs), paying close attention to how the differences play out in real life investigations. Students will learn how to relate their local ordinances to the state laws and effectively complete an investigation and declaration within the confines of both. Students will leave with sample forms to help with their Dangerous Dog cases.

33 Your Not So Everyday Citizen

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Joel Skidmore, Field Operations Supervisor - Academy Commander, City of San Antonio Animal Care Services

Manuel Flores, Field Operations Supervisor, City of San Antonio Animal Care Services

Citizens. We come into contact with them every day and most of the interactions are normal. Run of the mill. Even boring. But what happens when you run across one of those "not so everyday citizens?" How do you deal with a person in crisis? How do you talk to and handle people who claim their animals will die without them or just as worse—they'll do anything to keep them? Taught by longtime investigators from San Antonio's Animal Care Services, this workshop will detail key Crisis Intervention principles for Animal Control Officers. How do you identify a person in crisis? Is your not so everyday citizen a hoarder? What steps should be taken after that? When do you get other agencies involved? From the initial contact to de-escalation and finding an ultimate positive resolution, this workshop will give attendees tools to safely and effectively handle tension filled interactions. Come prepared for role play exercises and "what if" scenarios!

39 The Death of Margaret Colvin: A Case Study on the Dog Mauling Death of a 90 Year Old Woman

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

Rebecca Franklin, Animal Control Supervisor, Virginia Beach Animal Control

A case study on the investigation into the death of Margaret Colvin, a 90 year old woman that occurred on May 31, 2017. This presentation covers

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the event, the investigation, the court case, handling media on high profile cases, and subsequent law changes. Supervisor Franklin was the lead investigator for this incident which made national headlines, many surrounding the attacking dog and his history prior to coming into Ms. Colvin's home. During this presentation she will detail the steps taken by her agency, the roadblocks faced, the lessons learned, and the outcome of this tragic event.

45 Servals, and Tegus, and Bears, OH MY!

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Kati L. Krouse, Executive Director, Bears, Etc.

Since the start of talk shows, and reality TV, there has been an increase in exotics in the homes across the US. Many times these animals are bought on a whim with the owner having no knowledge as to how to care for all the specialties of care each species has. When animals become sick or "aggressive" the owner, many times, will rehome the animal or surrender them.

When these animals come into our shelters, do we know what to do? The occasional rat or rabbit is one thing but, a serval, tiger cub, macaque, or macaw are quite different. Are you prepared to house these animals? Do you have appropriate lighting caging, and even sound proofing needed, to keep these animals in a healthy state, mentally and physically, while they are in your care. Secondly, do you have a list of GOOD rescues that can take these animals in, after their holding time with you?

I will be speaking on identifying these needs of some of the most common animals in the exotic pet trade, how to identify the needs of a not so common exotic, and ways to find resources to find that GOOD facility to release these animals to.

51 To the Bat Phone! Responding to Wildlife Calls

Monday, April 27, 2020 10:30 a.m. – 12:00 p.m.

Kate Rugroden, Director of Special Projects, Bat World Sanctuary

Everyone who answers calls from the public about animal issues, and particularly wildlife issues, has had THAT phone call – which may range from the absurd to the tragic in nature. Through lecture, discussion, and role-playing real-life scenarios, participants will explore ways to respond to a variety of calls calmly and with patience, while presenting solutions in a caring and professional manner.

MARKETING & OUTREACH

4 Double Tap Your Way to Successful Instagram Content

Saturday, April 25, 2020 10:30 a.m. – 12:00 p.m.

Tori Fugate, Chief Communications Officer, KC Pet Project

We live in a digital age and Instagram is one of the fastest growing platforms that is producing more results in our industry. Social media marketing guru Tori Fugate with KC Pet Project will highlight how to ignite your online presence on Instagram. KC Pet Project's social media strategy gained 47,000 followers on Instagram and over 118,000 Facebook followers in a matter of a few years. Using this success as a basis, you'll learn:

- How to engage your followers on social media platforms
- How to invest in your social media presence by creating premium content for your organization.
- How to use Instagram to build your brand, create awareness of your work and gain supporters.
- Tips and tricks to make your Instagram stand out
- Creating content with the help of your volunteers and fosters

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- Crafting Instagram stories
- And working with influencers, local personalities and brands to increase your awareness

Through creativity, networking and little bit of hard work, you too can spread the word and enhance your brand, your organization and your pets on Instagram.

10 Irresistible Emails: Entice Your Audience to Open and Act

Saturday, April 25, 2020 2:00 p.m. – 3:30 p.m.

Neely Conway, Director of Email Engagement, ASPCA

Sandy De Lisle, Senior Manager of Content Development, ASPCA

Supercharge your email communications with targeted and compelling messaging and images! Two members of the ASPCA's Prolearning communications team will share strategies for increasing your open and click-through rate to support your agency's mission. Participants will learn how to:

- Keep their agency's emails out of junk folders and capture and analyze data based on their audience's digital behavior
- Create enticing email subject and preview lines and captivating body copy
- Design and curate compelling images that drive critical calls to action

16 Fetch Supporters with Scalable Communications Strategies for Any Animal Organization

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

Whitney Hanson, Manager II – Business, Dallas Animal Services

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

Leah Backo, Public Information Coordinator, Dallas Animal Services

Does your organization have a limited (or non-existent) advertising and marketing budget? Are you tasked with communications duties, but lack a communications background? Do you feel unprepared to handle a public relations nightmare? Do you have limited manpower and feel unsure where to invest your time to get the biggest ROI? Every animal welfare organization struggles with implementing and maintaining communications best practices, which has a negative impact on all aspects of operations from the bottom line to the live release rate. Whether you're a small rescue group or a huge municipal shelter, this session will provide you with tangible strategies to improve your social media, marketing, public relations, and animal promotional efforts. Speakers have experience in non-profit and municipal shelters with intakes ranging from 2,000 to 40,000 pets a year, in addition to serving on the boards of non-shelter animal welfare organizations.

22 Outreach Basics: It Starts with Attitude

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

B.J. Rogers, CAWA, CDET, Chief Communication Officer, Emancipet

Community outreach is all the rage at shelters and clinics across the country. And yet organizations routinely struggle to connect with their communities. Effective outreach requires a commitment to meeting people where they're at, a foundational belief in the goodness of people, and a willingness to suspend judgment and act with compassion and empathy. Come explore those concepts and expand your thinking when it comes to implementing effective outreach strategies.

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28 Put the “smart” back into your smartphone and your PC too!

Sunday, April 26, 2020 11:00 a.m. – 12:30 p.m.

April Harris, CAWA, Director of Animal Welfare Insights, Adopt-a-pet.com

Passionate animal advocates (like yourself!) are always pressed for time. When trying to save animals' lives, it's important to do more in less time. If building a time machine isn't an option for you, why not take advantage of the greatest apps and tools out there? With so many to choose from, finding the ones that work in animal welfare can be a daunting task. In this session, you'll get to see the best options available that are extremely low cost or free. Using technology to your advantage will not only help you save time, streamline communication, increase staff and volunteer productivity and reduce redundant workflows but can also help you have a greater impact on both the animals and humans that you interact with every day.

34 Mega Adoption Events

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Adam Lamb, Chief Executive Officer, Brandywine Valley SPCA

The Mega Adoption Events are becoming a major tool in the tool box for animal welfare agencies. While transport has been successful to get us started, we are now seeing that many people in high intake areas want to adopt locally. The issue is that many of the pets are transported out to other regions. Mega Adoption Events raise awareness to the incredible work that animal shelters are doing to find pets homes and the fantastic pets available in local shelters. Focusing on community adoptions provides an opportunity for pets to find loving homes without the long transports.

40 Expand in Compassion: Engaging the Community to Save More Animals

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

Linda R. Harper, Ph.D., Clinical Psychologist

Engaging the community is essential to sustaining and growing every animal-helping organization. Public support is invaluable; it boosts morale and expands the team of compassionate hearts through volunteerism and financial support. Community participation increases adoptions and foster homes, offers fresh ideas, and helps connect organizations to more people. While social media can be a quick and effortless way to engage the public, unfortunately, it is too often used to spread negativity. Having an organizational presence that the community is drawn to, and wants to support can minimize these harmful effects. This session will explore three practices, innate to compassion, that help create a welcoming atmosphere - Listen, Let Go and Learn. In addition to increased community engagement, applying these everyday tools will improve the well-being of the individuals, the teams, and the organization. When people become more involved, enthusiasm spreads, and the drive to save lives grows. Compassion for animals becomes mainstream: a shared vision and source of pride for an inspired community.

46 About to snap : Improving intake pictures help improve your kennel space

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Jacqueline Hernandez, Shelter Supervisor, City of Abilene Animal Services

This talk is for people who are not professional but would like to help save shelter animals with one simple act: a good picture. Often times, shelter animals come to shelters terrified and it shows on their intake picture. Pictures are too dark, blurry or overall not great. When taking pictures of animals people often have no idea how life-saving it can be. Not a professional? Don't think you have the proper tools? During this talk we will go over little to no cost ways to help improve the quality of pictures for shelter animals. Most people do not realize how great of a picture they can take with their cellphones, how simple they can make a video on go-pro or how much media attention they can get by going live on Facebook. We will give tricks and tips to quickly edit pictures to help save more lives.

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52 Does marketing really work? It just did! Or did it?...

Monday, April 27, 2020 10:30 a.m. – 12:00 p.m.

Darby McKenzie, Communication Specialist, Aggeland Humane Society

Kaitlin Raley, Customer Service Representative, Aggeland Humane Society

Nyssa Meyerdirk, Volunteer Coordinator, Aggeland Humane Society

Have you ever wondered if your social media is working? Did anyone see that 10 am post? Cause that pile of sleeping kittens was super cute. Let's discuss tips, tricks, and metrics that will help guide your future communication goals. We will break down conversion and engagement rates and what we should actually be tracking. Learn how to beat social media algorithms to benefit your organization and broadcast your message to a wider audience.

Does that sound overwhelming? We will also dive into how to get your whole staff involved in capturing behind-the-scenes moments and understanding how all the elements tie into community engagement. Go beyond bio writing and intake photos to give your audience a more candid view of your organization. If you're struggling to express the importance of social media to your kennel staff, administrative staff, volunteers, or upper level management we'll share some of the ways we got everyone on board and working towards the same goal.

MANAGEMENT & TEAM BUILDING

5 The 5 S's of Life Saving

Saturday, April 25, 2020 10:30 a.m. – 12:00 p.m.

Michael Bricker, Director of Operations, Shelter Embed, Best Friends Animal Society

Sort - Sort through all items in a location and remove all unnecessary items from that location.

Set in order - Put all necessary items in the optimal place for fulfilling their function in the workplace.

Shine - Sweep or clean and inspect the workplace, tools, and equipment on a regular basis.

Standardize - Standardize the processes used to sort, order, and clean the workplace.

Sustain/Self-discipline - Sustain the developed processes by self-discipline of the workers. (Do without being told).

Animal shelters are chaotic environments. The fast paced nature of the work means that gaps can often form and remain overlooked. Sorting through and setting in order, the programs in an animal shelter are necessary to advance the mission of lifesaving. Programs that are inefficient and do not serve the organization's larger goals must be either reworked or tossed out altogether. The programs and policies that do serve the lifesaving mission must be optimized to realize their full potential.

An animal shelter more than perhaps any other setting, must remain clean, safe, and easy to work in. An orderly environment to work in is vital to the mental and physical health of animals and caregivers alike. The kennels, cages, and entire facility must shine.

The health and safety of the animals in a shelter's care depend on the consistency with which protocols are followed. Standardizing protocols through standard operating procedures provides this consistency. Once an animal shelter has standardized its protocols, it is imperative that those protocols are sustained. The self-discipline of the shelter leadership is the driving force behind sustainability.

The 5S methodology can be applied on a macro level shelter-wide, or on a smaller scale within individual programs. Getting rid of what is unnecessary and preserving that which is necessary ensures sustainable lifesaving.

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11 Bathroom Wisdom: Everything I needed to know about working in a shelter I learned in a stall

Saturday, April 25, 2020 2:00 p.m. – 3:30 p.m.

Lisa Norwood, Public Relations & Outreach Manager, San Antonio Animal Care Services

In this unusual workshop, participants will learn some universal truths that support the lifesaving work we do. . . as discovered written on bathroom walls. No dirty jokes here just a compassionate talk about positive life lessons memorialized in Sharpie on tile. If you're wondering why you still bother or how can this business do so much good but still hurt so bad, this workshop is for you. In Bathroom Wisdom, we'll try to uplift each other with a look at compassionate certainties that have actually been etched in stalls. It's one part catharsis, one part informal therapy and all good, clean fun. This workshop is not about empathetic strain per se but will incorporate elements of compassion fatigue awareness and general things we can do every day to help ourselves combat it.

17 Get to the Point: How to Identify, Sharpen, and Champion Your Most Important Animal Welfare Ideas

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

Joel Schwartzberg, Senior Director of Strategic and Executive Communications, ASPCA

Many people – from advocates to executive directors – give speeches and presentations, but too few make meaningful points. Why? Because most communicators don't know their points, often confusing them with topics, themes, or titles. Points are propositions of value you can argue, provide evidence for, and sell.

Not having real points renders communicators pointless, which can severely hinder shelter messaging, community appeals, media opportunities, and government communications – all critical elements in life-saving animal welfare programs.

Employing animal welfare examples and audience interactivity, this workshop – based on Joel's award-winning book "Get to the Point! Sharpen Your Message and Make Your Words Matter" – provides actionable tips and exercises that help anyone with a point to make become a more confident and effective communicator.

23 Basic Customer Service for Animal Welfare Professionals

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

Cathy M. Rosenthal, CHES, Writing for a Cause, Animal Welfare Communications Consultant

Poor customer service can spread quickly on social media and impact every aspect of your agency. Delivering exceptional customer service only takes a little effort and can drastically increase adoptions and donations as well as attract more volunteers and foster families to your agency. In this workshop, learn the secrets to achieving customer service excellence, from what to say and how to say it to body language techniques that can help you build quick rapport with the people you serve every day. This is a fun and engaging workshop that shows staff the many ways to engage people in positive ways.

29 Advanced Customer Service Techniques for Dealing with People

Sunday, April 26, 2020 11:00 a.m. – 12:30 p.m.

Cathy M. Rosenthal, CHES, Writing for a Cause, Animal Welfare Communications Consultant

If you know the basics of customer service and want more advanced techniques and strategies to handle difficult people, this workshop is for you. During this session, you'll learn more about body language, word choice and tone; language techniques, like agreement frames and reframing, that can help people see things more positively; and special strategies on how to manage and deal with difficult people, whether they be clients or co-workers. You'll learn through examples and handouts how the subtlest change in tone and body language can help de-escalate a tense situation

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and turn an upset individual into a more agreeable customer.

35 Building Trust

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Carl Youngberg, Concepts 3, Inc.

Have you ever worked in an environment where trust didn't exist? You most likely experienced a workplace where people were unreliable, inadequate, disloyal, uncommunicative, and inconsistent in their work and their moods.

We often think of trust as our interaction with the animals we protect. However, we must also have trust with our colleagues. In this workshop, building our own Trust Account is one of the goals. Trust is the foundation for building strong teams, creating a positive work culture, and producing results. The cost of not having trust in the workplace is also greater than you may be aware of. 75% of people who leave jobs often cite poor boss relationships as they reason they are leaving.

41 The Organizational Petri Dish: How Healthy Culture Grows Impact

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

B.J. Rogers, CAWA, CDET, Chief Communication Officer, Emancipet

Everybody's always talking about organizational culture – but what is it? How do we shape it? How do we keep it healthy and forward-focused? We'll dig into the keys to employee engagement, articulating purpose, and cultivating space for people to thrive. And we'll focus on coming to an understanding of why the old saying that "culture eats strategy for breakfast" is spot on.

47 Data, Data, Every Where, Nor Any Stat to Keep - Collecting and Analyzing Data That Makes a Difference

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Jason Smith MBA, CAWA, Technology Integration Consultant, HLP Inc., Makers of Chameleon Software

Data is everywhere, and lots of it. There is so much data, of one form or another, collected in animal service organizations that it can become a bad thing, if not used wisely. Too much data, ineffective analysis or poor data management can make gathering information for decision making almost impossible. Worse it can prove deceptive and cause you to make the wrong decisions.

In this session, we will discuss the aspects of data collection, management and analysis. We will explore making sense of the data available to us, how we put information in context and the value of keeping things simple. We will also discuss the potential for, and benefit of, automating data collection and analysis.

53 Getting Stuck? How to maximize lifesaving with the right animal flow

Monday, April 27, 2020 10:30 a.m. – 12:00 p.m.

Jordan Craig, General Manager, Dallas Animal Services

Marian Cannell, Manager II, Dallas Animal Services

Are you interested in learning how to maximize lifesaving at your shelter by improving your flow to ensure animals don't get "stuck"? This workshop is led by two members of the leadership team of Dallas Animal Services (DAS), currently the 3rd highest intake municipal shelter in the country with an intake of nearly 40,000 cats and dogs this past year. This workshop will discuss how DAS manages this high-volume intake by being strategic. You will learn how the team changed the process from beginning to end to improve efficiencies and reduce cross-contamination as well as how they utilize opportunities to automate the process to avoid sticking points.

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RESCUE & ADVOCACY

6 Pet Stores, Puppy Mills and Local Action to End the Problem

Saturday, April 25, 2020 10:30 a.m. – 12:00 p.m.

John Goodwin, Senior Director, Stop Puppy Mills Campaign, The Humane Society of the United States

Katie Jarl, Southwest Regional Director, The Humane Society of the United States

Over 300 communities, including several in Texas, have banned the sale of puppy mill dogs in pet stores. These humane pet store ordinances are drying up the market for puppy mill dogs and helping to ease the suffering of breeding dogs who are routinely confined in tiny, filthy cages until they can no longer produce another litter of puppies. Passing a local ordinance, even if your community does not currently have a puppy selling pet store, is a vital step in helping bring about an end to this cruel business model.

You will hear from two speakers who have decades of lobbying experience and have been at the forefront of this campaign. You'll learn how to get an ordinance drafted, introduced and enacted into law. You'll learn what hurdles that puppy mill lobbyist will throw in your path, and how to overcome them. This workshop is a must for those who are passionate about ending puppy mills.

12 Friends for Life

Saturday, April 25, 2020 2:00 p.m. – 3:30 p.m.

Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center

Corey Thompson, Executive Director, Friends of Tri-City Animal Shelter

Dive in to the power of paw-sitive partnerships! We'll tell you how shared goals, a commitment to total transparency, and trusting relationships have grown our "friends of" group from buying dog and cat toys, to opening a 5,000 square foot Surgery Suite and Medical Center this year -- and up next, a destination dog park to complete our animal care campus. Join us for a conversation about how non-profits and municipal agencies can work together to create transformational and lasting change for the benefit of all of our animals and our communities.

18 What Color is My Cat?

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

Vickie Fisher, President, The International Cat Association, Inc. (TICA)

A colorful, fun, but basic presentation, based on Cat Genetics "001", describing the fundamentals of identifying cat colors and patterns. The presentation also discusses some of the most popular breeds of cats. With less than 5% of companion cats being an actual "breed" of cat, the common model of describing dogs in terms of combinations of "breeds", doesn't work in the world of cats. Participants learn that "tabbies" are not a breed of cat but all cats are tabby cats! What's the difference between a tortie and a Calico, why do some white kittens have a little black mark on the top of their heads, what do all pointed cats have in common? Participants learn the answers and much more.

24 Move out of the way and let your Board Govern!

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

Bonnie Hill, Executive Director, Spay Neuter Network

Founders Board = Bad

A Founder's Board is a board that isn't really governing the organization - they are leaving that to you, the founder. Instead, that board is rubber stamping what you think should be done. After all, these are your family and friends. They want to support your efforts. They are certainly not there

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to create family feuds by suggesting you might not be right!

Governing Board = Good

A Governing Board - one that provides the leadership of the organization, that sets direction and policy, that provides financial oversight and ensures adequate resources to expenditures. A good Governing Board is your way to freedom and a life. I promise because it happened to me.

Come learn how to give up the reins and ride your non-profit into a successful future.

30 The Future of Rescue, Part 1

Sunday, April 26, 2020 11:00 a.m. – 12:30 p.m.

Stacy Smith, Executive Director, Humane Tomorrow

Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center

Animal Welfare has come a long way in the past 30 years. Across the country, even in Texas, an amazing thing has been happening. . . adoption rates are up, euthanasia rates are down, and it's cool to own a shelter pet. In some areas, we've had so much success that people who want to adopt dogs have trouble finding one. It's a "problem" we all wish we had, and in the next decade we may very well see that wish come true. Shelters now routinely treat illness, hold harder-to-adopt animals for longer periods to give them a chance, and find homes for most of their animals without the assistance of rescue groups. What is a rescue group's role in this new world?

Our panel will discuss how we got here, some of the unintended consequences of the journey, and what the next decade holds for rescue organizations.

36 The Future of Rescue, Part 2

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Stacy Smith, Executive Director, Humane Tomorrow

Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center

Animal Welfare has come a long way in the past 30 years. Across the country, even in Texas, an amazing thing has been happening. . . adoption rates are up, euthanasia rates are down, and it's cool to own a shelter pet. In some areas, we've had so much success that people who want to adopt dogs have trouble finding one. It's a "problem" we all wish we had, and in the next decade we may very well see that wish come true. Shelters now routinely treat illness, hold harder-to-adopt animals for longer periods to give them a chance, and find homes for most of their animals without the assistance of rescue groups. What is a rescue group's role in this new world?

Our panel will discuss how we got here, some of the unintended consequences of the journey, and what the next decade holds for rescue organizations.

42 Tales from the Barkside: Working with municipal shelters 101

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

Lisa Norwood, Public Relations & Outreach Manager, San Antonio Animal Care Services

Bethany Colonnese, Live Release Manager, San Antonio Animal Care Services

A workshop just for the rescues and non-profits out there who find themselves working with municipal animal agencies...or even those who want to seal the deal! Working with governmental entities can come with its own set of rules (and rewards!) so this session will detail the basics: working with municipal partners, why all rescues should work in concert with their local animal control and how to do it without tearing your hair out (or

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getting arrested). Taught by two long time government employees (who admit they're a little biased), this workshop can help you save even more lives and answer your questions about why municipal shelters do what they do.

48 The Association Companion Animal Transport Best Practice

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Karen S. Walsh, CAWA, Director, Animal Relocation, Shelter Outreach, ASPCA®

Animal transport is an important component in sheltering and there are several over-arching issues that could significantly impede the ability to transport animals. Many state veterinarians have a serious concern about animals being moved across state borders without proper health certificates and the required vaccinations. Local authorities are concerned about unscreened animals that may pose a public health or safety risk entering their jurisdictions. It is incumbent on all organizations working to alleviate companion animal population imbalance to ensure that all stakeholder concerns are adequately monitored and addressed if transport programs are to be a widely accepted tool in the effort to find homes for all healthy and treatable animals.

54 Practical Applications of bringing a Rural Shelter from 33% to 90+% live release rate

Monday, April 27, 2020 10:30 a.m. – 12:00 p.m.

Kelli Ballenger, Co-Founder, Rusk County Pets Alive!

Lisa Waugh, Co-Founder, Rusk County Pets Alive!

In this workshop, we will outline how we worked with city leadership to open doors to begin changing how the community treats their animals.

In addition, we will discuss how we implemented focused life- saving programs to reduce the EU rate. These programs were from our Lifesaving Apprentice Classes from Maddie's Fund/American Pets Alive!. We used focused data to create programs that would make the largest impact on the numbers. We will also discuss how to work your way through crisis - you don't have to lose these animals!

LUNCH SESSION FOR ALL

Creating Impactful Results with a PetSmart Charities Partnership

Saturday, April 25, 2020 12:30 p.m. – 1:00 p.m.

Kelly Balthazor, Regional Relationship Manager, PetSmart Charities

It's not rocket science. Working with a national funder is a matter of understanding how their goals match your programs and aligning the funding. Attend this workshop for an introduction to the opportunities for support from the leading animal welfare funder in North America. You'll learn the tips for getting your grant reviewed and how PetSmart Charities is funding programs to solve community challenges and build organizational capacity.

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SHELTER MEDICINE

The Shelter Medicine Track workshops are designed for DVMs and LVTs. Special registration required. Registration is limited.

55 What's New? Updates on Infectious Diseases in Shelter Medicine

Saturday, April 25, 2020 8:30 a.m. – 10:00 a.m.

Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA

This presentation will review and provide updates on the risk factors, pathogenesis, clinical disease, and epidemiology of infectious diseases in animal sheltering settings, with an emphasis on prevention of disease. We will focus on updates in the management of dermatophytosis, retroviruses, and feline URI.

56 Cytology for Shelters

Saturday, April 25, 2020 10:15 a.m. – 11:45 a.m.

Julie Piccione, DVM, MS, DACVP, Clinical Pathology Section Head, Texas A&M Veterinary Medical Diagnostic Laboratory

Cytologic evaluation of fine needle aspirate samples can rapidly provide valuable information with minimal cost. In a shelter setting, cytology can be used to guide treatment, surgical planning, and any special adoption considerations. In this session, we will review specimen collection, slide preparation, and microscopic evaluation. Proper collection and preparation of specimens is necessary for appropriate microscopic interpretation. Several tips and tricks will be provided to improve preparation of cytologic specimens. The cytologic appearance of inflammation, benign neoplasia, and malignant neoplasia will be presented. At the end of the session, attendees will have the confidence to collect, prepare, and review routine cytology specimens. Additionally, we will cover various pathologist consultation services available for challenging cytology cases.

57 The Woes, Whoas, and Go's of Animal Transport

Saturday, April 25, 2020 12:30 p.m. – 2:00 p.m.

Shawn Ashley, DVM, SPCA of Texas

Brian A. DiGangi, DVM, MS, Senior Director, Shelter Medicine, ASPCA

Kent Glenn, DVM, Veterinarian, Weatherford Parker County Animal Shelter

Kay Wloderak, Tall Tails Transport

This panel discussion will provide an in-depth look at one of animal welfare's most important and most overlooked topics: the mass transport of animals across geographic locations. The panel will be made up of shelter veterinarians from municipal and private shelters, leaders of animal rescue groups involved in animal transport, a state regulatory veterinarian from a high-traffic receiving state familiar with common mistakes and consequences, and a veterinarian from a national animal welfare organization involved with animal transport in multiple states/regions. The discussion will highlight and promote the ASV guidelines for best practices for animal transport, offer tips for how to create and maintain a robust transport program, speak to local solutions/strategies in high need communities so that large scale transport isn't needed long-term, and discuss common regulatory mistakes to avoid. A final list of panelists is in progress but will include highly qualified shelter medicine professionals from multiple disciplines and regions. The panel will be moderated by Dr. Kent Glenn of the TVMA Shelter Medicine Committee.

58 Veterinary Forensics in Animal Investigations

Saturday, April 25, 2020 2:15 p.m. – 3:45 p.m.

Melinda D. Merck, D.V.M., Forensic Veterinarian, Veterinary Forensics Consulting

Veterinary forensics play an important role in both animal and human related crimes. This course will discuss the potential use of animal related

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evidence and how it can be important to the investigation. Recognition of critical evidence, the application of human forensics and case discussion will be presented.

Specifically, Dr. Merck will review the most commonly encountered types of animal abuse and how to analyze the findings for a criminal investigation. Evidence collection and forensic testing for specific types of cruelty will be presented. The lecture will include discussion of the integration of investigation and crime scene findings with the analysis of the examination findings. Case examples will be presented throughout.

59 Shelter Surgery: More than Just Spays and Neuters

Saturday, April 25, 2020 4:00 p.m. – 5:30 p.m.

Alana Canupp, DVM, MS, MPH Chief Veterinarian, City of El Paso Animal Services

Shelter veterinarians are frequently expected to perform additional surgeries other than sterilization. Dr. Canupp will discuss soft tissue procedures performed at her shelter other than spay and neuters. Procedures discussed may include leg amputations, enucleations, entropion repair, and others.

EXECUTIVE LEADERSHIP

The Executive Leadership Track workshops are designed for CEOs, Executive Directors, Senior Leadership, and Board Members. Special registration required. Registration is limited.

60 Strategic Planning Reimagined, Part 1 - The Association Leadership Series

Sunday, April 26, 2020 8:30 a.m. – 10:00 a.m.

Dr. Robin H. Stacia, CEO/Principal Consultant, Sage Consulting Network, Inc.

The results of a recent national study revealed that only 59% of all nonprofit organizations report adopting and following a strategic plan. Even those nonprofit executives and boards who are familiar with strategic planning, report concerns that they have not had the impact this process promises. All too often, strategic plans become dormant documents that symbolize missed opportunities. This seminar will focus on how to reimagine your strategic planning process and implementation. Participants will explore how to develop a process that best fits their organization, how to ensure that strategy leads in the process, and will deepen their understanding how strategic thinking and planning are fundamental to ensuring sustainability.

61 Strategic Planning Reimagined, Part 2 - The Association Leadership Series

Sunday, April 26, 2020 10:30 a.m. – 12:00 p.m.

Dr. Robin H. Stacia, CEO/Principal Consultant, Sage Consulting Network, Inc.

The results of a recent national study revealed that only 59% of all nonprofit organizations report adopting and following a strategic plan. Even those nonprofit executives and boards who are familiar with strategic planning, report concerns that they have not had the impact this process promises. All too often, strategic plans become dormant documents that symbolize missed opportunities. This seminar will focus on how to reimagine your strategic planning process and implementation. Participants will explore how to develop a process that best fits their organization, how to ensure that strategy leads in the process, and will deepen their understanding how strategic thinking and planning are fundamental to ensuring sustainability.

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62 Social Media for Leadership - The Association Leadership Series

Sunday, April 26, 2020 12:30 p.m. – 2:00 p.m.

Katherine Shenar, Executive Vice President, The Association for Animal Welfare Advancement

Communicating with staff and the communities we serve has never been more readily available. . . or more dangerous. By correctly identifying goals, setting standards and allowing two-way communication to naturally occur, social media can be a game-changer. Take charge of the plan and get the most out of an asset you already own.

63 Supercharge Your Community Outreach with an Advisory Board

Sunday, April 26, 2020 2:30 p.m. – 4:00 p.m.

Carrie Collins-Fadell, MPA

Traditional boards fulfill a critical role in animal welfare organizations. But, what if you are ready to expand your organization's size, mission, or reach? Could it be time to build an advisory board? Advisory boards operate in tandem with the board of directors and when executed properly can serve as a conduit for community influence and resources. Join us as we explore the do this and please don't do that of working with high level volunteers.

In this session participants will examine the lifecycles of nonprofits, identify opportunities and challenges of adding an advisory board, and create an opportunity matrix to guide them on community recruitment for possible board members.

64 Teaching Old Dogs New Tricks: The Changing Roles of Animal Welfare Organizations - The Association Leadership Series

Sunday, April 26, 2020 4:30 p.m. – 6:00 p.m.

Jim Tedford, President & CEO, The Association for Animal Welfare Advancement

Evolution happens quickly in the animal welfare field. Our roles are continuously changing and our focus has become much more external. The world, as it turns out, does not start and stop inside the walls of our shelters. We are meeting important community needs like access to care, community outreach, and disaster response. Hear from a 35-year veteran of the industry how animal welfare organizations can fulfill their missions outside the shelter.

LAWS FOR PAWS, ANIMAL LAW

The Laws for Paws Animal Law Track workshops are designed for those whose employment intersects with state laws and ordinances dealing with animals on a daily basis. This track will also include cutting-edge information for veteran shelter executives and legal professionals in the field. Special registration required. Registration is limited.

65 Dissecting Trending Challenges in Animal Cruelty Prosecutions: From Initially Identifying Abuse Through Cruelty Convictions

Monday, April 27, 2020 8:30 a.m. – 10:00 a.m.

Jessica Milligan, Esq., Chief Prosecutor, Animal Cruelty Unit, Harris County District Attorney's Office

Lara Tomlin, Esq., Assistant District Attorney, Appellate Division, Denton County District Attorney's Office

Hear from two of Texas' premiere animal cruelty prosecutors on recent trending challenges they face when prosecuting animal cruelty cases in their jurisdictions. This course will cover Texas animal cruelty laws, explaining the livestock and non-livestock animal cruelty statutes in the Texas Penal Code, including their differences, discussion of the charging instrument in those cases, defenses to animal cruelty, and examples of what courts have found sufficient to prove animal cruelty.

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66 Setting the Record Straight on the Growing Confusion on Laws Involving Service and Emotional Support Animals

Monday, April 27, 2020 10:15 a.m. – 11:45 a.m.

Sheri Soltes, JD, Founder & President, Service Dogs, Inc.

Taylor Smith, Trainer, Service Dogs, Inc.

Under Texas and federal laws, people with disabilities may bring their service animals to all places and services open to the public, such as hotels, restaurants, stadiums, stores, buses and cabs. Recent stories about animals traveling by airline cabins, the availability of fake credentials online and the ever expanding roles of the human-animal bond have generated confusion about the laws. This session will present on the state and federal laws pertaining to service animals, emotional support animals and therapy dogs and distinguish their definitions. The course will examine how cities and municipalities can follow federal and state laws in accordance with handling these animals and how to avoid the pitfalls in applying these laws in their own cities.

67 2019 Texas Legislative Update & Crystal Ball Predictions for the 2021 Session

Monday, April 27, 2020 12:00 p.m. – 1:30 p.m.

Shelby Bobosky, Esq., Interim Executive Director, Texas Humane Legislation Network

Katie Jarl, Southwest Regional Director, The Humane Society of the United States

This panel discussion will cover the just finished 2019 86th Legislative Session with respect to the animal-related bills filed that passed and failed. Ms. Bobosky and Ms. Jarl will give a brief description of the 2018 elections and how they affected the session. Ms. Jarl and Ms. Bobosky will then focus on an in-depth discussion of animal related bills that were filed and discuss the bills that passed and those that failed. This includes discussion of, but not limited to, the Tethering bill, the Dangerous Wild Animal bill, the Shelter Access Bill, the Veterinarian Bills and many more. More specifically, the panel will address how these laws will change for those practicing animal law. Ms. Bobosky and Ms. Jarl will also discuss recent judicial rulings and recently passed federal bills affecting animals.

68 Animals and Cities: Municipal Regulation of Animals, Enforcing State Laws and Local Ordinances

Monday, April 27, 2020 1:45 p.m. – 3:15 p.m.

Jonathan Koury, Esq., City of Bryan

Joshua Galicia, Esq., Associate Attorney, Law Offices of Ryan Henry, PLLC

In Texas, there are a myriad of ways that cities address animal related issues. In addition to enforcing state laws, cities can adopt their own ordinances addressing every pet-related issue imaginable from barking dogs, feral cats, who owns the animal brought into the shelter, backyard chickens, and so many more. These two seasoned municipal attorneys are going to dive deep into animal-related regulation, from the perspective of a general counsel who helps interpret and write the laws and a prosecutor who enforces them. Reviewing statutes, ordinances, and recent case law, Mr. Koury and Mr. Galicia will be discussing how cities protect their residents, both four-legged ones and otherwise.

69 Ask an Animal Lawyer

Monday, April 27, 2020 3:30 p.m. – 5:00 p.m.

Robyn Katz, Esq.

Jaime Olin, Esq.

Eric Torbeson, Esq.

Ever been at a dinner party and found out a guest was an animal lawyer? The questions start pouring out. My neighbor threatens to call the cops on my barking dog, can I really get arrested? 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 lawyers with expertise in different areas (criminal, civil and non-profit) will come together for 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 attorneys have focused their careers on helping animals and/or their owners.

SPEAKER BIOS

Shawn Ashley, DVM, SPCA of Texas

Dr. Shawn Ashley has known she wanted to be a veterinarian since she was nine-years-old. That dream came true in 1988 when she graduated from Texas A&M College of Veterinary Medicine. Since then she has enjoyed many different aspects of her career. She owned Lake Joe Pool Animal Clinic for 15 years, where she treated dogs, cats, birds, reptiles and pet exotic mammals. She then worked at I-20 Animal Medical Center, where she did general practice and emergency medicine. In 2009, Dr. Ashley received her post graduate Master's degree in Veterinary Microbiology from Texas A&M University. While there, she learned she had a talent for medical journalism. Her career then turned towards companion animal shelter and disaster medicine. She has been with the SPCA of Texas for several years and is currently the Animal Cruelty Investigation and Rescue Center veterinarian. Her interests include infectious disease control, veterinary forensics and crime scene investigation. She is a member of the AVMA, the TVMA Animal Welfare Committee and is the co-chair of the TVMA shelter committee. When not working, Dr. Ashley enjoys hiking, reading, writing and editing. Her family consists of 4 dogs, 2 cats, 3 tortoises, and the Umbrella Cockatoo

Chumkee Aziz, DVM, DABVP (Shelter Medicine), Senior Director, Northern Tier Shelter Initiative, ASPCA

Chumkee Aziz obtained her DVM degree at Tufts Cummings School of Veterinary Medicine in 2012. She completed a rotating 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 works for the ASPCA as a senior director for the Northern Tier Shelter Initiative. Her areas of focus include the role of community collaboration in mitigating pet homelessness, proactive shelter population management, and infectious disease prevention in shelters. She serves on the executive board of the Association of Shelter Veterinarians.

Leah Backo, Public Information Coordinator, Dallas Animal Services

Leah Backo has a visual communications education and ties that background into the marketing of every organization she is a part of. Originally from Cleveland, Ohio, she is now the Public Information Coordinator at Dallas Animal Services in Dallas, TX, where she manages the social media, public relations, and the visual materials that are produced at the shelter. Even though she now works at a shelter with the third largest intake in the country, she came from an organization that had an intake of only about 2,000, so she has experience in communications for organizations both large and small. She has a passion for social media and producing quality content. When not at work, Leah enjoys running with or just lounging on the couch with her deaf rescue pup, Lace.

Kelli Ballenger, Co-Founder, Rusk County Pets Alive!

Kelli Ballenger is the co-founder of Rusk County Pets Alive!. After living in Austin, Texas for 27 years, she moved to Henderson, Texas to help with her family. Living in the nation's largest no-kill city and then moving to a community with a 70% euthanasia rate in their shelter was a shock. Kelli started petitioning for change and found a group of like-minded people, this is when she met Lisa Waugh.

Together, Kelli and Lisa implement data driven programs and practices from Maddie's Lifesaving Academy/American Pets Alive!, to bring change and increase live release rates in the local shelter. When RCPA! started in August of 2018 the live release rate was 33% at the local shelter. Currently, it is over 90%.

With Kelli's experience from leadership roles in her career and in business she is able to combine those skills with the knowledge from Maddie's Academy to bring a unique approach to building a sustainable organization to help lead the local community to a no-kill status.

SPEAKER BIOS

Kelly Balthazor, Regional Relationship Manager, PetSmart Charities

Kelly started her nonprofit career as a development professional supporting annual fundraising events and corporate partnerships local and national organizations. In 2005, she joined US Airways where she managed over \$10 million in annual support to human services, arts and education nonprofit organizations throughout the U.S. With the merger of US Airways and American Airlines, Kelly successfully guided the merger transition for integrating the two airline's philanthropic departments. In 2016, Kelly joined PetSmart Charities as a Regional Relationship Manager where she directs the programmatic grant portfolio to award nearly \$8 million to support pets and the people that love and care for them.

Matthew Bershader, President & CEO, ASPCA

Matthew Bershader is President and CEO of the American Society for the Prevention of Cruelty to Animals (ASPCA), the first animal welfare organization in America and a national leader in the rescue and protection of at-risk animals.

Under Matt's leadership, the ASPCA established a groundbreaking collaboration with the NYPD to rescue and protect New York City's animals, launched a multi-year commitment to save the lives of animals in the greater Los Angeles metropolitan area, and opened the first ASPCA Community Veterinary Center in Miami, Florida, which provides accessible and affordable veterinary services to Miami-Dade residents challenged by financial hardship.

In early 2013, Matt envisioned and led the establishment of the ASPCA Behavioral Rehabilitation Center in North Carolina. The first-ever facility dedicated to providing behavioral rehabilitation to canine victims of cruelty and hoarding, the BRC also trains and provides educational opportunities for shelter staffs around the country to elevate their animal rehabilitation capabilities.

Matt continues to lead the ASPCA on a variety of other critical animal welfare fronts including field rescue and care for animal victims of natural disasters and large-case animal cruelty cases, advocating for stronger state and federal legal protections, helping vulnerable horses find safe homes and careers, and fighting widespread farm animal cruelty through legislation, advocacy, and industry influence.

Matt previously served as Senior Vice President of the ASPCA Anti-Cruelty Group, the division responsible for programs that confront animal cruelty and suffering across the country. Before joining the ASPCA in 2001, Matt worked for organizations including Share Our Strength and the Rape Abuse Incest National Network.

Tabitha Blewett, Owner/Instructor, Humane Educators of Texas

Tabitha Blewett has over 20 years of experience in the field of animal care and animal services. While residing in California, she worked as the education director for a non-profit wildlife rescue organization with special focus on large cats. She also worked for private boarding, grooming, and training facilities, as well as for local animal shelters in the San Diego area.

After relocating to Texas, she spent time working with local shelters and rescue groups. She served as the Kennel Manager for the Humane Society of Williamson County and the Animal Control Field Supervisor & LRCA for Williamson County Sheriff's Office. During her time with Williamson County, she promoted public outreach for the community, including giving frequent public education presentations for children.

Shelby Bobosky, Esq., Interim Executive Director, Texas Humane Legislation Network

Ms. Bobosky serves as the Interim Executive Director of the Texas Humane Legislation Network (THLN), a 501 (c)(4) organization whose mission is to promote the humane treatment of animals through legislation, education and advocacy. She served as Board President of THLN from 2016 until 2019 and since 2011 and under her leadership as President, Vice President and Legislation Chair, the organization has had three successful legislative

SPEAKER BIOS

sessions wherein THLN successfully passed the Anti-Gassing Law (passed in 2013), the Mandatory Canine Encounter Training Law (passed in 2015) and the Animal Cruelty Enhancement Law (passed in 2017). 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 also served as the Texas State Bar Animal Law Section's Secretary in 2016-2018. She has traveled thousands of miles with THLN in order to promote its mission. Ms. Bobosky and her husband, three boys two rescue dogs and two rescued prairie dogs live in Dallas, Texas.

Michael Bricker, Director of Operations, Shelter Embed, Best Friends Animal Society

Michael Bricker is the Director of Operations for the Shelter Embed Program for Best Friends Animal Society. In this role, Michael is charged with writing a new lifesaving chapter for companion animals in the Rio Grande Valley. Texas has the highest lifesaving gap (the difference between the current save rate and the no-kill threshold of a 90% save rate) in the nation, so increasing and sustaining save rates for dogs and cats in shelters in that area is critical to achieving no-kill nationwide by 2025.

Michael joined Best Friends in June 2018 as the Senior Manager of Lifesaving Shelter Operations. Since then, Michael has been embedded as both the Director of Operations and the Interim Executive Director for Palm Valley Animal Center (PVAC) in Edinburg, Texas. Within five months of his arrival, Michael and the team at PVAC, the largest shelter in the region, increased the save rate from 34% to 54%, and there is great momentum to bring PVAC to no-kill by 2021.

A New Jersey native, Michael started his career in animal welfare in 2014, working for Camden County Animal Shelter (CCAS). As Director of Operations, Michael was handed the responsibility of running the shelter's day-to-day operations and ensuring that the animals at CCAS received first-class care and treatment. One of Michael's first initiatives was to rewrite the shelter's adoption policies in order to remove unnecessary barriers between pets and adopters. Michael helped to create a Lifesaving Department, launch CCAS's community cat program, pioneer the Rent-A-Dog program and modernize the shelter's medical operations. These changes helped CCAS achieve and surpass the no-kill benchmark of a 90% save rate.

Marian Cannell, Manager II, Dallas Animal Services

Marian Cannell is the Manager II over Shelter Operations at Dallas Animal Services. She has been in Animal Welfare since 2012, when she entered the industry with a drive to learn more about providing behavioral support for large dogs in a shelter environment. In 2014, she created the Canine Good Citizen Ready program and, after two years, Marian perfected the CGC Ready model that is now taught nationally through Maddie's Fund Foundation. In 2016, Marian took on the role of Dog Behavior Program Manager, and began to lead some of APA's! most innovative dog programs. In July 2018, Marian joined Dallas Animal Services. Since joining the leadership team, Marian has made it a goal to lead with innovative ideas and creative solutions to some of the most challenging problems that face the organization.

Alana Canupp, DVM, MS, MPH Chief Veterinarian, City of El Paso Animal Services

Dr. Canupp received her degree from the University of Florida College of Veterinary Medicine and was a Maddie's Shelter Medicine student. She currently serves as the Chief Veterinarian for El Paso Animal Services, an open admission shelter with ~ 28,000 intakes a year. The shelter provides care to the shelter animals and low cost spay/neuter and vaccination services to the El Paso community. Dr. Canupp is dedicated to shelter medicine and has enthusiastically participated in programs such as the Million Cat Challenge and Clear the Shelters with her El Paso team.

SPEAKER BIOS

Carrie Collins-Fadell, MPA

Carrie Collins-Fadell is a nonprofit professional residing in Phoenix where she runs The Butters Fund, an animal shelter diversion program serving members of the disability community in financial crisis. Carrie holds a Certificate of Shelter Management – Lifesaving Model from University of the Pacific, has completed a 70-hour trauma programming certificate, and is a board member of the United States Brain Injury Alliance.

Carrie's passion is well-run nonprofits that serve their clients with efficient and effective programs and services. An award-winning writer about nonprofit, management, and legislative issues, Carrie grew up in Michigan and ran a United Way in New York State prior to her time in Arizona. Carrie's favorite things are her three rescue chihuahuas, cacti, champagne, and oxford commas – in that order.

Bethany Colonnese, Live Release Manager, City of San Antonio Animal Care Services

Starting as a volunteer with ACS in 2009, Bethany quickly traded pasta for puppies and left the restaurant industry to commit full time to animals. Starting as the adoptions supervisor in 2013, she implemented new programs, upgraded the customer experience and removed barriers to adoption. Moving to Live Release Manager in 2015 she has grown the team to include dog trainers, a community cat program, intake, and a return to owner program. Her team has implemented a robust intake diversion program, dog play group, doggie day out program, and many other progressive live saving initiatives.

Neely Conway, Director of Email Engagement, ASPCA

With more than 10 years of digital marketing experience, Neely Conway has worked in both the for- and non-profit sectors, specializing in integrated web and communication campaigns. She is currently the Director of Email Engagement at the ASPCA, where she oversees external communications and email strategy for their professional audience. She has spoken at SuperNova South. Neely spends her spare time volunteering at her local animal shelter in Atlanta and posting too many photos of her rescue dogs on social media.

Jordan Craig, General Manager, Dallas Animal Services

Jordan Craig is the General Manager with Dallas Animal Services (DAS). She has been involved in animal welfare for more than a decade, starting with wildlife rehabilitation and moving to domestic animal sheltering operations. With nearly 40,000 animals entering DAS annually, Jordan is working with her team to improve programs and execute new strategies to safely and responsibly place as many animals as possible.

In her leadership roles, she has endeavored to improve the quality of life for both animals and employees. Jordan has also had the privilege of speaking at regional animal welfare conferences to help other agencies learn about programs and strategies to help improve processes and break through barriers in the field of animal welfare.

Rosemarie Crawford, LVT, Director of Educational Programs, The National Kitten Coalition

Rosemarie Crawford is a licensed veterinary technician with a long history of helping animals – particularly kittens. She has experience in public and private shelters and in veterinary practices. She is co-founder of The National Kitten Coalition (NKC) and has almost 20 years' experience in animal welfare. 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 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 foster programs. In addition to presenting training sessions for NKC across the US and recently also in Australia, Rosemarie works at a six-doctor veterinary practice in northern VA. In her spare time, she enjoys traveling with her husband or fostering kittens needing medical care.

SPEAKER BIOS

Sandy De Lisle, Senior Manager of Content Development, ASPCA

Sandy De Lisle has served as Senior Manager of Content Development for ASPCA since 2013. Prior to that she was the manager of The Humane Society of the United States' End Dogfighting in Chicago campaign, responsible for donor communications and media outreach. She has spoken at the following conferences: Texas Unites for Animals, Association of Professional Humane Educators, Service-Learning Conference, National AfterSchool Conference and Character Education Conference. She currently volunteers for Orphans of the Storm Animal Shelter in Riverwoods, IL, for whom she writes newsletters and social media content. Sandy is also obsessed with running shelter dog playgroups and is always happy to compare notes with others who have the "playgroup bug."

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.

Brian A. DiGangi, DVM, MS, Senior Director, Shelter Medicine, ASPCA

Dr. Brian DiGangi is Senior Director of Shelter Medicine at the American Society for the Prevention of Cruelty to Animals. After earning his DVM at the University of Florida in 2006, Dr. DiGangi completed a rotating internship in small animal medicine, surgery, and critical care, a residency in Shelter Animal Medicine, and received his MS in Veterinary Medical Sciences in 2010. Dr. DiGangi has published research on canine heartworm disease, veterinary field clinics, feline adoption, pregnancy detection and immunology. He is board certified in both Canine and Feline Practice and Shelter Medicine Practice by the American Board of Veterinary Practitioners. Dr. DiGangi is a member of the Board of Directors of the American Heartworm Society and served two terms as President of the Association of Shelter Veterinarians. Prior to joining the ASPCA, Dr. DiGangi was a Clinical Associate Professor at the University of Florida.

Michelle Dosson, National Shelter Outreach Manager, Best Friends Animal Society

Michelle Dosson is a national shelter outreach manager for Best Friends Animal Society, providing leadership and training for strategic shelter partners across the country. Through Best Friends shelter outreach program, Michelle conducts professional shelter operations and field assessments, and leads progressive, humane trainings for animal control agencies and officers. Prior to joining Best Friends and serving as a regional specialist for Best Friends Network partners in the Great Plains region, Michelle spent a decade implementing progressive community outreach programs and developing expertise in local and state legislation through Austin Animal Services. While working as a public health educator through the field services department, she created and led programs for the Austin community that included spay neuter services for companion animals and trap neuter return for community cats. Michelle has worked in public service for more than 15 years.

Born and raised in Cape Town, South Africa, she nurtured a deep passion for helping animals both human and nonhuman at a very early age through volunteer work with the Cape Town SPCA and local wildlife services. After moving to the U.S. in 1997 for an athletic scholarship, Michelle found her way to the City of Richmond Animal Care and Control in Virginia, where she worked as an animal caregiver, veterinary services technician and adoptions counselor. In 2008, she began a field services career as an animal protection officer for the city of Austin, Texas, just two years prior to the city passing its no kill implementation plan. Michelle's experience as a field officer before, during and after Austin's journey to no kill gives her unique insight into programming that prioritizes lifesaving. Michelle still resides in Austin with her canine companions, Drexil and Maggie, and cares for a

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small community cat colony. When not out championing lifesaving work for our four-legged friends, Michelle can usually be found lifting at the gym or rolling with the Texas Rollergirls.

Finnegan Dowling, Program and Social Media Manager, Mutual Rescue

Finnegan Dowling is the Program and Social Media Manager for Mutual Rescue, a national initiative of Humane Society Silicon Valley that encourages people to engage with their local shelters. A longtime leader in social media, HSSV and Mutual Rescue campaigns have won both Shorty and Communicator Awards and are featured in marketing and animal sheltering seminars around the country. Finn has worked in shelters in Washington State, Colorado, California and Nicaragua. A graduate of The Evergreen State College, her writing has also been published in The Bark, Bay Woof, SFGate and Huffington Post. She is the creator of the Doggy Day Out Toolkit, a free resource of manuals and templates to help even the smallest shelters start day foster programs of their own. She has presented at New England Federation of Humane Societies, Virginia Federation of Humane Societies, Texas Unites! and New Mexico Humane Conference. She lives in Corpus Christi, TX with her husband and their two dogs.

Kelly Duer, Foster Care Specialist, Maddie's Fund

As Foster Care Specialist for Maddie's Fund, Kelly's focus is on helping shelters and rescue organizations increase lifesaving through the implementation of robust foster care programs. Her role includes creating and providing training for organizations and their foster coordinators, writing, assisting with research on foster care and consulting with shelters. Kelly's work with foster care and social media has been featured in many national publications, websites and networks, including Animal Sheltering magazine, the Huffington Post, Best Friends magazine, BarkPost, iheartdogs.com, HuffPost Live and Fox News.

Vickie Fisher, President, The International Cat Association, Inc. (TICA)

For many years Vickie shared her love of animals with a busy career in finance and management. Upon her retirement, she has been able to devote more time to her passion. As President of Albuquerque Kennel Kompadres, she works to better the "shelter life" for homeless animals and just recently received the Albuquerque Mayor's Good Samaritan Award for this work. An All Breeds senior cat show judge and ring and school instructor for The International Cat Association (TICA), Vickie travels the world, both judging cats and educating young and not so young about the wonders of cats as companion animals and how to properly care for them.

Vickie has authored two coloring books for children, both teaching children proper care and respect for cats, the more current coloring book recently translated and printed in Spanish. She is President of TICA and Treasurer of the Winn Feline Foundation which funds feline health research.

Manuel Flores, Field Operations Supervisor, City of San Antonio Animal Care Services

Manuel Flores is a Field Operations Supervisor with the City of San Antonio Animal Care Services, one of the largest municipal shelters in the country. As the current head of the agency's cruelty investigations unit, Flores has been involved in the successful investigation of thousands of cases, including those with law enforcement partners and national agencies like HSUS. His expertise and testimony have led to convictions in a number of high profile cases including that of Rosie the pit bull, a dog who sustained deep chemical burns over 100% of her body after her owner poured hydrochloric acid on her. Flores is a Certified Animal Cruelty Investigator through the University of Missouri- Columbia's Law Enforcement Training Institute, a Certified Animal Control Officer in the State of Texas, holds a certificate from the Humane Society University in investigating Illegal Animal Fighting and is also certified in Crisis Intervention through the San Antonio Police Department. A U.S.Veteran who proudly served in Operation Iraqi Freedom, Flores holds additional certifications in chemical capture, bite stick training, officer safety and verbal judo.

SPEAKER BIOS

Rebecca Franklin, Animal Control Supervisor, Virginia Beach Animal Control

Animal Control Supervisor Rebecca Franklin has been an officer for 9 years, starting her career in patrol in February 2012 and being promoted to supervisor in May 2015. Rebecca spent the first 12 years of her career with the City of Virginia Beach working as a 911 dispatcher handling Police, Fire, Rescue, and Animal Control emergency and non-emergency calls. She has kept to her family's public safety tradition at one time serving alongside her father, brother, and sister in law. Rebecca's love for animals was brought to light when she was 5, which was the year she started asking for a horse for both her birthday and Christmas, something she did every year until her parents finally caved and bought her one for her high school graduation present. Currently Rebecca resides in Virginia Beach with her daughter and two precocious dogs.

Tori Fugate, Chief Communications Officer, KC Pet Project

Tori Fugate joined the KC Pet Project team in March 2012 – shortly after the organization took over the Kansas City, MO, animal shelter in January 2012. Tori's role as Chief Communications Officer with KC Pet Project has enabled her to build the organization's brand and promote its mission from inception to what it is today. She oversees marketing, events, web management, social media, and media relations for the organization. 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 People Magazine, The Dodo, The Huffington Post, CBS News, USA Today, Queer Eye, and The Rachael Ray Show. She recently was part of the design team of the Kansas City Campus for Animal Care, which is Kansas City's new animal shelter and home of KC Pet Project.

Joshua Galicia, Esq., Associate Attorney, Law Offices of Ryan Henry, PLLC

Joshua Galicia was born and raised in Dallas, Texas. He graduated from the University of Texas-Austin in 2010 with degrees in English and Spanish, then went to Texas A&M University School of Law, graduating in 2013. After law school, Joshua served in the public sector as a criminal prosecutor for more than five years — practicing in Brazos County (Bryan/College Station) and Williamson County (Georgetown/Round Rock), where he prosecuted all levels of misdemeanor offenses. During that time, he became a subject matter expert in Animal Cruelty cases as well as Mental Health Law, with a focus on alternative resolutions for defendants with mental health issues. He has also taken many cases to trial, both bench and jury.

Kent Glenn, DVM, Veterinarian, Weatherford Parker County Animal Shelter

Dr. Glenn is a 1971 Graduate of Texas Tech University and received his Doctor of Veterinary Medicine Degree from Colorado State University in 1976. During his 43 year career as a mixed animal practitioner, Dr. Glenn has contributed to his community, serving on several animal shelter and educational advisory boards. In practice he prioritized helping the local animal shelter and animal services. He has served several terms as a North Texas District Director for the Texas Veterinary Medical Association and is a member of the Shelter Committee and other TVMA Committees. He is the recipient of the TVMA Distinguished Career Achievement Award, the Tarrant County VMA Community Service Award and the 2017 TVMA President's Award. He feels one of his greatest career achievements has been helping lead Weatherford Parker County Animal Shelter to a consistent 90+ percent live outcome rate for more than five years.

John Goodwin, Senior Director, Stop Puppy Mills Campaign, The Humane Society of the United States

John Goodwin is the Senior Director of the Stop Puppy Mills campaign at The Humane Society of the United States. John joined the HSUS in 2000 as the grassroots outreach coordinator in the Government Affairs department and then went on to spend over a decade spearheading the organization's efforts to combat animal fighting in the Animal Cruelty and Fighting Campaign. John also spent time lobbying for the organization on Capitol Hill and managing state ballot initiatives. In January 2016 John joined the Stop Puppy Mills campaign which is dedicated to ending puppy mill cruelty once and for all.

John has testified before numerous state legislatures, acted as an expert witness in numerous criminal animal fighting trials and has been featured

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in coverage from Fox News, MSNBC, CNN, NPR, national news programs for ABC, NBC and CBS, Court TV, ESPN, Al Jazeera, the Associated Press, USA Today, The New York Times and Men's Journal magazine. John has appeared on Larry King Live, The O'Reilly Factor, Inside Edition and has debated on several national cable talk shows while giving over one thousand interviews to local media outlets.

Whitney Hanson, Manager II – Business, Dallas Animal Services

Whitney joined the Dallas Animal Services team as the Manager II - Business in 2018 where she oversees a team of seven and all communications, grants, data, IT, training and the volunteer program. During her decade of experience in animal welfare, she has served as the Marketing Coordinator at the Austin Humane Society, Director of Development and Communications for the Humane Society of North Texas, and the Director of Fund Development for Spay Neuter Network. In addition to a diverse communications background, Whitney has experience in grant writing, shelter operations, volunteer and foster programming, budget, event planning, graphic design, strategic planning, and recently completed Texas Animal Control Officer Basic Training. She graduated from the University of Texas at Austin with a degree in Public Relations and Advertising, serves on the Advisory Board for Texas Humane Legislation Network, and is currently preparing for her Certified Animal Welfare Administrator exam. Whitney lives in Fort Worth with her dog, two cats, and three hens.

Linda R. Harper, Ph.D., Clinical Psychologist

Linda R. Harper, Ph.D. is a lifelong animal lover and advocate, and has been a clinical psychologist in the Chicago area for 35 years. As the founder of Blessed Bonds, a foster-based program that keeps people and pets together, she understands the physical, mental, and emotional stress that comes with this heart-driven work. Linda is a frequent speaker at animal welfare conferences & gives workshops locally and throughout the country. Linda facilitates the pet loss support group sponsored by the Chicago Veterinary Medical Association. She is the author of four books including *The Power of Joy in Giving to Animals* (with foreword and contributions by Best Friends' co-founder, Faith Maloney).

April Harris, CAWA, Director of Animal Welfare Insights, Adopt-a-pet.com

April Harris is a Certified Animal Welfare Administrator (CAWA) and serves as Director of Animal Welfare Insights for Adopt-a-Pet.com, the nation's largest non-profit adoptable pet search engine. Her credits include implementing sustainable social enterprise models, developing at-risk animal population programs and administering no-kill community partnerships. April has been in the animal welfare industry for over 15 years and has worked for both local and national animal welfare organizations including Maricopa County Animal Care & Control, Salt Lake County Animal Services, Best Friends Animal Society and Found Animals Foundation. April lives in Southern Utah and is the proud mother of 5 rescue dogs.

Allison Hartlage, Manager of Animal Training and Behavior, Humane Society of Boulder Valley

Originally from Kentucky, Allison graduated from the University of Georgia and shortly after relocated to Oregon. She began volunteering with Oregon Humane Society and in 2008 attended the San Francisco SPCA Academy for Dog Trainers, where she received her certification as a Canine Trainer and Behavior Counselor (CTC), graduating with honors. She then returned to Portland and spent three years working with companion animals at a private daycare and training business before relocating to Boulder, CO in 2011. She currently manages the Humane Society of Boulder Valley's nationally-recognized training and behavior department.

Allison is passionate about force-free, science-based training and behavior modification and feels fortunate to live and work in such a supportive community.

Allison is committed to the ongoing pursuit of learning opportunities. She is a Certified Nose Work Instructor, a graduate of the Karen Pryor Academy and Dr. Susan Friedman's Living and Learning with Animal's course and holds her CBCC-KA (Certified Behavior Consultant Canine). She shares her home with her two daughters, husband and two rescued kitties, Marley and Maya.

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K.D. Hearst Sr., Adjunct Professor/ Instructor, The Law Enforcement Training Institute, University of Missouri Extension

Kevin Hearst being recognized/assigned as a humane investigator. Mr. Hearst has been a member of our National Animal Cruelty Investigations School faculty for over eight years and is recognized as an expert in the field of animal cruelty investigations. Our school is written into policy in several jurisdictions throughout the United States. And has been recognized as one of the leaders in education for humane investigators. Mr. Hearst is one of the primary reasons for this honor. He has been asked to and delivered many presentations for conferences throughout the nation.

Jacqueline Hernandez, Shelter Supervisor, City of Abilene Animal Services

Jacqueline Hernandez, born and raised in a small south Texas border town of Laredo, TX was quite literally born into rescue. Her father rescued Chihuahuas and ran an at home, foster-based rescue throughout her childhood. Jacqueline has worked in animal shelters throughout Texas and some of Canada in her career and loves shelter medicine. At one point, Jacqueline hoped to be a shelter veterinarian but found her passion to be boots on the ground - working on promoting shelter animals.

Jacqueline spends most of her days helping promote shelter animals by taking pictures of shelter dogs in need (Snoot Shoot). With the help of her dog, Bae – Shelter Supervisor, she has changed a once negative outlook on the shelter to a welcoming and inviting space for citizens to help be part of the positive change happening within their own community. When not at work, Jacqueline enjoys spending her time exploring new places with her “brat pack” and boyfriend through the country and going to conferences.

Bonnie Hill, Executive Director, Spay Neuter Network

For 14 years, Bonnie Hill, President and Founder of Spay Neuter Network has overseen the management of a high volume spay neuter organization that has grown from operating 1 day a week performing 2,000 surgeries a year to performing over 32,000 in 2019. The 3 clinics located North Texas offer transports from 35 cities and also offer a mobile unit that services rural areas throughout North Texas. Before committing to the organization full time 10 years ago, Bonnie had worked for 25 years in the humane medical industry, including management, marketing and sales, revenue assessment, billing and collections, compliance, profit/loss and consulting and product development. Along with her responsibilities as Executive Director at Spay Neuter Network, she sits on the Spay Neuter Network Board of Directors, instrumental in starting the Big Fix and Fort Worth Pet Project spay/neuter initiatives in Dallas and Fort Worth, sat on the Advisory Board for PetSmart Charities responsible pet ownership campaign and the Advisory Committees for several local City shelters.

Pamela Hill, Cat Behavior Consultant, That Cat Girl, LLC

The first thing you need to know about Pam is that she wants to live in a world full of cats that are happy, healthy and homed. In this world, these cats are cared for by patient, well-informed humans, who, when they encounter a cat problem, do exactly what she tells them to do!

A cat behaviorist with 20 years of experience, Pam has worked with the Michigan Humane Society, the Atlanta Humane Society, Broward County Humane Society, the Animal Protective Association and many additional animal shelters and veterinary clinics in and around the St Louis area. She currently serves as cat behavior advisor to the St Louis Petlovers Coalition and is Chair of the Advisory Board to St Louis County Animal Care and Control. She has conducted many shelter staff and volunteer trainings and her educational lectures have previously been featured at the Great Lakes Animal Welfare Conference, the Midwest Animal Sheltering Conference and the Southeast Animal Alliance.

When she's not helping animal shelters improve their cat programs, or providing one-on-one counseling to frustrated cat owners, you can find her reading in a quiet corner or working on her website, thatcatgirl.com.

SPEAKER BIOS

Katie Jarl, Southwest Regional Director, The Humane Society of the United States

Ms. Jarl serves as the Southwest Regional Director, The Humane Society of the United States, has been with HSUS since 2010, first serving as the Deputy Director of HSUS' media relations department. Jarl moved back to Texas in 2012 to direct public policy for the state and has successfully worked on laws to regulate puppy mills, crack down on cockfighting, keep horse slaughter out of Texas, end the cruel shark fin trade and make bestiality a felony in Texas. She works with local city governments to pass meaningful ordinances to help animals and she currently serves on both the Austin Animal Advisory Commission and the San Antonio Animal Advisory Commission. She managed on-the-ground efforts throughout HSUS' response to Hurricane Harvey. Jarl now serves as the Southwest Regional Director for HSUS, overseeing Texas, Arizona, Colorado, New Mexico, Oklahoma, Louisiana, Arkansas, Kansas, Mississippi and Missouri.

Robyn Katz, Esq.

Robyn Katz is an Associate Attorney. Ms. Katz earned her Bachelor of Science from the University of Michigan in 2003, her Masters of Education from the University of Texas in 2004, and her Juris Doctorate from Texas Tech School of Law in 2010. She was admitted to the State Bar of Texas in 2010 and the State Bar of New Jersey in 2018. She has 9 years of legal experience, including 5 years as a state prosecutor in Justice of the Peace, misdemeanor, and felony level courts, and 4 years practicing civil law. Ms. Katz is experienced in criminal law, animal law, legislation, and ordinance drafting. Ms. Katz is admitted to practice before all County and District Courts of Texas, the Texas Supreme Court, the United States District Court, Western District of Texas, all courts in New Jersey, and is also licensed in Colorado. Ms. Katz works as an Associate Attorney for Denton Navarro Rocha Bernal & Zech, and she is the City Attorney for Copperas Cove, and Assistant City Attorney for the following cities: Bee Cave, Rollingwood, Pflugerville, and Wimberley. Ms. Katz currently serves as the Chair of the State Bar Animal Law Section, and as an Adjunct Professor at St. Mary's School of Law. The primary focus of Ms. Katz is municipal law and prosecution.

Gina Knepp, National Shelter Engagement Director, Michelson Found Animals Foundation

Gina Knepp is the National Shelter Engagement Director with the Michelson Found Animals Foundation. Previous, Gina was the Animal Care Services Manager for the Front Street Animal Shelter - City of Sacramento. Gina transformed what was once the worst performing shelter in town, to one of incredible lifesaving. Through the development of creative and zany programs, Front Street was rebranded and flourished under her leadership. Community partnerships and relationships with Sacramento's residents and businesses have resulted in making Front Street a household name. Serving the city limits of Sacramento, with an animal intake of 12,000 critters per year, the State's Capitol shelter is now a vibrant hub of activity, energy, and success. Gina's motto in life is: try anything once, twice if it feels good, the third time it's policy! Gina is married, has a lovely daughter, three dogs and one cat. Her background includes 311 and 911 management.

Jonathan Koury, Esq., City of Bryan

Jonathan Koury is the Assistant City Attorney for the City of Bryan. After graduating from Austin College with a B.A. in Political Science and French, he received his J.D. from the SMU Dedman School of Law. His primary practice has been in public service, working for private firms as well as governmental entities prior to joining the City of Bryan's legal team. His areas of expertise include code enforcement, animal control, real estate, economic development, and "other duties as assigned." In 2011, he assisted with the creation and operation of the City of Animal Center, which included receiving certification in shelter management. He has participated in a number of cases including dangerous dogs, cruelty seizure, and animal related ordinance violations. In 2019, he helped overhaul Bryan's animal ordinance. He is a frequent speaker at the Texas City Attorney's Association summer conference on animal law and other topics. Jonathan lives in Bryan with his wife and three dogs.

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Kati L. Krouse, Executive Director, Bears, Etc.

Kati is an animal lover. From taming her grandfather's barn cats when she was little to helping to save captive exotics and wild animals as an adult, she's been passionate about their wellbeing her entire life.

As a teen, she found herself working for a veterinarian and volunteering at Black Pine Animal Sanctuary, an exotic animal refuge, quickly learning of the high demand for rescuing captive exotic animals. During Veterinary Technician School, at Purdue University, Kati volunteered at Wildcat Creek Wildlife Center and interned at the Wildlife Center of Virginia. These places helped teach her how to treat wildlife with dignity and how the needs and behaviors of wild animals are so different than that of domestic dogs and cats. She spent many years grooming dogs, most of those as a manager and instructor.

Kati's life came full circle when she became Assistant Manager at Black Pine Animal Sanctuary, as her dreams of working at a sanctuary and rescuing animals in need were coming true. She learned that the needs for animals in jeopardy were more than she could ever have imagined, especially for bears.

Kati assisted with animal rescue operations on a regular basis with Black Pine, Outreach for Animals, Lions, Tigers, and Bears and other charitable organizations dedicated to teaching responsible behavior around wild animals and improving their lives. Throughout all of these experiences, she helped train many interns and volunteers, and planted seeds of awareness in them and members of the public to encourage respect for animals, and to help wild animals in need.

Adam Lamb, Chief Executive Officer, Brandywine Valley SPCA

Adam Lamb focuses his career on marrying open access sheltering with "No-Kill" standards. Adam Lamb came to the Brandywine SPCA from Tampa, Florida where he worked at the SPCA Florida, Humane Society of Tampa Bay and Hillsborough County Animal Services.

In 2015, the BVSPCA became the first open admission "No-Kill" shelter in Pennsylvania. Adam took the county SPCA from a modest animal control shelter with a live release rate of 65% and an intake of 5,501, to what's now the Brandywine Valley SPCA, serving the entire state of Delaware and two Pennsylvania counties with 14,652 animals in its care per year and a live release rate of 95%. In 2018, the BVSPCA led Delaware to becoming the first "No-Kill" state in the nation.

Recognizing the importance of keeping owned pets in their homes, Adam has also launched programs for pet retention, such as pet food assistance, free shot clinics in disadvantaged neighborhoods, and humane education.

Adam is the President of the Federated Humane Societies of Pennsylvania, serves on the Best Friends committee to Save Them All 2025 and the Petco Foundation Leadership Forum.

Adam and his family, including his two year old son and two dogs, lives in Malvern, PA.

Michelle Logan, Director, National Shelter Embed Programming, Best Friends Animal Society

Michelle Logan is the Director of Best Friends' National Embed & Mentorship programs and specializes in designing and implementing programs to help shelters save more lives. Michelle works side-by-side with staff at shelters across the country to provide customized support through shelter operations assessments and professional development and training.

Prior to joining Best Friends, Michelle earned a Bachelor's degree in Animal Science from the University of Rhode Island and was part of the lifesaving

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team at Smithtown Animal Shelter in New York where she filled a number of animal care and shelter operations roles.

In 2006, Michelle came to Best Friends where she has served as the manager of Dogtown at Best Friends Animal Sanctuary in Utah and as the operations manager for the Best Friends Network, overseeing the strategic vision of the network and team of regional specialists.

Michelle's work at Best Friends gives her unique insight into the critical roles that different team members can play at shelters around the country. From hands-on work like scrubbing kennels and working with dogs with behavioral challenges to leading trainings on progressive programming and pioneering a mentorship program for shelter partners, Michelle is the quintessential animal welfare chameleon, assuming various roles as needed to best support team members and save the most lives.

The celebrated recipient of the "Energizer Bunny" award at Bridgeway Connections for her tireless work on behalf of her own community, Michelle now lives in Nashville, Tennessee with her two rescued dogs and two former community cats.

Darby McKenzie, Communication Specialist, Aggieland Humane Society

Darby is the Communication Specialist at Aggieland Humane Society. Since joining the organization in 2017, Darby has applied her background in Public Relations to the sheltering world and changed the way we approach social media, adoption events, and communication with people who want to assist our organization in creative ways. Outside of work, Darby enjoys coffee and spending time with her cat, Barry McKenzie.

Shelly Meeks, Assistant Shelter Manager, Tri City Animal Shelter and Adoption Center

Shelly Meeks has been in the animal world her entire life. Growing up in a boarding kennel, grooming shop, and dog show/horse show ring, she has been exposed to a variety of animals since birth. It is no surprise that in her adult life, Shelly has pursued a career with animals. Her professional career with animals started at a veterinary clinic in 1999. As the only technician, she did everything from cleaning kennels to assisting in surgery. Realizing she could help more animals and more people, she joined a large animal control agency and quickly rose to Lead ACO and Dangerous Dog Investigator. Shelly has since worked at multiple municipal agencies as well as non-profit agencies, including assisting with the largest animal cruelty seizure in the United States. She has held every position from kennel attendant to shelter manager and knows a thing or two. Shelly loves to share information and knowledge that she has gleaned along the way. Currently she is a key leader for a premier shelter in North Texas and serves on the Dallas County Animal Response Team.

Melinda D. Merck, D.V.M., Forensic Veterinarian, Veterinary Forensics Consulting

Dr. Melinda Merck is the owner of Veterinary Forensics Consulting in Austin, Texas and a Law Enforcement Trainer with the Humane Society of the United States. She provides expert case consultations including assistance with crime scene investigation and examinations of live and deceased victims, frequently testifying as a veterinary forensics expert. She provides support to large scale operations including exhumations of burial sites and examination of skeletal animal remains. Dr. Merck provides training for veterinary, attorney and law enforcement professionals internationally on the use of veterinary forensic science and medicine in the investigation and prosecution of animal cruelty cases and the link to crime against humans.

Dr. Merck is the editor and contributing author of the textbook, "Veterinary Forensics: Animal Cruelty Investigation, 2nd edition" by Wiley publishing, co-author "Veterinary Forensic Investigation of Animal Cruelty: A Guide for Veterinarians and Law Enforcement" and a contributing author on forensics in Shelter Medicine for Veterinarians and Staff, Reptile Medicine and Surgery, and Consultations in Feline Internal Medicine Vol. 7. She developed the first Veterinary Forensics course for University of Georgia and Florida veterinary schools and frequently lectures at other veterinary, technician and law colleges. She teaches workshops on animal crime scenes and the processing of burial and surface remains. She is a Fellow of the American Academy of Forensic Science and member of the International Association of Blood Stain Analysts.

SPEAKER BIOS

Nyssa Meyerdirk, Volunteer Coordinator, Aggieland Humane Society

Nyssa has been the Volunteer Coordinator with Aggieland Humane Society since 2017. With a background in education and event planning, Nyssa strives to make volunteers an integral part of shelter operations, social media, and community engagement events. Outside of shelter life, Nyssa trains and handle search dogs and enjoys outdoor adventures with her dogs.

Jessica Milligan, Esq., Chief Prosecutor, Animal Cruelty Unit, Harris County District Attorney's Office

Upon graduating from St. Mary's University School of Law, Jessica Milligan practiced civil law in San Antonio. She then began working as an Assistant District Attorney for the Harris County District Attorney's Office in 2006. She is currently the chief of the Animal Cruelty Division, which handles hundreds of animal cruelty cases (neglect, cruelty confinement, poisoning, intentional abuse, torture) and allows her to prosecute felony animal cruelty offenders, investigate and charge felony and misdemeanor animal cruelty cases, and work on special and legislative initiatives relating to animal abuse. A frequent speaker on criminal law and animal cruelty issues, Jessica lectures at different law schools, law enforcement academies, and animal welfare conferences. She is past-chair of the Houston Bar Association's Animal Law Section and has also held the position of secretary and treasurer for the HBA Animal Law Section. Jessica holds a dual bachelor's degree from New Mexico State University, a J.D. from St. Mary's in San Antonio, and is a licensed attorney in both Texas and Colorado.

She and her husband have three wild boys and rescue chihuahua named "Lily" who is the mascot for the Harris County District Attorney's Office H.O.P.E. (Helping Our Pets through Education), an education program created by Jessica and named after the family's late three-legged Border Collie rescue named Hope. This pilot program teaches young children -- elementary school age -- how to properly care for their pets, and treat animals.

Lisa Norwood, Public Relations and Outreach Manager, City of San Antonio Animal Care Services

With twelve years as the P.R. and Outreach Manager for the City of San Antonio's Animal Care Services Department, Lisa Norwood has seen just about everything. From thousands of media interviews on responsible pet ownership to hurricane response to crafting award winning promotional campaigns, Norwood has used her media savvy and street style marketing to boost the Alamo City shelter's reputation and release rate. A working journalist for more than a dozen years, Lisa now oversees all things media, education and volunteer oriented for ACS.

Jaime Olin, Esq.

Jaime Olin's legal career has spanned two diverse fields – intellectual property litigation and animal law. As it relates to intellectual property law, she currently focuses her practice on commercial and patent litigation, along with other intellectual property disputes. As it relates to animal law, Jaime provided "second chair" trial assistance to prosecutors handling criminal animal cruelty cases across the country, along with helping to develop the animal protection litigation section of a large national non-profit organization. She has a Master's degree in Animals and Public Policy from Tufts University, where she focused her studies on humane education, the LINK, and other issues involving companion animals. Her undergraduate thesis also explored the connection between humane education and domestic violence. Prior to joining Skiermont Derby LLP in Dallas, Jaime worked as Legal Advocacy Counsel with the American Society for the Prevention of Cruelty to Animals (ASPCA) and prior to that, worked as a litigator with several other law firms. She graduated from the University of Michigan Law School in 2005 (Go Blue!).

Julie Piccione, DVM, MS, DACVP, Clinical Pathology Section Head, Texas A&M Veterinary Medical Diagnostic Laboratory

Dr. Piccione currently serves as the Section Head of Clinical Pathology at the Texas A&M Veterinary Medical Diagnostic Laboratory (TVMDL). She received her DVM from the University of Florida in 2012, where she had special interests in clinical pathology and shelter medicine. In 2015, she completed a clinical pathology residency and Master's degree in veterinary pathobiology at the Texas A&M University College of Veterinary Medicine and Biomedical Sciences. Dr. Piccione has instructed continuing education sessions on clinical pathology, digital cytology, tick-borne diseases, and

SPEAKER BIOS

endocrinology topics at a variety of conferences and association meetings.

Kaitlin Raley, Customer Service Representative, Aggieland Humane Society

Kaitlin has been with Aggieland Humane Society since 2014 as a Customer Service Representative. She specializes in intake, adoptions, and all things customer service. Through her varied experience, Kaitlin is able to bridge the gap between customer service and shelter operations. In her free time, she enjoys spending time with her pets, fostering kittens, and road trips (especially if they include 90s country music).

B.J. Rogers, CAWA, CDET, Chief Communication Officer, Emancipet

B.J. believes that people are the solution and not the problem. From fundraising for multiple sclerosis research at a young age, to fighting for LGBTQ rights, to fifteen years of work in animal welfare, B.J. is a lifelong learner and advocate. At Emancipet, B.J. oversees marketing, PR, and fundraising strategies as well as all training and consulting services offered through the Emancipet New School. A two-time nonprofit CEO and longtime educator, B.J. is a Certified Animal Welfare Administrator, a Certified Dialogue Education Teacher, and holds an Executive Ed Certificate in Public Leadership from the Harvard Kennedy School of Government. Prior to Emancipet, B.J. served as vice president, ProLearning at the ASPCA.

Cathy M. Rosenthal, CHES, Writing for a Cause, Animal Welfare Communications Consultant

Cathy Rosenthal has worked for more than 25 years in the animal welfare field in communications and education. 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 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, customer service, and compassion fatigue for animal welfare professionals. Cathy writes the Animals Matter pet column for the San Antonio Express-News and is a syndicated pet columnist for My Pet World that appears in newspapers across the country. She is also 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, NWRA, 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 VP of Operations 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's 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. She is also a TCOLE certified instructor.

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

SPEAKER BIOS

Dogs Playing for Life™. DPFL has now consulted with 280 shelters-and counting-to increase quality of life of shelter canines and the humans that care for them!

Joel Schwartzberg, Senior Director of Strategic and Executive Communications, ASPCA

Joel Schwartzberg oversees executive and strategic messaging for the 154-year-old American Society of the Prevention of Cruelty to Animals (ASPCA) and coaches public speaking and presentational skills for the entire organization.

A longtime public speaking trainer, Joel's award-winning book "Get to the Point! Sharpen Your Message and Make Your Words Matter" was released in 2017 and his articles on effective point-making have appeared in Harvard Business Review, Fast Company, and Toastmaster Magazine.

A frequent conference presenter and workshop leader, Joel is a former National Champion competitive public speaker and college speech coach who was inducted into the National Forensic Association Hall of Fame in 2002.

Katherine Shenar, Executive Vice President, The Association for Animal Welfare Advancement

Katherine McGowan Shenar just joined The Association for Animal Welfare Advancement. Before that she served as the Executive Vice President at San Diego Humane Society. Prior to joining the nonprofit community, Katherine began her career working in the media and transitioned to an advertising agency before realizing her animal welfare calling. Her advocacy work started nearly 20 years ago when she led the public relations and marketing department for the Humane Society of Missouri. She has served 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, Regional Director - South Central, Best Friends Animal Society

Lee Ann started as the South Central Regional Director with Best Friends in January 2019 after serving as the Interim Chief Animal Services Officer at the Austin Animal Center since 2017. The city shelter is nationally recognized as a leader in sheltering and has achieved live outcomes for over 97% of the nearly 17,000 dogs and cats it intakes annually by creating systems of programs and processes that work toward live outcomes for all animals. Lee Ann has been passionate about finding ways to connect every member of the pet community with Austin's lifesaving animal services mission, and she piloted engagement-based programming to help neighborhoods with higher-than-average intake and lower return-to-owner rates. Prior to her role as Interim Chief, Lee Ann served as Deputy Chief and oversaw Animal Protection, Outreach and Prevention Programming and the Center's volunteer program, which is now a Service Enterprise-certified program. Before moving to Texas, Lee Ann served as the Assistant Director of the Fairfax County Animal Shelter in Virginia where she managed intake, adoptions and business services and helped to develop policies and programs that brought the shelter to an over 90% save rate for the first time. She has over 15 years of experience in municipal government and brings this unique perspective to building partnerships.

Joel Skidmore, Field Operations Supervisor - Academy Commander, City of San Antonio Animal Care Services

Joel Skidmore began his career with Animal Care Services in 2010 as an Animal Care Officer after working in animal welfare as a Kennel Attendant and Supervisor for a Pet Resort. Joel Skidmore quickly progressed from Animal Care Officer to Dangerous Dog Investigator where he was instrumental in innovating the position. Joel has conducted numerous Serious Bodily Injury Investigations with a 100% success rate in court. Joel filed with the District Attorney Office the 1st Attack By Dog case a 3rd degree felony in the history of Animal Care Service. Joel was promoted to Animal Cruelty Specialist during and during that time he was directly involved in several thousand animal cruelty investigations in cooperation with numerous Law

SPEAKER BIOS

Enforcement agencies. The highlight of his time as a Cruelty Investigator was receiving a 15 year conviction on one of his cases involving the torture of an animal. Joel was again promoted to Field Operations Supervisor where he supervised the Dog Bite and Dangerous Dog Investigations and then was moved to supervising the Animal Cruelty Investigations. Joel is currently the Academy Commander where he runs a 12 week long training academy for the newly hired ACO Cadets. Joel also conducts scheduled bi-monthly training classes for the San Antonio Police Department and Bexar County Sheriff's Office where he teaches the officers about Canine Encounters.

Joel is a Certified Animal Cruelty Investigator through the University of Missouri- Columbia's Law Enforcement Training Institute, and Certified Animal Control Officer in the State of Texas. He is also certified in Crisis Intervention through the San Antonio Police Department and holds a certificate from the Humane Society University in investigating Illegal Animal Fighting. In his down time Joel enjoys spending time with family and his personal dog named "Boo" a black lab.

Jason Smith MBA, CAWA, Technology Integration Consultant, 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 17 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.

Stacy Smith, Executive Director, Humane Tomorrow

Stacy Smith is the Executive Director for Humane Tomorrow. Like so many in the animal welfare world, she began by fostering dogs and was immediately hooked . . . and appalled at the number of easily adoptable animals in local shelters. In 1997 she and other advocates formed the Humane Society of Flower Mound, a rescue organization that would focus not only on adoption but also on prevention, education, and advocacy for all animals. Stacy has served on the Flower Mound Animal Services Advisory board; as the former North Texas Chapter President of the Texas Humane Legislation Network; and volunteers at Cleveland Amory Black Beauty Ranch and with Animal Investigation and Response. In 2013 she created the first ground transport program in north Texas to send dogs from Texas to New York. In 2016 the Humane Society of Flower Mound changed its name to Humane Tomorrow to better reflect the idea of looking ahead to create a respectful, responsible, and compassionate world for animals and people. Stacy is owned by four rescue dogs, Guinness, Hani, Breezy, and Daisy.

Taylor Smith, Trainer, Service Dogs, Inc.

Ms. Smith got her start in animal training by training her own Hearing Dog to alert her to sounds. She joined the staff of Service Dogs, Inc. in 2012. Taylor's own deafness provides her with special insight into the challenges faced and triumphs possible for people living with disabilities. She is an enthusiastic advocate for people with disabilities to lead independent lives with the help and support of a furry companion. She also is passionate about educating the public on service dog laws and distinguishing the legal rights of people with service dogs, businesses and the public.

Sheri Soltes, JD, Founder & President, Service Dogs, Inc.

Ms. Soltes earned a B.A. with High Honors, University of Texas Plan II Honors program, and a J.D. with Honors, University of Texas School of Law. She is a CEO of a not for profit business that she created 32 years ago. Prior to that, she was a civil trial and appellate attorney for 8 years. She also served as a Briefing Attorney for the First Court of Appeals, Harris County, Texas. Sheri's legislative experience includes 25 years of working with the Texas State Legislature on accessibility for people living with disabilities. Sheri also serves as Vice President for Assistance Dogs International, North America. She chairs the ADI NA Legislative and Advocacy Committee. Her work with ADI, NA includes working with the United States Congress on issues related to accessibility for people with disabilities, particularly those using Service Dogs. Service Dogs, Inc., created in 1988, trains Hearing and Service Dogs for wounded veterans and other disabled Texans free of charge. Through Sheri's leadership, SDI expanded to provide Courthouse Dogs that help abused

SPEAKER BIOS

children find their voice and testify in court and Crisis Response Canines (Firehouse Dogs) that help first responders and others in the community deal with trauma and stress. Service Dogs, Inc. provides the dogs and training free of charge.

Dr. Robin H. Stacia, CEO/Principal Consultant, Sage Consulting Network, Inc.

Robin Hindsman Stacia, Psy.D., CEO and Principal Consultant of Sage Consulting Network, Inc., and a BoardSource Senior Governance Consultant, is an insightful strategist, leadership advisor, governance and performance management consultant. Her nonprofit governance experience spans twenty years where her primary focus has been on strengthening boards and organizational performance. Sage Consulting expertise includes board and executive leadership, governance education, diversity, equity & inclusion, board and organizational assessments, capacity building, and strategic and succession planning. Dr. Stacia received a Doctorate in Clinical Psychology, Psy.D. from Wright State University and Bachelor of Arts in psychology from Ohio University.

Lynne V. Swanson, DVM, Behavior Coordinator & Veterinarian, Safe Harbor Farm K9 Rescue & Rehab

Lynne Swanson, DVM has shaped psychologically healthy and happy groups of twenty-plus dogs for three decades, and she is proud to be a part of an educational effort recognizing the many things we can learn from our canine companions (when we are open to the possibilities). In 2005, she helped to create Safe Harbor Farm K9 Rescue & Rehabilitation Center in coastal N.C., and in 2006, she helped to develop their SMILE! Project. She is the author of two books: "Learning Dog" (for shelter, boarding and training facilities; 4th edition due out late 2020) and "SMILE!...and other life lessons your dogs can teach you (while you are training them)" (for everyone).

Positive, practical, and proactive, Dr. Swanson's work explores canine and human psychology from a uniquely canine perspective. . . one that sets up both sides of any leash to do their best. It emphasizes the "5 C's" (calm, clear, confident, consistent, and canine-intuitive), plus the importance of being multilingual when working with different species. More information can be found at www.givesmiles.us.

Jim Tedford, President & CEO, The Association for Animal Welfare Advancement

Jim Tedford has been actively engaged in the animal welfare movement for more than 35 years. He currently serves as President & CEO for The Association for Animal Welfare Advancement (formerly known as the Society of Animal Welfare Administrators), a professional association of leaders in the fields of animal welfare and animal care & control. Tedford has been CEO for animal welfare organizations in New York, Louisiana and Tennessee. He served as a regional director for The Humane Society of the United States. He spent a number of years on the for-profit side of our business assisting organizations with direct response fundraising strategies and spent a few years working for a pet products manufacturer. Jim has presented at national and regional conferences on various animal welfare issues, organizational development and not-for-profit management. Tedford received a Bachelor of Science degree in Animal Science from the University of Tennessee. Jim and his wife, Ann, share their home with two high-energy terriers, a macaw and an almost 30-year-old quarter horse.

Corey Thompson, Executive Director, Friends of Tri-City Animal Shelter

Corey Thompson serves as the executive director of Friends of Tri-City Animal Shelter and manager of the non-profit's first half-a-million-dollar capital campaign. She completed her undergraduate studies at Texas A&M University, earned her MBA from George Fox University, and spent seven years working in various leadership roles at public schools in Portland, Oregon before returning home to Texas. Corey grew up working in her mother's veterinary hospital. She uses her background in veterinary medicine and her experience in non-profit management to develop strong partnerships that enhance Tri-City Animal Shelter's life-saving programs. She has one human child, three furry children, and a very patient husband. She also leads veterinary clinics for the pets of individuals experiencing homelessness in Dallas and Austin.

SPEAKER BIOS

Kelly Thyssen, Owner/Instructor, Humane Educators of Texas

Kelly has over 14 years experience in the animal welfare field. Kelly has worked as an Animal Control Officer, Veterinary Technician, and Kennel manager for various agencies and small animal hospitals in Central Texas. She is a member of the Pflugerville Community Emergency Response Team and Citizens on Patrol. While working for DSHS, she was a member of the Region 7 Central Texas Wildfire Response Team in response to the Bastrop County Complex wildfire of 2011. Kelly was the Chairperson for the Georgetown Animal Shelter Advisory Board from 2014-2018.

Brent Toellner, Senior Director, National Programs, Best Friends Animal Society

Brent Toellner is the Senior Director, National Programs, for Best Friends Animal Society. In this role Brent oversees all of Best Friends' regional teams as well as network partner programming and business intelligence. Brent joined Best Friends in 2016 as the Regional Director of the South Central and Great Plains Regions and was responsible for connecting, consulting and collaborating with animal shelters, advocates, spay/neuter groups and rescues across the 11 states in the two regions.

Prior to joining Best Friends, Brent, his wife Michelle and a few others co-founded the Kansas City Pet Project (KCPP). In July 2011, they formed KCPP to bid on the contract to run the Kansas City, Missouri, pound — a place where, for decades, more animals died than were saved. Since KCPP took over in January 2012, adoptions have increased by more than 200%. KCPP has had a live release rate of more than 90% for five consecutive years while remaining an open-admission shelter, making KC Pet Project one of the largest open-admission no kill shelters in the nation. In 2017, KCPP finished the year with a 96% Live Release Rate.

Brent has a Bachelor's in Journalism from the University of Missouri and a Masters in Marketing Communication from the University of Kansas. Brent lives in Kansas City with his wife Michelle and share their home with both dogs and cats.

Lara Tomlin, Esq., Assistant District Attorney, Appellate Division, Denton County District Attorney's Office

Lara has been with the Denton County DA's office since February of 2010. She has been in the Appellate division since September of 2012, before that she was working in the trial and intake divisions. In addition to her appellate duties, Lara handles all of the office's animal seizure hearings and a majority of its animal cruelty cases. Lara is board certified in Criminal Appellate Law. She has a BA in International Studies from the University of North Texas and a JD from Texas Tech School of Law. Lara is a council member for the Animal Law Section of the State Bar of Texas.

Eric Torbeson, Esq.

Eric Torbeson is a private practice criminal defense attorney in the central Texas area. He graduated from St. Mary's University School of Law in 2001. Eric developed a passion for practicing animal law in 2014 while defending dogs in dangerous dog hearings. Also in 2015 he testified in Texas Senate and House of Representatives hearings for the passage of a right to a jury trial in dangerous dog cases. Eric strongly believes animals deserve due process in court because many times it can be a life or death fate for a pet.

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 creating and executing all marketing and media relations for the shelter, fundraising (including planning and managing two major events a year), organizing community outreach efforts, managing the offsite adoption program, and reaching out to rescue groups for assistance. Until recently, she also led the volunteer program and oversaw foster coordination. 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

SPEAKER BIOS

canine children.

Karen S. Walsh, CAWA, Director, Animal Relocation, Shelter Outreach, ASPCA®

Karen S Walsh, CAWA, LVMT, CFE is the Director of Animal Relocation 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.

Lisa Waugh, Co-Founder, Rusk County Pets Alive!

Lisa Waugh is the co-founder of Rusk County Pets Alive!. She is a life-long resident of Henderson Texas with an all-consuming love for animals that led to helping with transports for years. In 2018 Lisa connected with Kelli Ballenger after the situation at the local shelter continued to become more dire. Together they chose to develop an organization based on the lifesaving practices of American Pets Alive & Maddie's Lifesaving Academy to target the animals on the euthanasia list at the shelter.

Lisa focuses on the Rusk County Pets Alive cat programs including a Barn Cat program, TNR, and a Ringworm medical ward. She also oversees social media for the organization.

Kay Wloderak, Tall Tails Transport

Kay Wloderak is the manager and organizer of Tall Tails Transport. She has been actively involved in the rescue of thousands of animals in Texas from the Gulf Coast to North Texas. She was on the front lines of Hurricane Harvey flooding, has transported hundreds of animals to both the East Coast and West Coast and wrangled animals through international checkpoints to Canada through windstorms, rainstorms and blizzards. She worked with FEMA during the Hurricane Katrina recovery.

Carl Youngberg, Concepts 3, Inc.

Through Carl's background, he has learned the most important thing a person can do in life is matter. His concepts were honed from his far-reaching experiences--from growing up on a farm in Missouri, working in a prison, teaching college in Latin American with the Peace Corps and becoming a luxury retailing executive at Saks Fifth Avenue in New York and Neiman Marcus in Dallas.

In Carl Youngberg's inspiring book – Make Yourself Matter™- Become Your Own Best Asset, he identifies the 10 secrets that build each of us into our greatest assets both professionally and personally. In his book, he identifies solutions to the many challenges in today's workplace.

His love of humor, coupled with practical "take-home" solutions, 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.

REGISTER NOW!

Please visit www.texasunites.com to register or complete one form for each person attending the conference.

Name: _____

Title: _____ Org./Agency: _____

Address: _____ City: _____ State: _____ Zip: _____

Phone: _____ E-Mail: _____

MEMBER REGISTRATION

YES, I WAS A MEMBER IN 2019! (I attended the 2019 conference, a training sponsored by Texas Unites, or I joined online in 2019)

<input type="checkbox"/> Conference Registration	\$235	_____
<input type="checkbox"/> Shelter Medicine Track PLUS Conference	\$245	_____
<input type="checkbox"/> Executive Leadership Track PLUS Conference	\$245	_____
<input type="checkbox"/> Laws for Paws Animal Law Track PLUS Conference	\$245	_____
<input type="checkbox"/> Conference Registration Single Day - Saturday Only	\$145	_____
<input type="checkbox"/> Conference Registration Single Day - Sunday Only	\$145	_____
<input type="checkbox"/> Conference Registration Single Day - Monday Only	\$75	_____
<input type="checkbox"/> Shelter Medicine Track - Saturday Only	\$155	_____
<input type="checkbox"/> Executive Leadership Track - Sunday Only	\$155	_____
<input type="checkbox"/> Laws for Paws Animal Law Track - Monday Only	\$155	_____

NEW MEMBER REGISTRATION

ALL 2020 CONFERENCE REGISTRATION FEES INCLUDE AN ANNUAL, INDIVIDUAL MEMBERSHIP WITH TEXAS UNITES!

	EARLY (through Feb. 29)	REGULAR (March 1-31)	LATE (After March 31)	
<input type="checkbox"/> Conference Registration	\$250	\$275	\$295	_____
<input type="checkbox"/> Shelter Medicine Track PLUS Conference	\$260	\$285	\$295	_____
<input type="checkbox"/> Executive Leadership Track PLUS Conference	\$260	\$285	\$295	_____
<input type="checkbox"/> Laws for Paws Animal Law Track PLUS Conference	\$260	\$285	\$295	_____
<input type="checkbox"/> Conference Registration Single Day - Saturday Only	\$155	\$165	\$175	_____
<input type="checkbox"/> Conference Registration Single Day - Sunday Only	\$155	\$165	\$175	_____
<input type="checkbox"/> Conference Registration Single Day - Monday Only	\$80	\$85	\$90	_____
<input type="checkbox"/> Shelter Medicine Track - Saturday Only	\$165	\$175	\$185	_____
<input type="checkbox"/> Executive Leadership Track - Sunday Only	\$165	\$175	\$185	_____
<input type="checkbox"/> Laws for Paws Animal Law Track - Monday Only	\$165	\$175	\$185	_____

REGISTER NOW!

THE REGISTRATION DEADLINE is March 31, 2020

Registrations received after the deadline will be considered "Walk-In" and are subject to late registration rates.

\$25 service charge for cancellations, **NO REFUNDS AFTER MARCH 31, 2020.**

PAYMENT INFORMATION

MY TOTAL (from pg. 51): _____

_____ Check enclosed (payable to Texas Unites)

_____ Please charge: _____ Visa _____ Mastercard _____ American Express _____ Discover

Name on Card: _____

Card Number: _____

Expiration Date: _____ CVV: _____

Billing Address: _____ Billing Zip Code: _____

Authorized Signature (*for credit cards*): _____

LODGING

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

Texas Unites Room Rates are \$185 per night through April 2, 2020.

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. 51-55) with payment to Texas Unites:

Mail: Texas Unites
PO Box 6551
McKinney, TX 75071
Email: info@texasunites.com
Fax: 972-534-1501

REGISTER NOW!

MEALS

I prefer REGULAR meals I require VEGETARIAN meals I require VEGAN meals I WILL NOT be eating any meals provided

COURSE SELECTION

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 24

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

Saturday, April 25

ALL DAY SHELTER MEDICINE TRACK

**If registered for the Shelter Medicine Track, meals and workshops are assumed selected for Saturday. Please complete additional selections for Sunday & Monday.*

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

8:30 to 9:30 a.m. Opening Session: The New Front Line in Animal Welfare: Acting at the Intersection of Pets, People, & Poverty

10:30 a.m. to 12:00 p.m. Workshops
 1 Completing the Cycle: Doing Best by Dogs, Shelters and Communities
 2 Winning the Day: Reducing Length of Stay at Your Shelter or Rescue
 3 Public Education: Successfully Reaching your Community
 4 Double Tap Your Way to Successful Instagram Content
 5 The 5 S's of Life Saving
 6 Pet Stores, Puppy Mills and Local Action to End the Problem

12:00 to 2:00 p.m. Lunch & Mini-Workshop - speaker begins at 12:30

2:00 to 3:30 p.m. Workshops
 7 Pet CPR & First Aid
 8 Get Off That Hamster Wheel - Successful Diversion Programs
 9 Field Training Programs
 10 Irresistible Emails: Entice Your Audience to Open and Act
 11 Bathroom Wisdom: Everything I needed to know about working in a shelter I learned in a stall
 12 Friends for Life

4:00 to 5:30 p.m. Workshops
 13 Cat Enrichment Toolkit
 14 Self-Assessment: Looking at Proven Strategies for Optimal Lifesaving!
 15 Animal Cruelty Investigation (Basic)
 16 Fetch Supporters with Scalable Communications Strategies for Any Animal Organization
 17 Get to the Point: How to Identify, Sharpen and Champion Your Most Important Animal Welfare Ideas
 18 What Color is my Cat?

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

REGISTER NOW!

Sunday, April 26

ALL DAY

EXECUTIVE LEADERSHIP TRACK

**If registered for the Executive Leadership Track, meals and workshops are assumed selected for Sunday. Please complete additional selections for Saturday & Monday.*

7:30 to 8:30 a.m.

Breakfast / Exhibit Hall

8:30 to 10:00 a.m.

Workshops

- 19 Diagnostic Testing Strategies for Your Shelter
- 20 Re-creating the Wheel: Pivoting programs when the community changes (or your shelter does)
- 21 Dealing with Difficult Personalities: A Field Survival Guide
- 22 Outreach Basics: It Starts with Attitude
- 23 Basic Customer Service for Animal Welfare Professionals
- 24 Move out of the way and let your Board Govern!

11:00 a.m. to 12:30 p.m.

Workshops

- 25 Splendid Kitten Care from Intake to Adoption
- 26 Communications in a Changing World: And How That Affects Your Volunteer Program
- 27 TX HSC 822 & You: Dangerous Dog Investigations
- 28 Put the “smart” back into your smartphone and your PC too!
- 29 Advanced Customer Service Techniques for Dealing with Difficult People
- 30 The Future of Rescue - Part 1

12:30 to 2:30 p.m.

Lunch Break - **EXPLORE THE ARBORETUM AREA FOR A VARIETY OF EATERIES**

2:30 to 4:00 p.m.

Workshops

- 31 Behavior Skill Building: Reduce Reactivity!
- 32 Getting ‘em Home: From Overlooked to Out the Door!
- 33 Your Not So Everyday Citizen
- 34 Mega Adoption Events
- 35 Building Trust
- 36 The Future of Rescue - Part 2

4:30 to 6:00 p.m.

Workshops

- 37 Assess the threat: Disease recognition and triage for shelter staff
- 38 Bridging the Gap: Understanding Adopter Expectations, Perception and Reality
- 39 The Death of Margaret Colvin - A Case Study on the Dog Mauling Death
- 40 Expand in Compassion: Engaging the Community to Save More Lives
- 41 The Organizational Petri Dish: How Healthy Culture Grows Impact
- 42 Tales from the Barksides: Working with municipal shelters 101

6:00 to 7:00 p.m.

Meet Your Region! Cocktail Hour

REGISTER NOW!

Monday, April 27

ALL DAY

LAWS FOR PAWS, ANIMAL LAW TRACK

**If registered for the Laws for Paws, Animal Law Track, meals and workshops are assumed selected for Monday. Please complete additional selections for Saturday & Sunday.*

7:30 to 8:30 a.m.

Breakfast

8:30 to 10:00 a.m.

Workshops

- 43 Resource Guarding – It's NOT just a dog problem!
- 44 Get your move on! The why, the what and the how of successful relocation programs
- 45 Servals, and Tegus, and Bears, OH MY!
- 46 About to Snap: Improving intake pictures help improve your kennel space
- 47 Data, Data, Every Where, Nor Any Stat to Keep - Collecting and Analyzing Data That Makes a Difference.
- 48 The Association Companion Animal Transport Best Practice

10:30 a.m. to 12:00 p.m.

Workshops

- 49 The Association Animal Enrichment Best Practice
- 50 Getting Lost Pets Back Home (an in depth look at best practices and ideas)
- 51 To the Bat Phone! Responding to Wildlife Calls
- 52 Does marketing really work? It just did! Or did it?...
- 53 Getting Stuck? How to maximize lifesaving with the right animal flow
- 54 Practical Applications of bringing a Rural Shelter from 33% to 90+% live release rate.

SEE YOU IN AUSTIN!





TURN BACK!

REGISTER TODAY!

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