

Education Session Schedule

Behavior & Training • Law Enforcement & Field Services • Shelter Medicine • Sheltering & Outreach

Friday, May 17

Pre-Conference Workshops*

***Additional Fee Applies**

7:30 a.m. – 5:15 p.m.

Advanced Interview & Interrogation Techniques: The Art and Science of I&I is a Highly Specialized and Perishable Skill



The **Law Enforcement & Field Services Track** is hosting an exclusive Pre-Conference Workshop and session tracks that focus in-depth on complex criminal investigations – with Special Agent George Olivo, FBI Los Angeles.

The Case Study Sessions are specifically designed for: Animal Cruelty Investigators, Humane Officers, Animal Control Officers, Prosecutors, Police/Sheriff Officers, Deputies and Detectives, as well as all Local, State, or Federal Agents/Officers responsible for investigating animal-related crimes.

[View the full agenda here.](#)

This event is UNCLASSIFIED but open to LEOs only.

Special Agent George L. Olivo, FBI Los Angeles, Senior Polygraph Examiner, Certified I&I Instructor

9:00 a.m. – 5:00 p.m.

#AlltheCats Kitten Summit

From bottle babies to bottlenecks, #AlltheCats is starting from the beginning of catdom in this learning lab designed to guide shelters through the most hair-pulling time of the year: Kitten Season. We will break the season down into three distinct phases while guiding you through the science behind managing the influx and optimizing live outcomes at each phase. Hear firsthand from those who have summited Mt. Kitten when we highlight the nation's most innovative programs.

Jennifer Brehler, Senior Vice President and Chief Operating Officer, San Diego Humane Society

Kristi Brooks, Director of Operations, Cat Adoption TeamCAT

Kate Hurley, DVM, MPVP, Program Director, UC Davis Koret Shelter Program Medicine

Cynthia Karsten, UC Davis

Cristie Kamiya, DVM, MBA, Chief of Shelter Medicine, Humane Society Silicon Valley

Kate Mayeski, Pet Resource Center Manager, Arizona Humane Society

Robby Nisenfeld, Communications Manager, Arizona Humane Society

Please note that this workshop will take place at the Humane Society of Silicon Valley (HSSV)

Saturday, May 18

Opening General Session 9:00 – 10:00 a.m.

Opening General Session with Madeline Bernstein, author, *Designer Dogs*, and President, spcaLA



Madeline Bernstein will open the conference and talk about the state of the union in California's animal welfare industry. She will introduce Jill Tucker, CAWA, the new CEO for California Animal Welfare Association. Updates on the merger and current challenges facing our sheltering community will be presented.

Saturday, May 18

Breakout Sessions

10:30 – 11:45 a.m.

Effective Volunteer Program Management: What You Measure Matters

In this session you will learn key strategies to develop a strong and effective volunteer program. Attendees will gain information regarding current trends in volunteerism as well as how to successfully measure a volunteer program.

Erin Ellis, Volunteer & Humane Ed Programs Director, Humane Society of Truckee-Tahoe

Multi-disciplinary Effort to Catch a Serial Cat Killer

Residents of a Silicon Valley neighborhood became extremely concerned when numerous domestic cats were reported missing and subsequently found deceased. A cat killer was on the loose. Given that individuals who commit crimes against animals are likely to commit crimes against humans, residents became concerned for their safety. The case erupted, gaining significant media attention following the discovery of a deceased cat in the vehicle owned by the suspect. A multidisciplinary team evaluated the feline victims as well as human and non-human physical evidence.

Michelle Bell, Criminalist III, Santa Clara County Crime Laboratory

Alexandra Ellis, Deputy District Attorney, Santa Clara County District Attorney's Office

Jeremiah Garrido, Bachelor of Science Forensic Science, Criminalist/Forensic DNA Analyst, Santa Clara County District Attorney Crime Lab

Mallory Kinsman, Animal Services Officer, City of San Jose Animal Care and Services

Christina Lindquist MSFS, Director of Forensics Quality Manager, UC Davis Veterinary Genetics Laboratory

Sharon Ostermann, DVM, MS, Animal Shelter Veterinarian, City of San Jose Animal Care & Services

Jay Terrado, Captain, Field Services Operations, Animal Services Operations, Department of Public Works, City of San Jose Animal Care and Services

Shelter Outbreak Survival (SOS): Managing Ringworm in the Shelter

We all know how to diagnose and treat ringworm but how do we get everyone in the shelter on board so that we recognize a case of ringworm as early as possible and prevent its spread? This talk will go over ringworm basics including tips to get the fastest and most accurate culture results staff education and how to tell the public that you have ringworm at your shelter without impacting adoptions. The talk is geared toward veterinarians but is also appropriate for support staff. We will have special music by Van Morrison and a raffle drawing at the end of the talk!

JoAnn Gurdus, DVM, Shelter Veterinarian, Peninsula Humane Society & SPCA

Understanding Aggressive Behavior in the Domestic Dog Part I

Aggressive behavior is a serious behavioral concern when exhibited by pet dogs. Organizations that rehome dogs need to understand the complexities of aggressive behavior in dogs and the safety concerns posed by this behavior before they offer these dogs to the general public for adoption. In this two-part lecture, we will discuss why dogs exhibit aggressive behavior, the different types of aggression we see in dogs, and what situations can trigger aggressive behavior. Discuss what we as shelter professionals can do to modify this serious and sometimes dangerous behavior.

Kelley Bollen, MS, CABP, Founder & Principal, Kelley Bollen Consulting LLC

Interacting with Increasingly Diverse Communities

On September 30th, 2018 Governor Brown signed AB 2504. This bill requires P.O.S.T certified training and guidelines regarding sexual orientation and gender identity for all peace officers. While most Animal Control and Humane Officers do not fall under the P.O.S.T training requirements, they are still out in the community dealing with the same diverse communities as law enforcement. Shelter personnel also interact with, and serve the same community, however, rarely do we see training at Animal Conferences to help our staff better understand and interact with the myriad of cultures and communities coming through the shelter doors. This class will focus on de-mystifying the LGBTQI community along with identifying how to handle customer service interactions, field interviews, pat downs, arrests, and report writing in a way that will help attendees provide respectful service while upholding department and professional integrity. (Session is open to all)

Jace Huggins, Chief Animal Control Officer, City of Sacramento - Front Street Shelter
Michele Gigante, Police Sergeant, Sacramento Police Department

Levy Case/ Vicious Dog Investigation

A comprehensive breakdown of a Los Angeles County Vicious Dog investigation that began with the mauling death of three year old Iker Misael in Saltillo, Mexico. The Animal Control Officers responsible for obtaining justice for the victims will discuss details of the case beginning with the impounding of the dog who was brought illegally into the United States after killing Iker. After contacting, and working in conjunction with the Mexican Consulate and Immigration and Customs Enforcement, they were able to complete their investigation and bring the case to a righteous end within Los Angeles County.

Omar Pinto, Animal Control Officer, Animal Care and Control, LA County
Ricky Ramos, Animal Control Officer, Animal Care and Control, LA County

Shelter Dentistry - Pariah or Panacea?

Dental disease has been demonstrated to be the most common ailment affecting canine and feline pets. As a result, a large percentage of animals entering shelters have some level of dental disease. For the more severe cases this certainly impacts quality of life, but the cost of veterinary dental procedures can be high. This combination can present a concern with animal placement into homes that may not be prepared to take on this cost. Some shelters have endeavored to provide dental care for pets prior to adoption. Drawing from his experience helping to establish a veterinary dental service at a large open admission shelter that has grown to provide more than 3000 dental procedures for shelter animals each year, as well as his years of experience providing dental care in private practice settings, Dr. Fankhauser will share tips and suggestions regarding realities of shelter dentistry. This presentation will include an introduction to techniques and procedures of dental surgery for dogs and cats, and discussion of equipment, logistics, costs and other practical considerations related to the application of veterinary dentistry in the shelter environment.

Dr. Jeffrey Fankhauser, On the Spot Veterinary Service

Understanding Aggressive Behavior in the Domestic Dog Part II

Aggressive behavior is a serious behavioral concern when exhibited by pet dogs. Organizations that rehome dogs need to understand the complexities of aggressive behavior in dogs and the safety concerns posed by this behavior before they offer these dogs to the general public for adoption. In this two-part lecture, we will discuss why dogs exhibit aggressive behavior, the different types of aggression we see in dogs, and what situations can trigger aggressive behavior. Also discussed is what we as shelter professionals can and cannot do to modify this serious and sometimes dangerous behavior.

Kelley Bollen, MS, CABC, Founder & Principal Consultant, Kelley Bollen Consulting LLC

Saturday, May 18

Breakout Sessions

2:45 – 4:00 p.m.

Digital Reunification

What is your sheltering doing to capitalize on decreasing intake and increasing pet redemption? This session will showcase a variety of technological capabilities you can implement that are cost free or low cost, increase community engagement and don't require additional staffing. Adoptions are great, but wouldn't it be wonderful if we could get more pets back home where they belong or prevent them from entering our shelters to begin with?

Bobby Mann, Media and Communication Manager, Front Street Animal Shelter - City of Sacramento

Jennifer Magaña, MPC, Pet Reunification Coordinator, City of Sacramento- Front Street Shelter

James Houpt, Volunteer / SMARTeam, Volunteer, City of Sacramento - Front Street Shelter

Getting to Model Shelter – One Shelter's Journey to Completion of the ASV Guidelines

The Association of Shelter Veterinarians Guidelines for Standards of Care in Animal Shelters, a voluntary set of guidelines designed to promote the highest standards of welfare in animal shelters has a lofty goal: to eliminate the suffering and needless death of homeless pets waiting for homes. In this session, we'll discuss how Humane Society Silicon Valley tackled over five hundred guidelines and significantly increased our life-saving capacity ... and how you can, too!!!

Cristie Kamiya, DVM, MBA, Chief of Shelter Medicine, Humane Society Silicon Valley

Kristen Jahnke, Director of Shelter Operations, Humane Society Silicon Valley

Hohberg Poultry Ranch Case Study (Prop 2)

In February 2017, the first criminal charges were brought under California's Prevention of Farm Animal Cruelty Act, also known as Proposition 2. The San Bernardino County District Attorney's Office filed more than 50 charges against an Ontario, California egg facility, Hohberg Poultry Ranches, after investigations revealed chickens were being kept in cages so overcrowded the animals were unable to turn around—conditions outlawed by this Prop. This session will explore the many elements of this particular case as it relates to acquiring a search warrant, the in-depth investigation that followed, and the specific forensic work and agencies involved. Discuss the outcome of the case and what could we have done differently.

Silvia Lemus, Animal Control Supervisor, Redlands Police Department

Amy Raines, DVMMS (Veterinary Forensics), Veterinarian

Sunday, May 19

Keynote

9:00 – 10:00 a.m.

Keynote with Carol Novello - Animal Welfare: A Calling That Serves the World



The work you do in animal welfare is impacting the world in a BIG way. Animal welfare isn't just about the well-being of animals - it's also about the connection between animals and humans and how intricately our lives are intertwined. Often times we get so bogged down in daily details that we forgot the broader impact our work is having on the world. Connecting the dots from our day to day work to how animal welfare is serving the world will leave you inspired and energized to continue on the journey and mission of saving both animal and human lives!

Carol Novello, President, Humane Society Silicon Valley (HSSV)

Enrichment Approaches to Improve the Welfare of Shelter Animals

Millions of dogs and cats enter animal shelters annually in the US. Behavioral interventions designed to improve animal welfare has become much more commonplace. And yet many interventions have not been empirically tested. Within the literature animal scientists have explored enrichment strategies and tested their impacts on physiology and behavior. In this presentation we'll examine these interventions and discuss their implications as well as the need for more research that explores how husbandry and housing affect the lives of sheltered animals on a daily basis.

*Lisa Gunter, PhD CBCC-KA, Maddie's Fund Research Fellow, Arizona State University
Kelley Bollen, MS, CABC, Founder & Principal Consultant, Kelley Bollen Consulting LLC*

Interacting with Humans Experiencing Homelessness and the Pets They Love

For the most part, homeless pet owners provide the animals they care for with love and companionship, but they often lack the financial ability to spay or neuter, provide vaccinations, and basic animal care supplies that we often take for granted. It can be a challenge for animal care and control officers to build trust with the homeless population, especially when substance abuse or mental health issues are involved. This session will discuss the culture of poverty and how officers can begin to work within the community; not only to help animals, but also build respect and understanding of persons experiencing homelessness.

Talia Padilla, Animal Control Officer, Santa Cruz County Animal Shelter

San Diego's New Center for Shelter Medicine

Shelter Medicine is vastly different than traditional veterinary medicine for owned animals. Many of the animals entering shelters arrive with little to no medical history and may even be victims of neglect or cruelty. This puts them at higher risk for infectious diseases and problem behaviors as well as stress associated with confinement, all of which makes shelter medicine a unique and specialized field. America's first animal shelter began taking in homeless animals during the 1860s. But it was not until nearly 150 years later – in 2014 – that shelter medicine was designated as a credentialed specialty in veterinary medicine. San Diego Humane Society opened its Pilar & Chuck Bahde Center for Shelter Medicine in November 2018 as part of a comprehensive shelter medicine hospital and teaching program for 4th year veterinary externs, graduate veterinary interns and registered veterinary technicians. This session will provide an overview of the Center and its purpose taking care of 40,000 shelter animals, community spay/neuter service and its CARE program, an effective relinquishment intervention tool.

*Cyndi Mitchell, DVM, Hospital Director, Escondido Campus, San Diego Humane Society
Gary Weitzman, DVM, MPH, CAWA, President and CEO, San Diego Humane Society*

The Daily Grind: Using Everyday Consequences to Improve Animal Sheltering

Everyday staff and volunteers interact with shelter animals and each other and in those interactions learning is taking place--sometimes good things are being learned and sometimes bad things are being learned. We'll discuss the basics of how the environment controls behavior and how we can use everyday interactions to teach our shelter animals good behaviors that will make shelter work easier for staff and better for the animals. These same learning principles apply to our staff and volunteers; we'll also discuss how to use our daily interactions with staff and volunteers to enhance productivity and job satisfaction and retention.

Dr. Erica Feuerbacher, Ph.D., BCBA-D, CPDT-KA, Assistant Professor, Companion Animal Welfare & Behavior, Virginia Tech

Sunday, May 19

Breakout Sessions

1:00 – 2:15 p.m.

Identifying 597 at Intake

Explore how front counter and intake personnel can play a role in criminal cases.

Calyn Frisch, Senior Animal Control Officer, City of Sacramento Front Street Animal Shelter

Jace Huggins, Chief Animal Control Officer, City of Sacramento Front Street Animal Shelter

Improving Your Tools of the Trade

This workshop will cover creative ways to modify and modernize standard animal control vehicle specifications to create a safer vehicle for your employees and the animals they handle. Discussion will include how to work with animal control vehicle manufacturers and how to explain the needed changes to those overseeing your budget. We will spend some hands-on time outside looking at animal control vehicles with some new ideas and options. We will also discuss various pieces of equipment that are readily available to make your department more self-sufficient.

Jeff Christner, Director of Animal Rescue and Control, Peninsula Humane Society & SPCA

Treating the Entire Animal (Joint session with Behavior & Training track and Shelter Medicine Track)

Decision-making for animal outcome, both positive and negative, is a complex process that may involve the establishment of the soundness of and animal's health and/or behavior. This seminar will discuss parameters, approaches and challenges for both medical and behavior evaluators which may sometimes be sitting on the opposite end of the stick. Actual case studies will be presented to demonstrate the processes involved in arriving at a decision for the appropriate outcome. The discussion is aimed to provide not just concepts but practical steps in treating and evaluating the entire animal.

Maria Solacito, DVM, Senior Veterinarian, County of Los Angeles, Department of Animal Care and Control

Ali Waszmer, CTC, CDBC, County of Los Angeles, Department of Animal Care and Control

Sunday, May 19

Breakout Sessions

2:45 – 4:00 p.m.

Access to Veterinary Care: A National Family Crisis

Lack of access to veterinary care is a complex societal problem with multiple causes but it is primarily associated with low socioeconomic status. Simply stated, millions of pets do not receive adequate veterinary care because the costs are beyond the family's ability to pay - making access to veterinary care the most significant animal welfare crisis affecting owned pets in the United States. It results in the suffering and premature death of pets, the sorrow and heartache of pet owners, and the anguish and grief of the veterinary professionals who have the knowledge, skills, and desire to provide care. This session shares the results of a national population study of barriers to veterinary care that pet owners face, and what veterinarians know about the problem and their attitudes and practices regarding it. In addition, AlignCare™, a One Health healthcare research and development project, funded by Maddie's Fund, will be presented. AlignCare™ improves access to veterinary care by aligning family support social service and public health entities with veterinary service providers, using charitable donations from foundations, businesses, and private citizens.

Cristie Kamiya, DVM, MBA, Chief of Shelter Medicine, Humane Society Silicon Valley

Answering the Call of the Wild

This presentation will cover key components of calls regarding wildlife, including tips for dispatchers on information gathering and assessment of an animal's condition. In addition, suggestions for handling nuisance wildlife complaints as well as basic guidance for first responders on humane capture containment and basic first aid of wildlife casualties, will be addressed.

Rebecca Dmytryk, Founder, President and CEO, Wildlife Emergency Services

Dog Play Groups - Panel Discussion

This panel of experts will discuss various approaches to dog play groups in a shelter setting. Are your play groups plagued with dog fights and injuries? Are play groups appropriate enrichment for dogs in your shelter? What is the safest and most effective way to incorporate play groups to benefit the dogs and make them more adoptable?

Moderator: Melanie Sobel, General Manager, Santa Cruz County Animal Shelter

Kelley Bollen, MS, CABC, Founder & Principal Consultant, Kelley Bollen Consulting LLC

Jenn Barg, MS, ACAAB, CDBC, Director of Operations, Larimer Humane Society

Dr. Erica Feuerbacher, Ph.D., BCBA-D, CPDT-KA, Assistant Professor, Companion Animal Welfare & Behavior, Virginia Tech

Lisa Gunter PhD CBCC-KA, Maddie's Fund Research Fellow, Arizona State University

Mike Kaviani, Director, Orange County Animal Care

Lindsay Mehrkam, PhD, BCBA-D, Assistant Professor, Monmouth University

Ali Waszmer, CTC, CDBC, County of Los Angeles, Department of Animal Care and Control

Taking Care of Our Own: Peer Support Programs for Animal Welfare Professionals

Every day, as Animal Services workers, you have the potential to deal with critical incidents, death and trauma, as well as cumulative and occupational stress. Our CISM Team has found that you are the best support for each other in the aftermath. We will explore how to introduce peer support and critical incident stress response to your department or agency. Our CISM Team has supported several Animal Services agencies, as well as first responders in establishing and maintaining Peer Support and CISM Teams. Join us in creating resiliency in your workplace, for you personally and for your co-workers and loved ones at home as well. Bring meaning back into the powerful work you do everyday.

Janet Childs, Doctorate of Divinity, Director of Education CISM, Centre for Living with Dying Bill Wilson Center

Sunday, May 19

Legislative Roundtable

4:00 – 5:00 p.m.

Legislative Roundtable

Discussion of recent and upcoming legislation and the impacts to the animal welfare community. Moderated by Jill Tucker, CalAnimals CEO, and Henry Brzezinski, Chief, El Dorado County Animal Services and CalAnimals Board Member.

Monday, May 20

Plenary Session

8:30 a.m. – 12:00 p.m.

Camp Fire and Other Disasters: The Good The Bad and The Ugly

What would you do when you have over 1000 calls for service each day? How would you react when you requested 100 personnel to help with your operation but only get 15? What would you do when the entire community is looking to you for the welfare of their animals?

The Camp Fire started on Nov 8, 2018 and 17 devastating days later it was contained on Nov 25, 2018 – but with horrific damage and sweeping devastation. This fire is considered the deadliest and costliest fire in California's history. Over 52,000 people were evacuated and over 19,000 structures were burned to the ground. During this time, the Butte County Animal Evacuation centers housed over 4000 animals and cared for over 6000 in the field.

Join us for a powerful discussion about this tragic fire and what it means for disaster response teams. We will cover the obstacles, challenges, stress, and successes of working collaboratively to maximize resources to give the best aid and support possible during a horrific time.

Jace Huggins, Chief Animal Control Officer, City of Sacramento - Front Street Shelter

Ryan Soulsby, RVT, Program Manager, Butte County Animal Control

Silva Stacy, Community Outreach Coordinator, Santa Barbara County Animal Services