

# 2018 TN Animal Care and Control Conference Schedule

**MONDAY August 6, 2018**

**7:30am Registration Opens**

**8:30 - 9:00am Welcome and Opening Remarks**

T' Fisher, CAIT Director and Michael Gregory, ACCAT President

**9:00-10:30am Cultivate a Customer Service Culture**

*Elle Benson, Director of Capacity Building, Alliance for Better Nonprofits*

Customer service is critical for all organizations, especially nonprofits. The community's experience will be defined by the quality of support and communication they receive.

Mediocre or even good customer service doesn't cut it. Elle Benson will facilitate the group through developing a culture of customer service. You'll gain the knowledge needed to train your organization on improved customer service through empathy, patience, adaptability, and communication.

**10:30-11:00am BREAK. EXHIBITS OPEN**

**11:00-12:00pm Mirrors and Windows: The Role of Social Media in a Modern Marketing Plan.**

*Tom Tholen, SVP, Marketing and Development, SAWA*

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.

**12:00-1:00pm Round Table LUNCHEON. EXHIBITS OPEN**

**1:00-2:30pm Animal Handling / Stress reduction / Enrichment**

*Dr. Julie Albright, Univ. of TN College of Veterinary Medicine*

*Kristen Limbert, ASPCA*

**2:30-3:00pm BREAK. EXHIBITS OPEN**

**3:00-4:00pm Primates, Livestock, Companion Animals? Who to Call to Help Regarding Animals in TN**

*Jamie McClellan, TN Dept of Agriculture*

Who do you call when you have concerns over animals in TN? IT all depends on what species is involved and in what city or county they are in. This informative sessions will help answer those questions and provide resources on who can be called.

**4:15-5:45pm ACCAT Membership Meeting**

**TUESDAY August 7, 2017**

**7:30am Registration Opens**

**Law Enforcement Track**

**8:00-9:30am Officer Safety for the Animal Services Officer**

*Kimberly Cherney, NACA Director*

This class will address safety issues inherent with animal control and specific to the needs of the animal services officer. Animal control officers are limited in the tools they have to protect themselves. This course will offer insight into animal behavior and human behavior that are exhibited prior to aggression, how to identify and prevent attacks prior to their occurrence, and how to use your innate skills to protect you in the field.

**9:30-10:00am BREAK. EXHIBITS OPEN**

**10:00- 11:30am Dangerous & Vicious Dog Investigations**

*Robert C. Leinberger, Jr. NACA Vice-President*

Dangerous and vicious dog cases and investigations are a part of an animal control officer's duties throughout the nation. A good investigation and outcome leads to a better, safer community. This class will look at investigative techniques and tools, such as interviewing witnesses, taking pictures, and collecting evidence.

**11:30-12:30pm Round Table LUNCHEON. EXHIBITS OPEN**

**12:30-2:00pm The Role of ACOs and Feral/Community Cats**

*Alice Burton, Alley Cat Allies*

Your role in stabilizing the community cat population is easier than you think, once you get the community involved! In this session, you will learn more about what you can expect once Trap-Neuter-Return (TNR) begins in your community, and more importantly, why you should support TNR.

**2:00-2:30pm BREAK. LAST CHANCE TO VISIT WITH EXHIBITORS**

**2:30- 3:30pm Equine, Livestock and Exotics Handling. Part 1**

*Dr. Rebecca Gimenez, Technical Large Animal Emergency Rescue, Inc.*

Large animals fall into holes, mud, end up in trailer wrecks, and loose on the highway every single day in our country. A few simple techniques for working under ICS to deal with the owner and bystanders, while safely handling and manipulating their body to extricate them will be presented.

**3:30-3:45pm BREAK**

**3:45- 5:00pm Equine, Livestock and Exotics Handling. Part 2**

*Dr. Rebecca Gimenez, Technical Large Animal Emergency Rescue, Inc.*

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**Operations Track**

**8:00-9:30am Legal Foundations of Nonprofit Management**

*Elle Benson, Director of Capacity Building, Alliance for Better Nonprofits*

Nonprofits enjoy the public's trust, and therefore must comply with a diverse array of legal and regulatory requirements. One of a leadership's fundamental responsibilities is to ensure that the organization governs and operates in an ethical and legal manner. Elle Benson will provide an overview on the ethics and compliance requirements nonprofits must uphold on an annual basis.

**9:30-10:00am BREAK. EXHIBITS OPEN**

**10:00- 11:30am Give 'em a Ride. Best Practices for Transport of Companion Animals.**

*Jim Tedford, SAWA President*

Transport of animals to places where demand is high and supply is low has become an increasingly important life-saving tool. The Society of Animal Welfare Administrators (SAWA) brought together an amazing group of subject matter experts to develop Best Practice (NOT minimum standards) for how to manage a Transport program.

**11:30- 12:30pm Round Table LUNCHEON. EXHIBITS OPEN**

**12:30-2:00pm How to Get Sponsors Sponsoring and Donors Donating.**

*Tom Tholen, SVP, Marketing and Development, SAWA*

Cultivating sponsorships and donations is what keeps the lights on and the doors open. Sponsors and donors alike seek connection, a sense of purpose and the satisfaction of contributing to positive change. Learn how to build and execute customized plans that appeal to your funders while not driving your staff crazy.

**2:00-2:30pm BREAK. LAST CHANCE TO VISIT WITH EXHIBITORS**

**2:30- 3:30pm Tips for Protecting Shelter Animals from Disease, and Tricks for Treating Them When They're Sick.**

*Dr. Becky DeBolt, Univ. of TN College of Veterinary Medicine*

We will always have animals that bring sickness in with them to our shelters. In this seminar we will explore ways to identify the sick and minimize the spread of disease to other animals. We will also review some basic treatment protocols that we use every day.

**3:30-3:45pm BREAK**

**3:45- 5:00pm Vaccinating Shelter Animals: The Good, the Better and the Best!**

*Dr. Becky DeBolt, Univ. of TN College of Veterinary Medicine*

Vaccinations are the most important thing you can do for disease prevention in a shelter. In this seminar, we will review vaccination protocols and discuss the who, what, where and why of the recommendations. There will be time to answer questions about your protocols and struggles.