

Shelter Operations
The New Normal

Behavior Cats Leadership
Pets for Life

Global Animal Issues
Shelter Medicine



TIME (All times EST)	SESSION					
9:45 - 10:00 a.m. 10:00 - 11:00 a.m.	The daily welcome					
	Measuring impact of community engagement through metrics ** Community engagement projects are focused on community participation, with the goal of community ownership, to ensure long-term impact and sustainability. This session will discuss using metrics to assess the impact of community engagement projects, including practical advice on how to develop metrics that correspond to the project's objectives and data collection in the field. Speakers: Faizan Jalil, senior manager for community engagement, Humane Society International/India; Piyush Patel, D.V.M., program manager, Dog Population Management	Assessing and progressing at-risk dogs This session will discuss why two lifesaving organizations are collaborating on behalf of at-risk dogs despite their different approaches to training. Together they will share case studies of dogs they have served and outcomes that have been achievable as a result. Both organizations will share overviews of their training approaches and the value of "assessing and progressing" dogs to help place as many healthy canine companions as possible. Speakers: Jon Grobman, director of programs, Paws for Life K9 Rescue; Aimee Sadler, founder/CEO, Dogs Playing for Life; Alexandra Tonner, founder/president, Paws for Life K9 Rescue	Building local support for progressive community cat policy Shelters and rescue groups often find that progressive strategies for humanely managing community cats are met with resistance, particularly from local officials. Policymakers may be skeptical, while residents may hold different expectations of the shelter's role in helping outdoor cats. In this session, we will present strategies and ideas for building support for community cat programs among various stakeholders in order to both enact and maintain effective policy for cats. Speakers: Danielle Bays, senior analyst for cat protection and policy, the Humane Society of the United States; Daniel Spehar, independent researcher	From penalizing to providing: Evolution of field services in animal welfare ** Ready to take steps toward supportive field services practices, but don't know where to start? Are you unsure how to offer resources instead of citations? Wondering how you reduce implicit bias and build trusting relationships with the community? In this challenging yet important session, we'll take a hard look at traditional field services, policymaking and how public perception is influenced by messaging. Speakers: Ashley Anderson-Mutch, Pets for Life senior program manager for enforcement and policy reform, the Humane Society of the United States; Allison Cardona, deputy director, Los Angeles County Animal Care and Control; Jorge Ortega, animal services director, Guilford County Animal Shelter	HQHVSN: Techniques and options that impact patient care, efficiency and budget HQHVSN (high-quality, high-volume spay/neuter) continues to transform communities and reduce euthanasia rates in shelters. As one of the best examples of an efficiency model in veterinary medicine that has increased access to quality veterinary care, regular review of HQHVSN techniques and models allows for continual improvement and innovation. This lecture will highlight options and recommendations for perioperative patient flow and care, anesthetic protocols and surgical techniques, including relevant studies and cost comparisons. Speaker: Jennifer Bolser, D.V.M., V.M.A., chief clinic veterinarian, Humane Society of Boulder Valley	
11:00 a.m 12:15 p.m.			Exhibit hall			
12:15 - 12:25 p.m.			Break			
12:25 - 1:25 p.m.	Creating evidence-based programs with a focus on accountability and impact This session will discuss how available data that you collect can be used to develop spay/ neuter and rabies control programs that aim for impactful outcomes. Evidence-based spay/neuter and rabies control programs increase your accountability and can inform all aspects of your program, including scale and duration. Speaker: Amit Chaudhari, D.V.M., director of MEIA programs, Humane Society International/India	Fix it or nix it: Toxicity in the workplace Toxic people and organizations exist. We will share different perspectives on toxicity in the workplace. By incorporating transparency and communication, you can avert many potentially toxic relationships. Sometimes it's better to "nix it," and we will share how that can change an organization. Incorporating emotional intelligence into a culture takes determination, but we desperately need to hold on to our driven and intelligent people. Stop toxicity and grow as a person and organization. Speakers: Meg Allison, CEO, Wet Nose Analytics; Ana Zorrilla, CAWA, chief executive officer, Louisiana SPCA	Employee wellness plans on a budget In this session, we will share our experience at Washington, D.C.'s Humane Rescue Alliance of creating and implementing a successful employ- ee wellness program on a limited budget. We will describe the importance of creating baseline and ongoing employee-interest surveys, free resources from your benefit vendors, tapping into your existing volunteer pool and community partners, the value of creating an internal well- ness committee and the importance of executive leadership buy-in. Speakers: Jeff Frederick, human resources gener- alist, Humane Rescue Alliance; Dani Rizzo, digital director, Humane Rescue Alliance	An oral cat contraceptive option as you manage spay delay w Short-term contraception can be a stopgap resource when access to surgery is delayed. This session will describe how shelters can use an oral contraceptive for female cats placed before surgery, or those who come of age in foster care, and a pilot program in cat colonies. ACC&D, a nonprofit working to advance nonsurgical sterilization, will also describe progress in the search for a single injection, nonsurgical sterilant. Speakers: Joyce Briggs, M.S., president, Alliance for Contraception in Cats & Dogs; Julie Levy, D.V.M., Ph.D., DACVIM, DABVP, professor of shelter medicine, Maddie's Shelter Medicine Program, University of Florida	The ins, outs and what-have-yous of video behavior consulting ** Because of COVID-19, the need arose for Angell Animal Medical Center to help behavior clients remotely. The center devised a method to do so ethically and practically. It kept history, health and the clients' ability to describe or safely provide behavioral examples uppermost in mind, along with the center's ability to assess cause of behavior and explain and demonstrate alternative behaviors. Speakers will discuss s case histories and methods of behavioral assessment. Speakers: Terri Bright, Ph.D., BCBA-D, CAAB, director of behavior services, MSPCA-Angell; Jocelyn Strassel, M.S., CVT, regional behavioral coordinator, MSPCA-Angell	
1:25 - 1:35 p.m.			Break			



TIME (All times EST)	SESSION					
1:35 - 2:35 p.m.	Expanding animal care on a budget through volunteerism and social media Despite numerous challenges and obstacles, a group of Palestinian animal lovers was able to bring about much change for animals with minimal means. Through volunteerism and social media, the Palestinian Animal League transitioned from a grassroots initiative to an implementor of institutional programming, leveraging international support and solidarity in just a few short years. Come and learn of PAL's experience, and leave inspired in furthering your own work. Speaker: Mai Farsakh, co-founder and board member, Palestinian Animal League	Integrating shelter animals into homes with pets Participants will learn how to responsibly place shelter dogs and cats into homes with other pets. As shelter populations change and organizations increasingly become a safety net for animals who may have behavioral challenges, we see an increase in animals restricted from living with other pets, causing lengths of stay to rise to months or even years while we search for these elusive placements. Seventy-seven percent of families already have at least one pet at home, which means finding an adoptive or foster home without other animals is exceedingly rare. Preventing restrictions will result in more animals integrated successfully into homes. Speaker: Lindsay Hamrick, CPDT-KA, M.S., director of the Shelter Outreach and Engagement department, the Humane Society of the United States	The past, present and future of adoptions The landscape of adoptions changed well before COVID-19. The work of many organizations led to transporting animals from areas of high pet supply to areas of high demand. But COVID-19 forced alternative adoption protocols; the demand for pets from quarantined families and individuals increased, and people grew more reliant on rescues. This session will offer a national perspective, insights and data-driven understandings of the changing landscape of pet acquisition. Speakers: Alex Castelazo, senior manager of data science, PetSmart Charities; ; Steve Kaufman, CAWA, senior manager of adoption initiatives, PetSmart Charities	telemedicine program COVID-19 has made access to care a greater challenge than ever. Hear how two organizations created remote telemedicine solutions to provide high-quality veterinary care including virtual exams, prescriptions and referrals for foster parents and underserved pet owners. We'll discuss building, running and assessing the value of the telemedicine service as part of a comprehensive approach to community access to care, and minimizing contact with staff or the need to physically be in the facility. Speakers: Eleni Healey, D.V.M., WaterShed Community Medicine intern, University of Pennsylvania School of Veterinary Medicine; Cristie Kamiya, D.V.M., M.B.A., CAWA, chief of shelter medicine, Humane Society Silicon Valley; Lauren Lundahl, V.M.D. candidate Class of 2022, University of Pennsylvania School of Veterinary Medicine; Brittany Watson, B.S./M.S., V.M.D., Ph.D., director of shelter animal medicine, University of Pennsylvania School of Veterinary Medicine	What would you do? Large-scale cruelty cases and disasters occur frequently without warning. Do you have a plan for housing and transporting dozens or hundreds of pets with little to no notice? Animal welfare workers and law enforcement should be prepared with a flexible plan for when this happens in or around your community. Are you collaborating with animal welfare organizations, law enforcement agencies and veterinarians surrounding you? Join the experts in discussing how you can prepare. Where there is a will, there is way. Let's discuss it! Speakers: Monica Ailey, president/animal cruelty investigator, Animal Investigation & Response; Adam Parascandola, vice president for global animal rescue and response, the Humane Society of the United States	
2:35 - 3:50 p.m.	Exhibit hall					
3:50 - 4:50 p.m.	Happy hour					

Shelter Operations
The New Normal

Behavior Cats Leadership
Pets for Life

Global Animal Issues
Shelter Medicine



TIME (All times EST)	SESSION					
9:45 - 10:00 a.m.	The daily welcome					
10:00 - 11:00 a.m.	Saving animals by promoting the human-animal bond: Case studies from London to Kabul Find out how community outreach and human behavior change can be founded on the power of the human-animal bond. You will hear about sustainable ideas and approaches to improving animal welfare that are having success in Kabul, Afghanistan, and elsewhere. Speakers: Caroline Yates, CEO, Mayhew and director, Mayhew Afghanistan; Zoe Edwards, head of animal welfare, Mayhew	Pet acquisition: Perspectives from animal welfare leaders Join animal welfare leaders for this discussion of trends in pet acquisition and hear their thoughts on the role of animal shelters in helping families find pets as the adoptable pet population decreases. In this facilitated discussion, we'll review some data on the homeless pet population, regional trends and the ways animal shelter programs are responding to these changes. Panelists: Denise Deisler, CEO/president, Jacksonville Humane Society; Ed Jamison, president, Texas Unites, vice president, National Animal Care & Control Association, board member, Directors for Shelter Animals; Brad Shear, executive director, Potter League for Animals; Abigail Smith, executive director, Animal Welfare Society Moderator: Lindsay Hamrick, CPDT, M.S., director of the Shelter Outreach and Engagement department, the Humane Society of the United States	Measuring impact beyond shelter walls Measuring is a powerful tool to drive change. We're getting better at shelter metricswhat to measure, how to measure it and how to understand our findings. At the same time, our field is changing; we're increasingly working outside the shelter as well as inside, for the well-being of all animals in our community. Can metrics help us in that work too? This session will envision a framework in which measuring impact for community animals can drive results and deeper relevance for our mission. Speakers: Greg Lucas, founder and president, ShelterLuv; Anne Reed, president and CEO, Wisconsin Humane Society	Advancing diversity, equity and inclusion in animal welfare Diversity, equity and inclusion are on the forefront of our collective mind. The Association for Animal Welfare Advancement is committed to the collaborative and sustained effort necessary for a just and fair animal welfare field. Hear what the Association and industry leaders are doing to advance DEI initiatives, and receive thoughtful information and practical guidance to further your own work. It is diversity of all forms—ethnicity, gender, background, experiences, ideas, dreams, perspectives—that will fuel understanding, progress, creativity, innovation and unity in our profession. Speakers: Shafonda Davis, CAWA, executive director, Animal Protection Society of Durham; Jace Huggins, chief animal control officer, City of Sacramento; Shannon Martin Roebuck, executive director, Capital Humane Society, Katherine Shenar, CAWA, executive vice president, the Association for Animal Welfare Advancement	How to launch pet owner support programing in your community Do you want to shift toward more inclusive pet owner support? Whether your region is rural, urban or somewhere in between, we will discuss strategies for establishing an impactful, sustainable, community-based outreach program. We'll share best practices for identifying an area of focus and partnerships, creating a budget and techniques for outreach, data collection and defining start-up procedures and protocols. You'll be ready to get out in the community and start building relationships. Speakers: Harry Clements, Jr., supervisor, Pets for Life at Lifeline Animal Project; Erika Ojeda, Pets for Life program manager, Yakima Humane Society; Rachel Thompson, program manager for operations and strategy, Pets for Life, the Humane Society of the United States	
11:00 a.m 12:15 p.m.			Exhibit hall			
12:15 - 1:15 p.m.	Panel discussion					
1:15 - 1:25 p.m.	Break					

Shelter Operations
The New Normal

Behavior Cats Leadership
Pets for Life

Global Animal Issues
Shelter Medicine



TIME (All times EST)			SESSION		
1:25 - 2:25 p.m.	Rescued animals: Ensuring quality of life Many of us are involved in the rescue or rehoming of animals. However, the number of animals in need often exceeds our resources, and it can be hard to admit when we have reached our capacity. The COVID-19 pandemic has affected this equation in both positive and negative ways. We have a responsibility to ensure a good quality of life to animals in our care, but how do we do this? This session will look at determining capacity, providing care and enrichment, disease management, successful adoption and making the difficult decision to euthanize. Attendees will come away with the tools needed to assess and improve quality of life for animals in their care. Speaker: Adam Parascandola, vice president for global animal rescue and response, Humane Society International	No more cat wrangling: Feline friendly handling ** Many cats feel fear, anxiety and stress when being handled and/or approached, which can reduce quality of life and lead to lower-quality medical care. The speaker will discuss tools and techniques to reduce fear, anxiety and stress, making cats more adoptable and likely to stay in long-term, loving homes. The session will cover understanding stress, the consequences of force-based handling and teach basic handling techniques to reduce fear, anxiety and stress for cats in veterinary clinics, shelters and homes. Speaker: Tabitha Kucera, CCBC, RVT, KPA-CTP, Chirrups and Chatter	After COVID-19: Programs and policies to keep people and pets housed There is no state in the U.S. with sufficient affordable, pet-friendly housing. Our movement must consider programs and policies to keep people and pets together beyond the immediate crisis of COVID-19. Attendees will learn about the animal welfare movement's role in work addressing the affordable housing crisis, programs to better serve those without housing, and how they can become stronger advocates for policies that protect the families most at risk of experiencing housing insecurity. Speakers: Lauren Loney, Texas state director, the Humane Society of the United States; Garrett Parsons, B.S.W., LSW, pet program coordinator, Interfaith Hospitality Network of Greater Cincinnati	Humane communities and social justice Animal protection works to advance the status and safety of nonhumans. But what if a focus on punitive measures impedes these efforts? This presentation emphasizes the link between equity and social justice for humans and the well-being of animals in the same community. We will highlight legal and policy work focused on realigning our approaches to animal welfare. A series of examples will illustrate how these new approaches lead to better outcomes within the Humane Communities framework. Speakers: Justin Marceau, law professor and Brooks Institute for Animal Rights research professor, University of Denver; Kevin Morris, American Humane endowed chair, research associate professor, University of Denver	Do THIS, not THAT: Shelter medicine fundamentals and permission to do less The list of tools to keep shelter animals healthy is long and growing. But how do we know which ones to choose when there's not enough time in the day or money in the bank to do it all? From shelter entry to exit, learn a few important practices to keep your population and your organization healthy and speed animals out the door alive, as well as learning which you can safely skip without compromising animal welfare. Speakers: Sandra Newbury, D.V.M., director, University of Wisconsin Shelter Medicine Program; Allie Stevens, V.M.D., Maddie's shelter medicine resident, University of Wisconsin – School of Veterinary Medicine
2:25 - 2:35 p.m.			Break		
2:35 - 3:35 p.m.	Engaging the community to improve animal welfare was In this session, we will explore innovative and ethical ways to increase engagement in communities and how you can authentically engage people in developing and implementing successful projects/programs. This session will include an exploration of the social science behind community engagement, examples of successful community projects and tips for strategies and activities you can employ in your work. Speakers: Hanna Lentz-Harry, managing director, Impact by Design; Lauren Watkins, director of behavior change strategies, Impact by Design	Lessons from 2020 and the future of marketing animal services Last year was unpredictable in many ways, but as we move forward we can reflect on how lessons and insights gleaned during a global crisis may help us shape a brighter future for animals. This presentation looks back at our field's response to critical moments in 2020 to shine a light on practical ideas to help us better connect with all facets of our communities; leverage the power of teamwork and information sharing; and craft a strategic approach that means we can handle whatever comes next! Speaker: Caitlin Quinn, director of operations, HeARTs Speak	DC Cat Count: Project results and applications to field projects ** The DC Cat Count spent three years studying shelter, owned and community cat populations in the District of Columbia in order to develop and validate practical methods and tools that shelters can use to assess their own local cat populations. An essential resource for community cat programs, cat counting tools can help build effectiveness and efficiency while demonstrating your impact in the community. Get a look at the results of the research and a first look at the cat counting toolkit. Speakers: John Boone, Ph.D., research coordinator, Great Basin Bird Observatory; Tyler Flockhart, Ph.D., University of Maryland Center for Environmental Science - Appalachian Laboratory	Partnerships for the future Due to a reduction in intake and euthanasia in Phoenix, the Arizona Animal Welfare League created a unique program with small, rural shelters throughout Arizona. As a shelter partner, what tangible and intangible help do your partners want and need? We'll discuss building partnerships to fill your shelter while creating a fundamental change in the work of animal control in small communities. Speakers: Elisha Dillon, director of animal management, Arizona Animal Welfare League; Christina Flanagan, title, Arizona Animal Welfare League; Benny Moffett, outreach manager, Arizona Animal Welfare League	Access to veterinary care: Community care models to prevent relinquishment Many animals are surrendered to shelters due to medical issues that an owner cannot afford to treat, but many owners would keep their pets if they could. There is usually no option for low cost/free, full-service (incremental care) medicine, due to laws, vet associations and a lack of providers. The situation is also complicated by the lack of data to help target a solution to an affordable level. We'll discuss how to calculate a goal and fit a solution to your shelter's need. Speaker: Chumkee Aziz, D.V.M., DABVP, board president, Association of Shelter Veterinarians; Ellen Jefferson, D.V.M., president and CEO, Austin/American Pets Alive!; Kelley Meyers, D.V.M., M.B.A., chief medical officer, Michigan Humane Society
3:35 - 4:50 p.m.			Exhibit hall		
4:50 - 5:50 p.m.	Happy hour				

Cats



TIME (All times EST)	SESSION					
9:45 - 10:00 a.m.	The daily welcome					
10:00 - 11:00 a.m.	The role of government in animal welfare Governments are critical stakeholders for improving animal welfare. They can decide the fate of millions of animals. The COVID-19 pandemic presented a situation in which governments reacted in widely divergent ways, some leading to successful feeding programs and care for vulnerable animals, and others resulting in great suffering and loss. In this session, government representatives from Mexico, Africa and India will discuss how they were able to mobilize effectively and improve the lives of thousands of animals. Speakers: Anton Aguilar, executive director, Humane Society International/Mexico; Jessica Bridgers, executive director, World Animal Net; Neha Panchamia, founder and president, RESQ Charitable Trust, India	Teamwork makes the dream work: Saving kittens in partnership In Arizona, kitten season is long and brutal. Many shelters lack the resources and capability to save sick, injured or underweight neonatal kittens. Gain an overview of how to identify rescue needs in the community and run a boutique foster-based program to target saving the lives of the most vulnerable animals surrendered to shelters. Learn how, by focusing on areas such as collaboration and communication, shelter/rescue partnerships can have a big impact. Speakers: Hope Conant, vice president, Newborn Kitten Rescue; Simone Kelham, president, Newborn Kitten Rescue	Bridging racial divides in TNR: How to deal with feral humans Sterling "TrapKing" Davis will provide tips and tricks on trapping in communities where the people don't look like you. He wants to change the stereotype of men in cat rescue and bridge the gap in communication between Black and Brown communities and predominantly white animal welfare organizations. He'll share how to approach people of color about TNR and address cultural bias and how to be more in tune with your own. Discover the compassionate way to save cats and forge new relationships with your fellow feral humans. Speaker: Sterling G. Davis, founder, TrapKing	Fundraising for community-based animal welfare programming ** Have you considered community-based programming to assist in achieving your organizational mission? Does your organization understand how animal welfare is connected to larger systemic challenges for people and pets? In this session, we discuss the readiness of animal welfare to meet community challenges. This conversation will include creating a development strategy and sustainability plan for programs that increase equity in access to pet resources in our respective communities. Speakers: Aleah Simpson, program manager, Pets for Life, the Humane Society of the United States; Johnny Jenkins, associate relationship manager, PetSmart Charities	Keep on truckin?! Safely relocating companion animals in 2021 This session will explore some new and important updates to the American Veterinary Medical Association and Association of Shelter Veterinarians best practices for nonemergency relocation of dogs and cats for adoption. The evidence and rationale for selected recommendations will be discussed along with tools and tips for successful implementation. Topics will emphasize preventive health care, transportation conditions and record-keeping as key components of safe, impactful and sustainable relocation programs for dogs and cats. Speaker: Brian DiGangi, D.V.M., M.S., DABVP, senior director of shelter medicine, American Society for the Prevention of Cruelty to Animals	
11:00 a.m 12:00 p.m.			Exhibit hall			
12:00 - 1:00 p.m.			Round tables			



TIME (All times EST)			SESSION		
1:00 - 2:00 p.m.	Humane capture and handling workshop This workshop will focus on reviewing humane and effective approaches while demonstrating how to employ commonly accessible items that can be used in capture and handling. The review and demonstrations will include techniques and approaches that can be applied to handling and capturing domestic animals, unsocialized or feral animals and wild animals. The session will include scenarios and challenges that attendees face in the field. The workshop will be participant-driven, with demonstrations and discussions to equip attendees for a broad range of scenarios they confront daily. Speakers: John Griffin, senior director for urban wildlife programs, Wildlife Protection department, the Humane Society of the United States; Dave Pauli, program manager for wildlife conflict, Wildlife Protection department, the Humane Society of the United States	Making the most of what you got: Creative use for facilities Because managing and supporting physical infrastructure is expensive, it is critical that organizations maximize the space they have, which requires creativity. Hear how two organizations turned existing assets into functional program-centered hubs. One utilized existing kennel space to create a "day care" program for foster homes; the other took a warehouse and created a community support center and one of the highest-volume pet food pantries in the country. Speakers: Thamzen Carson, M.S., dog flow coordinator, Pima County Animal Care Center; Matt Pepper, president and chief executive officer, Michigan Humane	From hiss to purr: Socializing feral kittens While most people who foster kittens focus on keeping them medically healthy, socialization is also important. Being outgoing and friendly will help keep them in lifelong, loving homes. With the right strategies and techniques, kittens who exhibit signs of being fearful or feral can be happy, loving and well-adjusted pets. The speaker will detail techniques aimed at transitioning recently outdoor kittens into living comfortably in a home, and how these strategies can be used to wHSlork with other fearful felines. Speaker: Tabitha Kucera, CCBC, RVT, KPA-CTP, Chirrups and Chatter	Connection between animal welfare and social work The effectiveness of animal welfare programming is increasingly contingent upon its ability to serve all pets, not just those who end up at a shelter. Incorporating social work best practices can address unjust systems and policies, particularly for low-income and BIPOC communities. This session will include a discussion of how implementing social work best practices can support the field in working toward a more equitable system for people and their pets. Speakers: Sloane Hawes, M.S.W., research associate II, Institute for Human-Animal Connection, Graduate School of Social Work, University of Denver; Tess Hupe, research fellow, Institute for Human-Animal Connection, Graduate School of Social Work, University of Denver	Partnering with Native American agencies and communities This presentation addresses ways to center Indigenous communities in animal welfare work by breaking down the current systems that are fundamentally flawed and rebuilding by embracing values of reciprocity and respect. Hear from service providers and Indigenous perspectives about the barriers to pet resources as well as effective strategies to remove those barriers in partnership with native-led agencies. We will discuss current community-based programs and the importance of collaboration. Speakers: Rick Haaland, community outreach manager, Leech Lake Tribal Police; Taylor Hensel, producer, Nia Tero; Ahne Simonsen, D.V.M., field surgical director, Rural Area Veterinary Services
2:00 - 3:00 p.m.			Exhibit hall		
3:00 - 4:00 p.m.			Round tables		