

ANIMAL

CARE & CONTROL TODAY

A Publication of the National Animal Care and Control Association



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National Animal Care & Control Association Executive Director: Jerrica Owen

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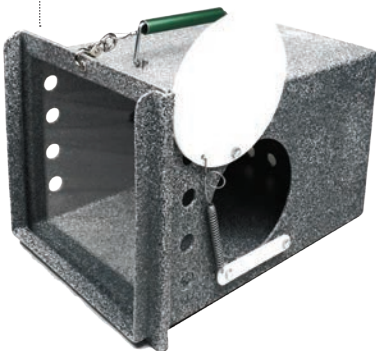
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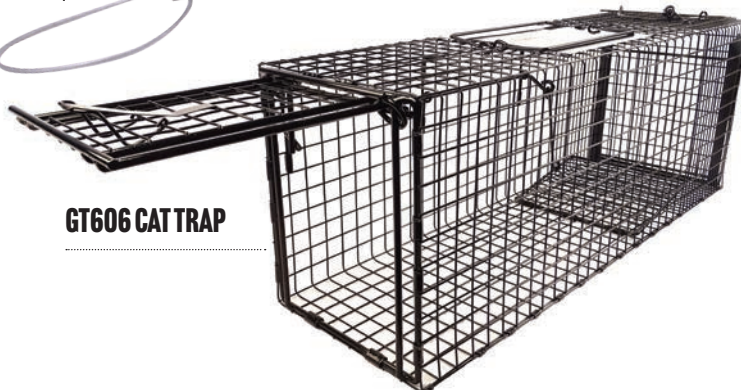
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From Our Executive Director

Dear Members,

As the vibrant hues of autumn paint the world around us, I want to reach out and extend my warmest greetings to all of you. I am truly grateful for the unwavering dedication and enthusiasm you bring to our profession.

Fall is a season of transition and transformation. It is a time when nature gracefully sheds its old layers, paving the way for new beginnings. Similarly, let us embrace this season as an opportunity to reflect on our achievements, set new goals, and embark on fresh endeavors.

As the crisp air surrounds us, it reminds us of the importance of development and continuous learning. I encourage each of you to seize the season's energy and delve into growth opportunities. Attend workshops, conferences, and seminars that will expand your knowledge, sharpen your skills, and propel your career forward. NACA has been hard at work the past few years working to ensure that every officer has access to timely, relevant, and updated training online and in person, and we encourage you to take advantage of these wonderful opportunities.

While we may bid farewell to the carefree days of summer, let us approach the autumn season with a sense of excitement and hope. Embrace the changing landscape around you, and let it serve as a reminder that growth often occurs in times of transition.

As we embark on this new chapter, I want to express my heartfelt gratitude for your unwavering support and commitment to NACA. Your passion, expertise, and collaboration are the driving forces behind our shared success.

Together, let us embrace the autumn season, harness its transformative energy, and continue to influence the future of our profession.

Wishing you a fall season filled with inspiration, growth, and meaningful connections.

Jerrica Owen
NACA Executive Director



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Exciting News!

NACA Trademark Registration

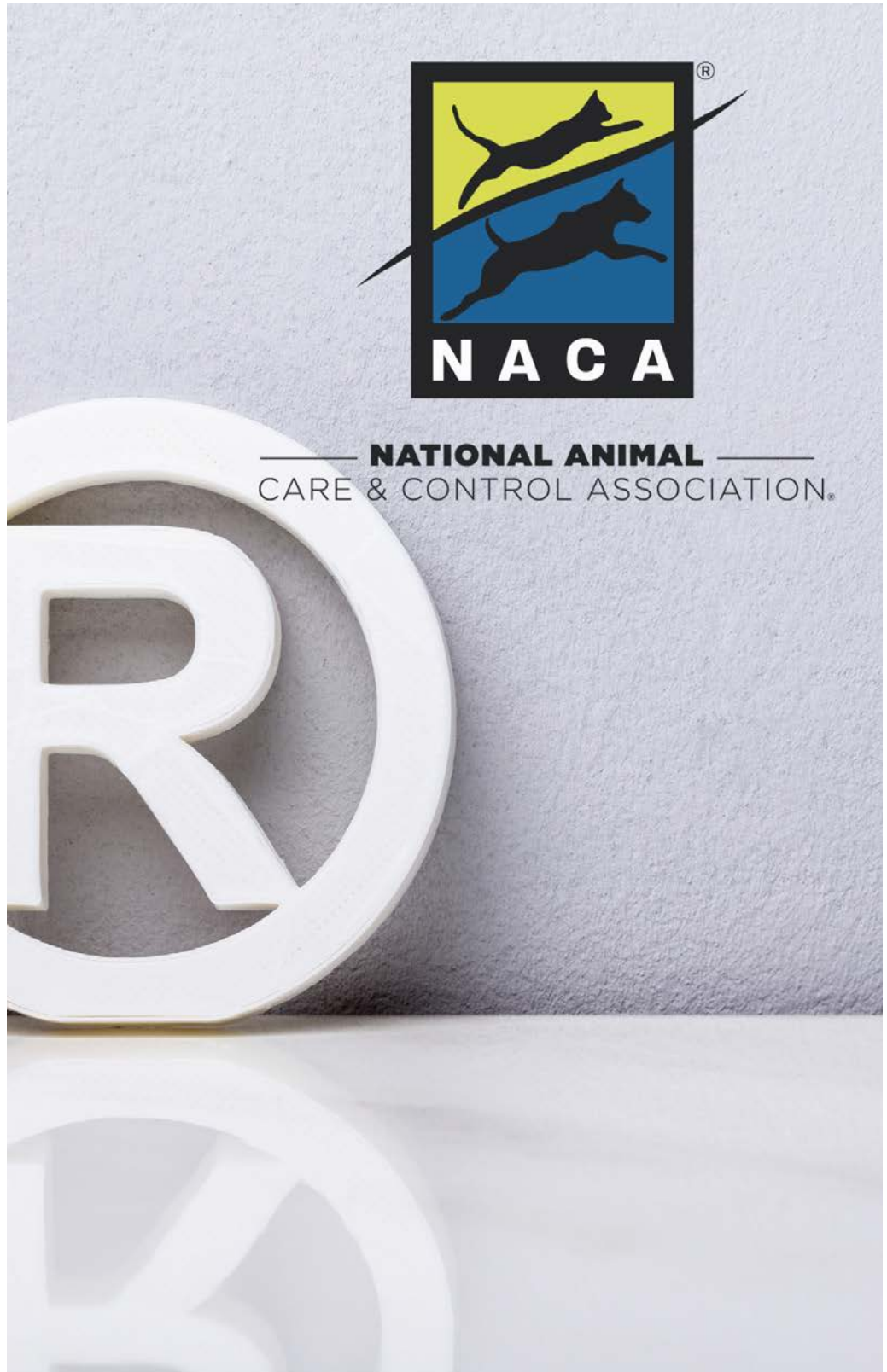
NACA is thrilled to share a significant milestone in the journey of our organization. We have successfully achieved the registration of our trademark, marking a momentous achievement for our brand and the collective efforts of our team, members, and industry as a whole.

This achievement reaffirms our commitment to protecting our brand identity and ensuring the uniqueness and integrity of our services to animal care and control professionals across the country. The registered trademark now officially represents the National Animal Care and Control Association, its values, and the quality associated with our organization and all that we provide.

The registration process has been a meticulous and diligent endeavor, and we owe this success to the unwavering support of our dedicated team, the expertise of our legal advisors, and the trust and confidence that you, our members and trusted friends, have placed in us.

With this milestone, we are better positioned to continue delivering exceptional products and services while safeguarding our brand's reputation. We look forward to exciting opportunities and growth on the horizon, and we remain committed to upholding the highest standards of quality and integrity in all that we do.

Thank you for your continued support and trust in NACA!



Stay Informed on Animal-Related Legislative Updates Nationwide

In our ever-changing world, staying informed about important legislative changes is crucial, especially when it comes to our furry, feathered, and finned friends. We're excited to introduce a brand-new section in our magazine: "Paws for Change: Advocating for Animals." This new section is dedicated to bringing you the latest updates on animal-related legislation from across the country.

From animal welfare and conservation efforts to pet ownership regulations and wildlife protection, "Paws for Change: Advocating for Animals" aims to keep animal care and control professionals in the loop about the laws and regulations that impact animals and their interactions with humans, especially those that directly impact those charged with enforcement of such regulations.

NACA will work to ensure we provide comprehensive coverage of the legislative landscape to bring you the most important and intriguing developments related to animals. We'll cover everything from laws about animal cruelty and adoption procedures to habitat preservation and environmental conservation.

Furthermore, we won't be limited to a single region. We're committed to highlighting legislative changes from various states, ensuring that you get a holistic view of animal-related policies from around the United States.

Make sure to keep an eye out for the "Paws for Change: Advocating for Animals" section in each upcoming issue of our magazine. You can also follow us on social media for timely updates and highlights from the world of animal-related legislation.

At NACA, we believe that by staying informed and engaged we can contribute to a brighter future for animal care and control professionals, the animals, and the world we share with them. Join us as we embark on this new journey of understanding and advocating for the creatures we hold close to our hearts.

Get ready to dive into "Paws for Change: Advocating for Animals" because when we're informed, we can be a force for positive change in the lives of animals everywhere. ❖





Paws for Change: Advocating for Animals

NACA understands that animal advocacy is not just a cause; it's a commitment to be the voice for those who can't speak for themselves. It's a dedication to creating a world where every living being is treated with compassion, respect, and the understanding that we are all interconnected in the web of life.

Bill Would Ban Body-Gripping Traps in National Wildlife Refuges

H.R.5217, the "Refuge from Cruel Trapping Act," would amend the National Wildlife Refuge System Administration Act to prohibit the possession or use of body-gripping traps in the National Wildlife Refuge System. The bill was introduced by Representatives Jerrold Nadler along with 21 other original cosponsors and has been referred to the House Committee on Natural Resources. Bill text is not yet publicly available.

APHIS Proposes Horse Protection Act Regulatory Changes to Better Protect Horses from Soring

The U.S. Department of Agriculture's Animal and Plant Health Inspection Service (APHIS) announced a proposal to amend the Horse Protection Act regulations to require APHIS screening, training, and authorization of qualified inspectors at horse shows, horse exhibitions, horse sales, and horse auctions. The proposed rule is intended to protect horses from soring and end unfair competition practices. APHIS will accept public comments on the proposed regulatory amendments through October 20, 2023.

Lolita the Orca Dies After More than 50 Years in World's Smallest Orca Tank

The orca Tokitae, also known as Lolita, passed away in one of the smallest orca tanks in the world at the Miami Seaquarium after more than 50 years in captivity. She was captured on August 8, 1970, off the coast of Washington State and sold to Miami Seaquarium for \$20,000. In 2016, the U.S. District Court for the Southern District of Florida dismissed an Endangered Species Act lawsuit accusing the Miami Seaquarium of an illegal take. On March 30, 2023, the Miami Seaquarium announced that Friends of Lolita, with funding from NFL Indianapolis Colts owner Jim Irsay, had engaged in an agreement to bring Lolita back to a sea sanctuary in Washington in the next 18–24 months. Lolita's mother is approximately 80 years old and still lives in the wild.

CDC proposed a rule to amend regulations on importation

The Centers for Disease Control and Prevention recently proposed a rule to amend its regulations on importing dogs into the United States that could have serious consequences for animal welfare organizations that work overseas and pet

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owners traveling internationally.

Currently, the CDC regulates dog imports under a temporary rule, which applies to dogs imported into the United States from high-risk rabies countries. The proposed rule creates requirements for dogs imported from all foreign countries and does not distinguish between commercially imported dogs and personal pet dogs, thus creating new hurdles for rescue groups and pet owners traveling internationally with their dogs.

NACA Supports...

The following legislation has been supported/opposed by the National Animal Care and Control Association. NACA understands that animal advocacy is not just a cause; it's a commitment to be the voice for those who can't speak for themselves and for those charged with enforcing animal-related laws.

(Support) The Better Care for Animals Act

The Better CARE for Animals Act would augment the relatively limited powers the DOJ has under the Animal Welfare Act (AWA) by providing more enforcement tools, including license revocations, civil penal-

ties and a process for pursuing appropriate seizure/forfeiture in cases in which animals are suffering as a result of AWA violations. Introduced by Sens. Richard Blumenthal, D-Conn., and John Kennedy, R-La., and Reps. Guy Reschenthaler, R-Penn., and Mike Quigley, D-Ill., the bill would usher in a new era of enhanced interagency cooperation to fight cruelty and uphold the proper treatment of animals.

(Support) Captive Primate Safety Act

NACA supports this important bill that would amend the Lacey Act Amendments of 1981 to prohibit the possession of nonhuman primates for the exotic pet trade. It is narrowly crafted to target privately owned primates, and would not impact zoos, circuses, universities, labs, or sanctuaries. NACA has a duty to support those charged with enforcement of public safety related to animals and since 1990, approximately 300 people have reported being injured by primates kept by private individuals, although many more incidents likely go unreported. The CPSA would improve public safety and reduce animal neglect and cruelty that may accompany private primate ownership. ❖

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Hoarding Responses: Time for Trying a New Approach

By Emily Wood

All of us in animal welfare know this scene: a home with too many pets, an intense odor, a caretaker overwhelmed, unaware, or even indifferent. We know that there are deep social and emotional issues at play, and yet sometimes we must intervene swiftly and take on dozens of animals very quickly.

This is stressful for the resident, the staff, and the animals themselves. Plus it is challenging to envision any better way to respond than to just get it done quickly.

Broward County Animal Care recently responded to such a home and found some helpful tweaks that we are eager to share and will apply the next time this sort of situation arises.

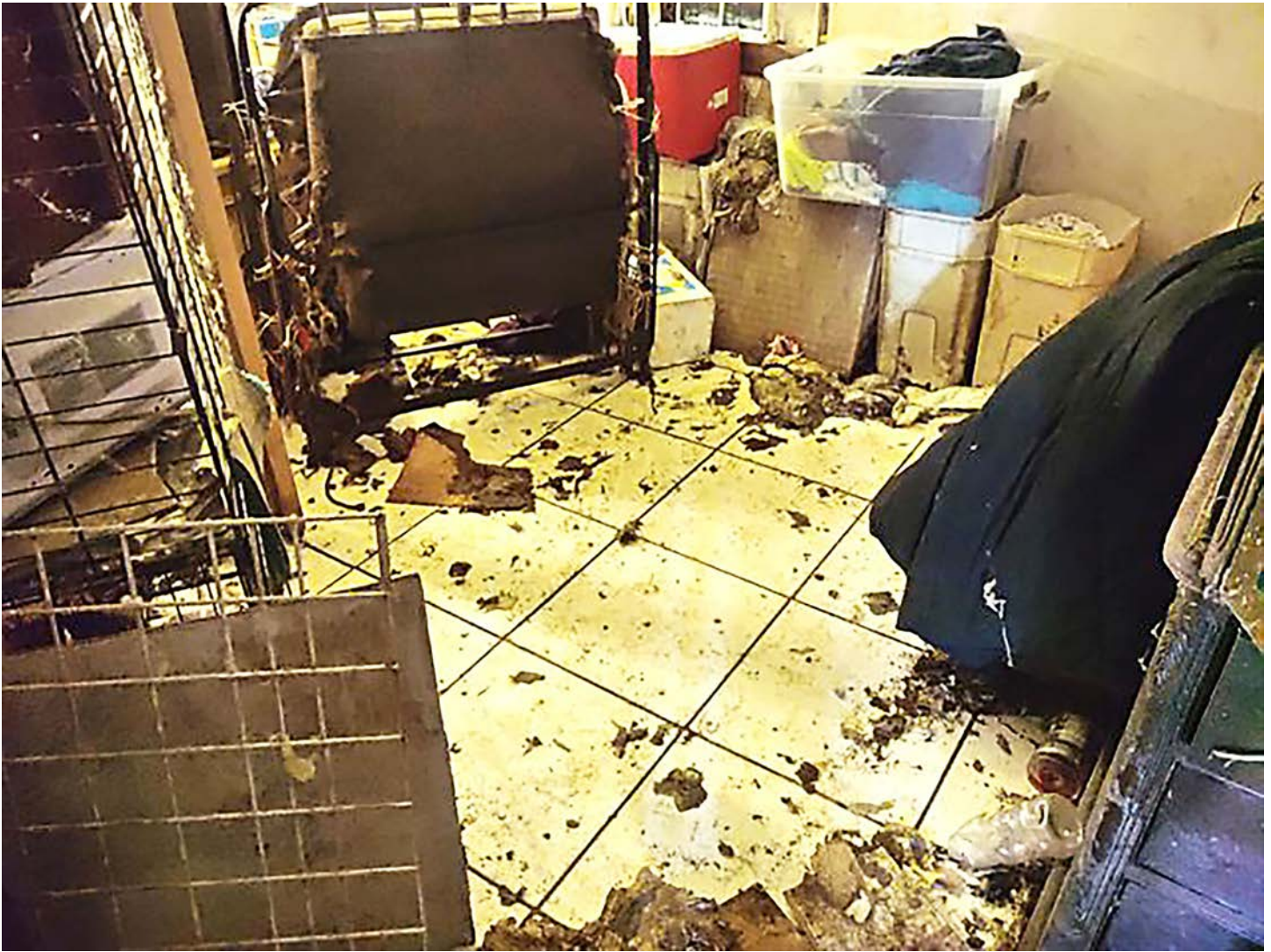
Many of us know the case-management method of entry into these homes, and in an ideal world we would have time to work with residents, mental health professionals, and other human service agencies to connect people to the support they need. But often our animal services agencies are called upon to assist at the end of a problem cycle, or when there is no time for delicate, negotiated intervention.

This was the case in March, when Broward County Animal Care and our partner, Broward Sheriff's Office, finally got access to a home that had been the site of animal-related complaints for years. After a domestic violence complaint, a man was arrested, and his wife asked for help with the pets in the home – she estimated they had 20 dogs. With Adult Protective Services' assistance, we were able to find her a place to stay with extended family, as the home was clearly not appropriate housing for her, a woman with dementia using a walker, who was a recent victim of violence. As it was late at night, and we hadn't determined the type of help she would accept, we brought dog food.

A quick glance inside the door showed our officers that we were dealing with more than 20 dogs—they estimated 40. And then we did what we almost never can do: instead of rushing in, we took an evening to plan. Knowing that the dogs had lived this way for some time, and being assured that they all had access to food and water, we created a plan of approach.

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We leveraged our relationships with investigative bodies, coordinating with the Sheriff's Office and ensuring that the Special Victim's Unit was available for response. This would mean that all necessary evidence would be preserved and documented.

We broke down internal silos in our organization and scheduled not only animal control officers, but also a veterinarian, veterinary technician, and our behavior and training manager for response. The last staff member was an essential component to both document the emotional state of the animals and ensure that we were using our Fear Free handling skills to the best of our ability in such a challenging situation.

We called upon partners, the Humane Society of Broward County. They agreed to house animals and were scheduled to show up on scene a few hours after we were scheduled to begin in the morning. Many other groups committed to take animals before we even had pictures of them.

We opened lines of communication. As the seventeenth largest county in the country, we serve 31 cities and towns as well as the Seminole Tribe. We emailed leadership as

well as police departments for all partner jurisdictions, establishing that our response times might slow and that our capacity to impound animals might be reduced in the coming days.

We exercised empathy with the victim, describing internal department protocols and how her dogs would be treated. This gave her the peace of mind to sign surrender paperwork, which we were able to vet with the Sheriff's Office and the County Attorney's Office as sufficient, given the situation and her mental state.

It was only one evening, but one evening is more than we usually give ourselves to prepare. And it made all the difference.

With preparation, we were able to remove 48 dogs in one day with minimally aversive techniques. While the dogs were terrified—many of them clearly had never seen sunlight—we staged a catch-pen outside the front door and were able to handle a few at a time. They were given a cursory veterinary exam and vaccinated onsite. This meant that they didn't need any handling once they were returned to our shelter site and were able to start decom-

pressing in their kennels.

With preparation, we were then able to leave traps in the home and come back the next day in Tyvek suits to crawl through walls and piles of debris to remove the remaining 15 dogs.

With preparation, staff knew how to preserve evidence and Special Victims Unit investigators were present to collect body camera footage and remains of deceased dogs.

With preparation, the Humane Society of Broward County responded to the scene, taking 16 of the dogs directly from the scene, including neonatal puppies who went directly to foster. With preparation, the Humane Society of Marion County, Halifax Humane Society, Ewenty Farms, Big Dog Ranch Rescue, Furry Friends Adoption Center, and Milo's Dog Rescue took dogs over the next three days. With preparation, all dogs were adopted or with a transfer partner within three days.

With preparation, the animals were surrendered to us before we even physically made contact with them, so that they could start their new lives right away.

With preparation, all dogs who needed extra medical care were identified on site and were given what they needed either on site or directly upon return to our shelter facility.

With preparation, we were able to keep our jurisdictional partners informed of our capacity to respond to their needs, so no need was left unmet.

With preparation, our staff were able to use their Fear-Free training in even the most fearful environment.

With preparation, we removed 63 dogs from one home (and one gave birth), all of whom were placed within three days.

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Animal hoarding is a mental health condition that is a cause of concern for both humans and animals. Broward County Animal Care cannot diagnose a person with a hoarding disorder, but we do respond to housing conditions consistent with hoarding when a pet caretaker is reported to not be providing clean, sanitary, safe, and humane living conditions, as required by Chapter four of Broward County's ordinance. This includes sufficient and clean food and water, proper ventilation and circulation, and medical attention when the pet is sick, diseased, or injured. Public safety is our utmost priority. We work closely with the city, town, and tribal police in the best interests of the animals.

Emily Wood is the director of Broward County Animal Care. ❖





NATIONAL ANIMAL
CARE & CONTROL ASSOCIATION

The National Animal Care & Control Association is committed to setting the standard of professionalism in animal welfare and public safety through training, networking, and advocacy.

Submitted by NACA: The National Animal Care and Control Association (NACA) recently released a statement of support for the seamless integration of animal control and animal care sheltering services under unified leadership. Historically, animal control agencies have been responsible for enforcing animal-related laws and ensuring public safety, while animal care shelters provided refuge, rehabilitation, and adoption services for animals in need. NACA believes bridging the gap between these two essential facets of animal welfare is an incredible opportunity to streamline processes, create more efficient and effective responses to public safety concerns, and amplify the impact of all efforts.

The unity of animal control and animal care sheltering services has already had a profound impact on communities across the nation. We envision a future where these two elements work harmoniously in every community to achieve comprehensive and compassionate animal welfare solutions.

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The National Animal Care and Control Association [NACA] supports the integration of animal control and sheltering services under unified leadership. The potential union of these essential functions represents an approach that will greatly benefit the animals and communities served.

Animal control and sheltering share a common goal of ensuring the well-being and safety of animals, as well as fostering positive relationships with residents. Bringing these two vital services under the same leadership is an incredible opportunity to streamline processes, enhance coordination, and amplify the impact of all efforts.

Here are a few reasons why NACA believes this integration is worth considering:

- **Efficiency:** Consolidating leadership can lead to more efficient resource allocation, reduced duplication of efforts, and a smoother workflow between animal control and sheltering teams.
- **Comprehensive Care:** Integrated leadership allows a seamless continuum of care for animals, from their initial interaction with animal control to their eventual placement or return to their owners.
- **Community Engagement:** With unified leadership, agencies and organizations can deliver a more consistent message to the community, promoting responsible pet ownership, animal welfare education, and adoption initiatives.
- **Enhanced Collaboration:** Close collaboration between animal control officers and shelter staff facilitates the sharing of expertise, knowledge, and best practices.
- **Effective Advocacy:** A unified approach can strengthen advocacy efforts for improved animal welfare policies and regulations, benefiting both animals and the community as a whole.

NACA believes that by unifying animal sheltering and animal control under the same leadership, agencies can foster a more comprehensive and impactful approach to animal welfare, achieve more positive outcomes, and make a lasting impact on the lives of animals and the people who care for them.



What Can Animal Shelters Teach Children About Animal Safety?

By Digital Content Researcher Liza Ellis

Educating children on the importance of animal safety can drastically reduce instances of pet abandonment – an area of increasing concern for animal welfare professionals. Usually, it's a lack of education of the animal's owners that lead to animal cruelty and neglect, due to a misunderstanding of how to prevent bites and scratches through positive behavioral training.

Shelter open days and public information programs are a wonderful way to teach kids valuable information about animal safety that may not be available to them at home. In this guide, we'll look at a few of the ways that children can learn about animal safety from a visit to an animal shelter.

Differences in breeds

It is helpful for kids to learn that while their pet may have a calm and friendly temperament, it doesn't mean that other breeds of the same animal will also. While this truth can be applied to all animals, these differences can

be particularly noticeable and problematic in dogs. For example, some large and more powerful dog breeds, while not generally considered dangerous, may overpower a small child and cause injury if the child has not learned how to safely interact with them.

Often, families are exposed to this harsh reality the hard way, when they bring home an animal that makes a desirable pet without being fully aware of its needs, or without equipping themselves with the required knowledge to provide the proper care and training.

Through inviting kids and their families into an animal shelter, professionals can demonstrate the differences between different dog breeds, as well as how each can be safely interacted with, helping to support families to make more informed decisions before adopting a pet that is right for them.

Recognizing behavioral issues and cues

Animals placed in shelters that have been abandoned

or mistreated can suffer from extreme trauma as a result. This can lead to behavioral difficulties that can pose a danger to a child who does not have an understanding of how to interact in a safe way. Such animals can make as great a pet as any other, but they often require a certain level of training, patience and understanding from their caregiver in order to thrive and be socialized into a family.

By allowing kids exposure to anxious animal behaviors in a controlled and safe environment, we can teach them how to safely interact with an animal who has experienced trauma. For example, they can learn the importance of interacting calmly and patiently with an animal who is distressed, as well as the importance of limiting sudden and unexpected movements and loud noises – and the associated risks of not doing so.

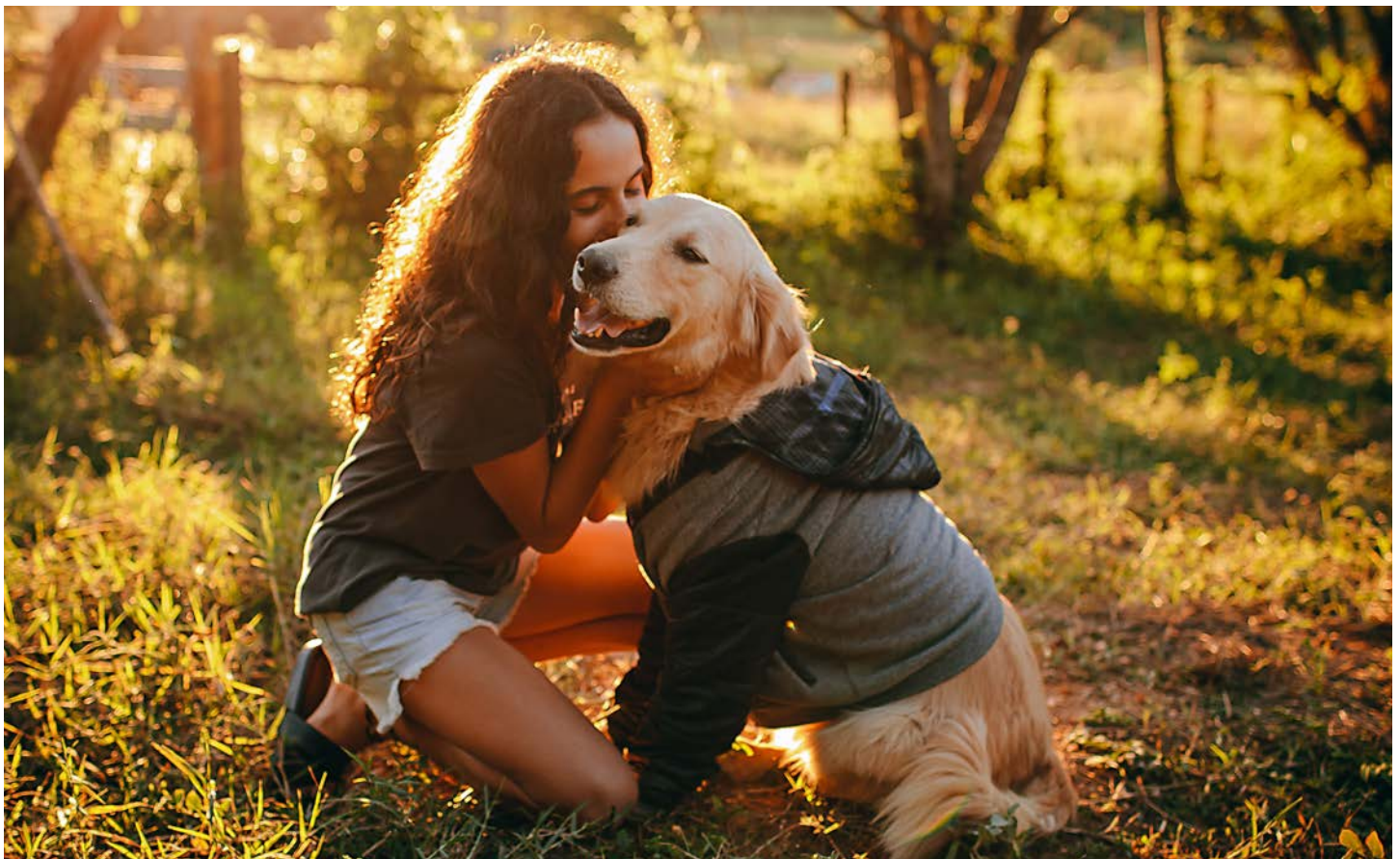
Interacting with a sick animal

Through contact with a shelter (and perhaps a visit to the infirmary), kids can also learn how to interact safely with animals who may be sick. It's important to teach children about the importance of washing their hands after touching any unknown animal, particularly where there has been contact with saliva.

Many kids and parents who see their pets as members of the family often forget that it is not necessarily safe for an animal to lick them, and are unaware of the fact that animals can be host to parasites that may be passed to humans. This is a crucial lesson in animal safety, and it goes

not only for cats and dogs, but for all other animals as well.

Animal professionals have the means and authority to teach kids just why it's so important to give a rescue animal a loving home. Not only this, but animal shelters have the unique ability to show first-hand what can happen when pet safety is not a priority in the household – from an animal falling ill, to suffering trauma, to being given away to a shelter. Ultimately, the better we educate kids about animal safety, the more likely our pets will have a suitable and happy home for life. ❖





Embracing Change: A Big Stride in Community Cat Welfare

Perris Animal Control - 2023 Open Arms Challenge

Submitted by Perris Animal Control, Perris, California

In the heart of the close-knit city of Perris, California, change has always been a bit of a challenge. Residents have grown accustomed to the familiar rhythms of life, and the status quo often reigns supreme. Yet, nestled within the folds of the charming streets lies a remarkable story of transformation, spearheaded by the unsung heroes, and sparked by the 2023 Maddie’s Fund Open Arms Challenge.

As the first point of contact for the public, the City of Perris found itself at the forefront of a pivotal initiative: the Community Cat Program. This endeavor aimed to revolutionize the way the city approached its feline inhabitants, addressing not just the immediate concerns but also the underlying issues that had persisted for years.

To understand the magnitude of this change, we delved into the bullet points as outlined by the City of Perris ad-

ministrative assistant below. These highlight the essential elements of the public dialogue that supports the change.

Kittens and Moms: A Purrfect Partnership

It’s a heartwarming notion—keeping kittens with their mothers. However, it’s also a vital aspect of curbing the community cat problem. Without the mother cat to spay, the cycle continues, and the goal of alleviating the issue remains unattainable. This was a message that needed to be conveyed, gently and persuasively.

The Big Picture: Understanding TNR

Expressing the broader importance of the Community Cat Program, particularly the Trap-Neuter-Return (TNR) approach, was crucial. This method ensures that feral and com-

munity cats are humanely trapped, spayed, or neutered, and then returned to their territory—a compassionate way to reduce the population while respecting the cats' lives.

Listening to the Community: Finding Solutions

Change must be a collaborative effort. The City of Perris Animal Services recognized the need to listen to the community and understand the concerns regarding nuisance cats. By providing practical solutions and options, they aimed to bridge the gap between the city's vision and its residents' realities.

Empowering Through Information

Knowledge is power and understood well. To educate the public, the city embarked on a mission to provide informational brochures and flyers about community cats. These resources, distributed through emails and various channels, became invaluable tools for spreading awareness and understanding.

Sick or Injured Cats: A Helping Hand

Encouraging the public to report sick or injured cats was a step toward ensuring the welfare of these animals. Moreover, the City of Perris Animal Services went above and beyond by offering proper contact information for cats

from neighboring jurisdictions, fostering a spirit of cooperation and compassion.

The Officers' Role: A Guiding Compassion

The city's animal control officers played a pivotal role in this transformation. They ensured that spayed, neutered, or microchipped cats were not impounded but returned to their communities. This practice not only reduced the burden on animal shelters but also kept these cats where they belonged, in familiar territory.

In the face of tradition and inertia, the dedication to change has set an example for all. The approach, rooted in empathy and education, has allowed the city to embrace a more compassionate and effective method of managing its feline population.

The Community Cat Program once met with skepticism is now thriving thanks to the combined efforts of the resilient community and our unwavering commitment to positive transformation through the Maddie's Fund Open Arms Challenge. It serves as a testament to what can be achieved when we choose to challenge the status quo and lead with compassion. The small city may be slow to change, but with leaders like Perris Animal Services, we are making strides toward a brighter, more humane future for all residents, both human and feline. ❖

From January to July 2023,
**the national
return-to-home
rate for dogs was**

17.6%

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*Data source: 543 shelters reporting monthly data to Shelter Pet Data Alliance.



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November 4-5, 2023 - IN-PERSON – Burnet, TX

Hosted by Burnet County Sheriff’s Office & Living Grace Canine Ranch

November 8-9, 2023 - IN-PERSON – Humble, TX

Hosted by Harris Count Sheriff’s Office

January 24-25, 2024 - IN-PERSON – Escondido, CA/San Diego Zoo Safari Park

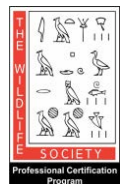
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Canine Liability Insurance for Animal Control Officers

By Deborah J. Turner

When you signed up to be an animal control officer, it is likely no one told you that you would be responsible for understanding canine liability for dogs.

But as more cities, counties, and states require insurance for certain breeds or dogs declared dangerous or vicious, the need to find and have a basic understanding of insurance is invaluable. It will also eliminate games that are often played.

One important fact about insurance is that if it isn't excluded, it is covered.

The canine liability exposure can be covered in multiple ways

Homeowners, condo, renters, or other residential facilities may have the coverage included. As long as there isn't an animal exclusion or a specific named dog exclusion then the policy should provide coverage.

There are also standalone canine liability policies. This is a relatively new option since there were only two agencies providing coverage, and now there are four.

There are a number of issues that must be confirmed

Does the policy cover off premises coverage? This coverage follows the dog away from the primary residence of the dog owner. Without it, if the dog digs under the fence, is visiting a neighbor, or the leash breaks while walking there is NO coverage. There are several ways this policy provides coverage.

It may be an exclusion; it may be limited under the definitions of Residence. However, if it is not covered, the insured may be able to buy back the coverage resulting in an "Off Insured Location Extension." You could also get a statement from the agent as to whether the coverage is on the policy.

Deductibles

Few residential policies have a liability deductible as far as the standalone policies the deductibles can range from zero to thousands of dollars, depending on the company.

Limits

Liability limits are written three ways. For example, you will see numbers like this:

\$100,000/100,000 the first number means "per accident" the second number means the total amount the policy will pay "per year" regardless of the number of claims. Once the limits are used up, the policy simply stops responding.

You may also see \$100,000/\$300,000 this means the same as above however, the per limit per accident is \$100,000, the total the company will pay in one year is extended up to \$300,000.

Some policies will sublimit the coverage for dogs and that is a separate endorsement that says that animal coverage is limited to, for example, \$25,000. That means if the policy has a \$100,000 liability limit, the most that will be

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paid for an incident involving a dog will only be \$25,000.

Declarations page

Declarations pages are unique to the company writing the policy. One page may have the information you need or there may be several pages to provide all the information you need.

Policy form

There are two types of liability coverage—occurrence and claims-made—and each comes with its own advantages and disadvantages. The policies available have a significant difference.

A claims-made policy means that any incident must be reported in 72 hours or there is no coverage. An occurrence policy means you have a specific time frame set by the policy to report.

Dangerous dog label

It is not customary for insurance companies to put on an auto policy that the driver has a previous drunk driving incident. The same is true with dangerous dogs. Few companies will add that language to the policy. If it is not on the policy, that does not mean the policy won't respond. Making a quick call to the agent who has written the policy, and asking if they are aware of the dangerous dog label could give you peace of mind.

Contact if the policy is changed or cancelled

Often people will tell us that animal control wants to be notified if the policy is cancelled or changed. There are several ways to accomplish this, but first contact your legal department and see if they want a certificate or an additional insured endorsement. Don't guess. They are very different documents. In either case, you need to give the dog owner directions as to the limit you require on the policy if either a certificate or additional insured endorsement is required. They will need the exact name you want on the document, the address, city, state, zip, contact phone number and/or email address. The less information you provide, the more difficulty the agent/company will have providing notice with any changes or cancellations to the appropriate party.

Additional insured vs. certificate

What is the difference between an Additional Insured endorsement or a certificate? The certificate provides no coverage for the entity named and it says we will endeavor to notify the contact of the changes. The additional insured endorsement has a charge of \$50 and up as it provides defense coverage for the holder and notification by mail is required.

Again, check with your legal department first as the

additional insured agreement could conflict with other coverages.

Coverage

Each of the policies that are available are manuscript which means that each one is unique.

Reading the policies without knowing what questions to ask is time-consuming and not productive.

You may want to call each of the agencies and ask if their policy covers:

- Off premises coverage
- Is there coverage if the collar or leash break in an area where a dog must be leashed?
- Are there fence height requirements?
- Does the policy cover in the event another animal is injured?
- Is there third party property coverage?
- Is the coverage claims-made or occurrence?

You now have enough information to further protect your citizens. Congratulations!

Deborah J. Turner, CPCU, AAI is the president of Dean Insurance Agency, Inc., founded April of 1994 in Central, Florida. She graduated from Florida State University with a degree in Risk Management and Insurance.

The combination of her love of dogs, research about them and her intimate knowledge of the insurance industry, resulted in her developing a standalone Canine Liability Policy to protect owners should their dogs ever injure another person or animal. ❖



Embracing Growth: The Power of a Growth Mindset in Animal Care and Control

Submitted by National Animal Care and Control Association

In the field of animal care and control, the mindset we adopt can greatly influence our approach to challenges, problem-solving, and personal development. A growth mindset, as opposed to a fixed mindset, can be a game-changer in our professional journeys. Cultivating a growth mindset can lead to growth, learning, and positive change in our industry.

With a growth mindset, animal care and control professionals view challenges as opportunities for growth and improvement. Instead of shying away from difficult cases or complex situations, they embrace them as chances to learn, develop new skills, and expand their knowledge base. They understand that setbacks and obstacles are temporary, and that perseverance can lead to breakthroughs.

In addition, those who approach animal care and control with a growth mindset actively seek out opportunities to learn and develop their skills. They engage in ongoing education, stay up to date with industry trends, and seek feedback from colleagues and experts. They understand that expertise is not fixed, but can be nurtured through continuous learning and self-improvement.

A growth mindset involves embracing feedback as a valuable tool for growth. Instead of feeling threatened or defensive, animal control professionals with a growth mindset see feedback as an opportunity to gain insights, improve their performance, and refine their approaches. They actively seek constructive criticism and apply it to their work, always striving to become better.

Animal care and control work requires adaptability, especially when dealing with diverse situations and evolving challenges—which let's face it—is the name of our game. A growth mindset fosters flexibility, allowing animal care and control professionals to adjust their strategies, explore innovative solutions, and embrace

change. Professionals with this mindset understand that by working together, sharing knowledge, and supporting one another, they can collectively make a greater impact. They actively seek opportunities to collaborate, exchange ideas, and contribute to the growth of the field.

Adopting a growth mindset in animal control can be transformative, empowering professionals to overcome challenges, embrace learning, and make a lasting impact. By embracing challenges, pursuing continuous learning, seeking feedback, and fostering collaboration, we can foster a culture of growth and improvement within the animal control community. Let's strive to cultivate a growth mindset, both individually and collectively, as we work toward creating a safer, more compassionate world for animals and communities. ❖



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Unlocking Knowledge: Empowerment through Maddie's University Self-Paced Courses

Submitted by National Animal Care and Control Association

Are you passionate about animal welfare and looking to enhance your skills in the field? Look no farther than Maddie's University, where a series of free, self-paced courses are now available to nurture your expertise. In a partnership between NACA and Maddie's University, these courses were designed to equip animal care and control officers and other professionals with the essential tools to make a difference in the lives of the animals you serve and the people who love them.

Communication as a Tool: Connecting for Change

Effective communication is the cornerstone of any successful endeavor, especially in the realm of animal welfare. This course dives deep into the art of effective interaction. From engaging with community members and potential adopters to collaborating with fellow officers, this course provides insight into clear, compassionate, and persuasive communication. By understanding the nuances of communication, you can be a catalyst for change in your community and work toward compliance through compassion. Officers in the field are often faced with difficult and highly emotionally charged situations. These situations can often easily be diffused with appropriate language, and communication is the most important tool in your belt. As an officer, you are in the people business as much as you are in the animal business. Your communication tools directly impact the success or failure of the cases, individuals, and communities in which you work. This course has a strong foundation of communication in general as well as going into deeper details about verbal and nonverbal communication. This course will also be useful for staff members and volunteers who are not field officers.

Using Tools and Equipment:

Humane Animal Handling and Equipment

Proper handling and the right equipment can make a world of difference in providing animals with safe and stress-free care. This self-paced course covers everything from safe animal restraint techniques to choosing the right tools for specific situations. By mastering these skills, you contribute to the well-being of animals while ensuring your own safety. This course covers safe, effective and humane use of standard-issue field services equipment. Videos present humane

concepts and safe handling techniques. Use of tools and equipment is demonstrated by Animal Capture and Handling Instructor John Peaveler.

Community-Centered Programming: The Future of Field Services

The landscape of animal welfare is ever-evolving, and it's essential to stay ahead of the curve. This course explores the trends, innovations, and emerging technologies shaping the field. Discover how data-driven insights, community partnerships, and the integration of technology are revolutionizing the way we care for animals. By understanding the future, you can play an active role in shaping it.

This course focuses on innovative programming that will inspire and engage officers to evolve with the changing landscape of the industry. It offers an eye-opening look into the future of a more equitable approach to field services and practical strategies for engaging with community members. After successfully completing this course you will be able to:

- Explain the need for support-based enforcement and the benefits for people and their pets, as well as for officers and agencies charged with public safety
- Explain the need for community engagement strategies and the benefits for people and their pets, as well as for officers and agencies charged with public safety
- Collect and analyze critical data to drive programming and measure success
- Demonstrate the importance of community centered field services programming to agency leadership and staff and to external partners
- Implement a community-centered field services model that maintains public safety

These (free!) NACA self-paced courses available through Maddie's University provide a unique opportunity for self-improvement while making a positive impact on the lives of animals and people you serve. Enroll today, and embark on a journey of learning, growth, and advocacy. Let's work together to create a brighter future for our beloved animal companions.

To enroll or learn more, visit the NACA Training page available at www.nacanet.org. ❖



MADDIE'S[®] UNIVERSITY

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the animal care and control
professionals! FREE!
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Communication as a Tool

Course 2

Tools & Equipment: Humane Animal Handling

Course 3

Community Centered Programming

Reasons to become a member of the National Animal Care & Control Association

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What's Cooking, ACOs?

Chia "Power" Oatmeal: A Wholesome Delight for Pet Lovers

As seen in the "ACO Bites" Facebook Group!

Ingredients:

- 2 Tablespoons chia seeds
- 1/2 cup coconut milk (or almond, cashew, or regular if that's your jam!)
- 1/2 Teaspoon vanilla
- 1 Teaspoon sweetener (honey, sugar, monk fruit, etc.)

Directions:

Mix everything together well the night before. Place in fridge. In the morning top with berries, nuts, granola, or whatever topping you like, and ENJOY! This delicious breakfast will keep you full through all of your morning calls for service!



Welcoming New Faces: Meet Our Newest NACA Board Members

Change is a constant force of growth and evolution, and at the National Animal Care and Control Association (NACA), we are excited to welcome two new board members and congratulate two existing ones – all of whom are ready to help NACA navigate the ever-evolving landscape of animal welfare. These fresh faces bring diverse perspectives, extensive experience, and steady dedication to our mission of improving the lives of animal care and control professionals, the animals, and the communities they serve. Please join us in extending a warm welcome to our new and re-elected board members as we introduce them and celebrate their commitment to making a positive impact.

Inga Fricke: Executive Director, McKamey Animal Center, Chattanooga, Tennessee

After spending several years as an environmental attor-

ney volunteering with local shelters and wildlife rehabilitation facilities, in 2001 Inga decided to pursue her passion for animal welfare, first with Wyandot County Humane Society and later with Loudoun County Animal Care and Control. In 2010 she joined the Humane Society of the United States, working in various roles to support animal welfare professionals, helping to launch Spayathon™ for Puerto Rico, authoring and contributing to numerous nationally utilized best practices publications including HSUS' *Euthanasia Reference Manual*, *Rescue Group Best Practices Guide* and *Adopters Welcome*, and leading national trainings for the animal protection community. After leaving HSUS, she joined Humane Pennsylvania as director of Community Initiatives, then became executive director of McKamey Animal Center in Chattanooga, Tennessee, providing animal protection services for the cities of Chattanooga, Red Bank, and Lakesite. In addition to her work at MAC, Inga is an adjunct professor for Canisius College's Anthrozoology Department and has served on various boards including Shelter Animals Count. Inga hopes to serve NACA's membership by continuing to recognize and elevate the professionalism of those who have committed themselves to providing the highest standards of service to their community.

Ryan Johnson: Chief of Animal Services, KC Pet Project, Kansas City, Missouri

Ryan found his way into the field of animal services after serving in the Marines. He began as an animal control officer and later was promoted to program director for Animal Control in Cheyenne, Wyoming, where he quickly began implementing progressive changes to the organization. Ryan was instrumental in updating local and state ordinance changes and helped introduce pre-conviction forfeiture laws to the state of Wyoming. In 2021, Ryan relocated to Kansas City where he took on the newly created role of cruelty investigations manager at KC Pet Project, where he was instrumental in enacting policies, training, and programming to interrupt the cycle of animal cruelty in Kansas City.

In 2022, he was named chief of animal services, where he continues to enact progressive change and community-oriented policies, and serves the individualized needs of Kansas City





Missouri. He facilitated a re-launch of KC Pet Project’s Identify Connect Unite (I.C.U.) program, which gives officers the ability to make life-saving referrals to services when domestic violence is suspected.

Ryan is committed to furthering this profession by bringing the reputation to an unprecedented standard, and he hopes to promote to NACA members a community-facing approach to serving the public through animal services.

Michelle Dosson: Executive Director, Best Friends Animal Society Utah, Salt Lake City and the Mountain West Region

Michelle Dosson is the executive director of Best Friends in Salt Lake City and the Mountain West region, having joined the team in early 2022, previously holding the position of bureau manager for the Norfolk Animal Care and Adoption Center (NACC) in Norfolk, Virginia. Michelle leads efforts to engage community members and stakeholders in the implementation of proactive, lifesaving programs that promote kindness, increase pet retention, and help keep people and their pets together.

Prior to NACC, Michelle was the national shelter outreach manager for Best Friends Animal Society, providing leadership and training for strategic shel-

ter partners and animal services agencies across the country. Before that, Michelle spent a decade implementing progressive community outreach programs and developing expertise in local and state legislation through Austin Animal Services in Texas. 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 adoption counselor. In 2008, she began a field services career as an animal protection officer for the city of Austin, 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 the process behind creating compassionate communities focused on lifesaving.

Michelle shares her home with her canine companions, Drexil and Honeybear, supervising cats Swiss Marcel, and Bernie Barack Ocasio Cortez, and has a habit of finding a

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local community cat colony to care for wherever she lives. When not out championing lifesaving work for our four-legged friends, Michelle can usually be found lifting at the gym or rolling with the Wasatch Roller Derby league.

Audra Michael: Director, Pinal County Animal Care and Control, Mesa, Arizona

Currently the NACA Board secretary, Audra is the director of Pinal County Animal Control in Arizona. She has been in animal welfare since 2007 and has worn many hats, including many years as a field training officer and field supervisor. Audra earned her CAWA in 2022, is certified in executive leadership through the Southern Utah University Program and is a certified public manager through Arizona State University. Audra currently serves on the Arizona Companion Animal Committee and the Arizona Animal Cruelty Taskforce. In addition, she is an expert in field service-related state laws and ordinances. Audra works hard to support the animals and people of not only Pinal Country but of our country.



These board members join a passionate and dedicated team of eight other individuals committed to our mission of promoting the highest standards in animal care and control. Their collective expertise and vision will undoubtedly help guide NACA as we work to create a world where every animal care and control professional receives access to training, support, and the tools and equipment necessary to safely perform their jobs.

We invite you to get to know our new board members and stay engaged with NACA as we embark on this exciting journey together. With your continued support and the leadership of our newly appointed board members, we are confident that NACA's impact will only grow stronger in the years to come. Together, we can make a real difference in the lives of animals and the communities we serve. ❖

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NATIONAL ANIMAL CARE & CONTROL ASSOCIATION

Post-Pandemic Shelter Crisis Continues

Press Release Submitted by Shelter Animals Count

ATLANTA, GA, 8/17/2023 – Shelter Animals Count (SAC), the most trusted and current source for animal sheltering data, notes a concerning trend in their Q2 data which shows a decrease in transfers of animals between shelters. Transfers between organizations and communities play a vital role in enabling a balanced distribution of animals and alleviating overcrowding. As dog adoptions are down for rescues and private shelters compared to both 2021 and 2022, their total outcomes are down — likely leading to fewer transfers in.

Cat transfers have remained similar to the last two years, while dog transfers continue to be much lower, at 14 percent less than 2022, and 23 percent less than 2021. It's been three years since the system was last functioning at pre-pandemic levels.

In a healthy animal sheltering ecosystem, transfers play a vital role in helping to balance supply and demand, moving adoptable dogs and puppies from shelters where they're at risk due to sheer volume, to other parts of the country where they can be adopted easily. Moving dogs and puppies from overcrowded shelters into areas where there is more demand also provides the opportunity to offer a wider variety of adoptable pets, which helps encourage people to adopt from shelters and rescues, rather than purchasing from breeders, pet shops, or online suppliers. This was how the system functioned pre-pandemic.

"Amidst the growing challenges faced by animal shelters nationwide, one issue stands out to me in Q2 more than the rest— the continuing decline of animal transfers between organizations," said Stephanie Filer, executive director of Shelter Animals Count. "Many shelters that were once open to receiving transports are now grappling with the rising needs of local animals, making it difficult to accommodate arrivals from other locations. In addition, a lack of volunteer support, which impacts coordinating transport efforts and driving vehicles, has likely only made the already difficult situation worse."

"In Q1, we saw some hope that the bottleneck in transfers may be starting to ease. Unfortunately, that hope was short-lived. Now in Q2, transfers in and out of organizations have hit their lowest point in the past three years," Filer said. "Adopting and fostering is imperative not only to help alleviate the over-capacity crisis, but to eventually make space to get transfers moving again."

Overall, transfers out for dogs decreased from 17 percent of intake in 2019 to 14 percent in 2022. In 2020 when adoption rates were high, government-funded organizations saw their highest transfer out rate at 22 percent of intake. Private shelters saw their transfer in rate drop from 45 percent in 2019 to 38 percent in 2022 for dogs.

The stalled transfer system is especially concerning as shelters are now in their third year of having too many animals and not enough adoptions, especially for dogs. Dog adoptions are forecast to remain flat and even dip below 2022 numbers. An increase in shelter intake January-June 2023 continues to be driven by dogs, which saw a four percent increase compared to the same months of 2022. Dog intake is nearly 15 percent higher than 2021.

The gap of cats and dogs waiting for an outcome reached seven percent in the first half of the year, leading to an increase in animal populations at already overburdened shelters, rescues, and government-funded organizations in every region of the U.S. The first half of 2023 saw a 14 percent increase in non-live outcomes for cats and dogs combined compared to 2022, which are now 25 percent higher than 2021. Dogs have seen a dramatic increase in non-live outcomes, with a nearly 30 percent increase compared to 2022, and a nearly 74 percent increase compared to 2021.

More information is available in the SAC Q2 2023 data analysis, comparing animal sheltering data January-June, 2021, 2022, to 2023. Download the full report PDF at <https://www.shelteranimalscount.org/intake-and-outcome-data-analysis-q2-2023/>.

Shelters continue to express a dire need for community support, and ask that people adopt or foster from a local shelter or rescue organization, spay or neuter their pets, and volunteer or donate.

Shelter Animals Count (SAC) is a collaborative, industry-led nonprofit organization formed by a diverse group of animal welfare agencies to create and share The National Database of sheltered animal statistics, providing facts and enabling insights that will improve animal welfare throughout the country. ❖



Photo: Courtesy of Heartspeak

Upcoming Training Opportunities & Important Dates to Note



October 2023

- Oct. 25-27 Missouri Animal Control Association
- Oct. 28 NACA Annual Membership Meeting
- Oct. 28-29 Chemical Immobilization: IN-PERSON – Salt Lake City, Utah
Hosted by Utah's Hogle Zoo

November 2023

- Nov. 4-5 Chemical Immobilization: IN-PERSON – Burnet, Texas
Hosted by Burnet County Sheriff's Office & Living Grace Canine Ranch
- Nov. 8-9 Chemical Immobilization: IN-PERSON – Humble, Texas
- Nov. 9 NACA Leading Conversations
- Nov. 12-15 Texas Animal Control Association Conference
- Nov. 14 The Importance of Pre-Sentence Evaluation in Animal Cruelty Cases
- Nov. 16 NACA Monthly Board Meeting
- Nov. 15-17 Association for Animal Welfare Advancement Fall Conference,
Portland, Oregon

December 2023

- Dec. 13 NACA Leading Conversations
- Dec. 21 NACA Monthly Board Meeting

January 2024

- Jan. 24-25 Chemical Immobilization: IN-PERSON – Escondido, California
/San Diego Zoo Safari Park

The Power of Professional Certification

Submitted by National Animal Care and Control Association

Obtaining National Animal Control Officer Certification from NACA offers many important benefits for individuals working in the field. Here are some reasons why obtaining the certification is valuable:

Professional Recognition

National Certification in Animal Control demonstrates your commitment to professionalism and expertise in the field of animal control. It serves as an acknowledgment of your knowledge, skills, and experience, setting you apart from others in the industry.

Enhanced Job Opportunities

Certification can give you a competitive edge and increase your chances of landing desirable job opportunities. Many employers, including government agencies, animal shelters, and law enforcement departments, prioritize certified ACOs when hiring.

Legal Compliance

ACOs often have the authority to enforce animal-related laws and regulations. Obtaining national certification, demonstrates that you have the necessary training and understanding of legal requirements, ensuring you can perform your duties lawfully and effectively.

Professional Development

NACA Certification requires continuing education and training, ensuring you stay up to date with latest industry practices, advancements, and legal changes. This commitment to continuous learning helps you enhance your skills, stay current in your field, and provide the best possible service to the community.

Public Trust and Confidence

National certification instills confidence in the public you serve. It assures them that you possess the knowledge and expertise to handle animal-related issues with compassion, professionalism, and adherence to ethical standards. Obtaining NACA Certification helps establish trust and credibility, fostering positive relationships between ACOs and the communities in which they serve.

Personal and Organizational Growth

Possessing a NACA certification not only benefits individual animal control officers but also contributes to the overall growth of the organizations they

represent. Certified officers bring valuable skills, knowledge, and best practices to their roles, promoting efficient operations and improved outcomes for both animals and the community.

By obtaining a national animal control officer certification from NACA, you invest in your professional growth, demonstrate your expertise, and contribute to the welfare and safety of the animals and communities you serve. ❖



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For an on-line demonstration, call Chris at 714-989-8050 or email Chris@progressivesolutions.com



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