



THE HUMANE SOCIETY
OF THE UNITED STATES

[Humane Society University]

SBC 101: Animal Sheltering Operations Boot Camp Training Details

Training Description

Working at an animal sheltering organization requires a blend of animal handling skills, compassion and animal knowledge balanced with the ability to communicate effectively and proactively with the public. This course deals with the practical and daily skills needed to do your job well in an animal sheltering setting. Focusing on animal care, housing best practices and customer service concerns, it is designed for those new to the animal welfare industry and those wanting to ensure that their shelters meet current standards of care.

This course has a pre-reading assignment and provides a working “lab” on day two for practice of the skills learned during the first session day. A written examination will be given at the end of the workshop.

Workshop Agenda

Day One: 9:00 a.m. - 5:00 p.m. (Check-in begins at 8:30 a.m.)

Morning and afternoon breaks plus one-hour lunch break included.

- **Making Sense of Today’s Animal Welfare Issues**

Terms and titles have pitted many organizations against each other rather than pulling them together. This tension has detracted from working on viable solutions that will help mitigate the issues regarding pet overpopulation (yes, there is one) and the unwanted animals in our communities. Explore the affects of the “name game” (trying to identify who we are and what we do), and how it has become the “shame game” in many communities, regions, and the nation.

- **Sanitation and Disease Control**

Learn the latest cleaning practices designed to keep your animals healthy and safe and the best cleaning protocols and chemicals to use in an animal shelter. See how your shelter’s staging and housing set up can help reduce common shelter diseases.

- **Vaccination Protocols and Veterinary Medicine**

Vaccinations are the first line of defense in keeping animals healthy. Learn what common dog and cat diseases you are guarding against in the shelter setting, and the latest recommended vaccination protocols.

- **Special Considerations for Cats and Cat Housing**

Find out the three things can you do IMMEDIATELY at your organization to help your feline population, and what is most important to know about cats to keep them healthy and happy at your agency.

- **Stress Reduction for Dogs and Cats in an Animal Shelter Setting**

Determine how stress reduction plays a significant role in keeping both dogs and cats healthy during their stay at your facility and why it is an ESSENTIAL part of your animal care and housing program.

Day Two: 8:00 a.m. (meet at the hosting agency for wet lab) - 4:00 p.m.

Morning and afternoon breaks plus one-hour lunch break included.

- **Hands-On Wet Lab at the Hosting Agency***

Participants will have the opportunity to apply information discussed in day one during this hands-on experience at the hosting shelters' facility. For this reason, the hosting agency needs to willing and able to host the wet lab. **Casual attire with closed toed shoes recommended for this section.*

- **Safety Practices for the Animal Welfare Professional**

Learn what the safety issues for shelter workers are, both in the field and at the shelter. Discuss the suggested animal handling techniques to reduce your risk.

- **Dealing Effectively with People**

Our customers are the people coming into our facility as well as those that we interact with in the field, and of course, the animals. Creating a customer service friendly organization (even when we're the bearer of bad news) helps your agency promote the good work that you're doing and create a positive atmosphere for the staff, the public and the animals.

- **Looking at Adoptions Differently**

Turn your adoption program into a win/win situation and a partnership based on scientific theory rather than emotion! With less than 23% of the nation's pets being adopted from shelters, this module will look at how animal care and control agencies are changing their adoption methods to create higher placement success rates. This section will emphasize using open communication skills for creating a successful partnership in the adoption process.

Instructor

Jennifer Orme

Ms. Orme is a consultant specializing in training and advising animal care and control agencies on best practices and standards of care. She started in animal welfare in 1971 as a volunteer and went on to hold leadership positions at four animal welfare agencies (Indiana and Illinois) and two tenures with the American Humane Association (Denver). She conducts animal shelter consultations for The HSUS and is a frequent presenter at national and state animal welfare trainings.

Ms. Orme is the 2006 recipient of the Dennis J. White Faculty Award for teaching excellence and is committed to helping those working with animals.

Who Should Attend?

This workshop is beneficial to anyone who helps animals and is currently employed or a volunteer or desiring a career in animal welfare.

- Animal Caretakers (staff and volunteers)
- Shelter Managers, Directors, Administrators or Board Members
- Veterinary Technicians Veterinarians
- Wildlife Rehabilitators
- Animal Welfare Advocates and Volunteers

Costs and Expenses

Humane Society University generally uses registration fees to help cover our cost (instructor fees and travel expenses (airfare, hotel, miscellaneous travel cost such as taxis, shuttles, and meals) as well as student materials). HSU does not cover lunch, refreshment breaks, or any cost for the training room or A/V equipment. Below are the various options for covering the costs of the training:

1. **Hosting Agency Flat Rate/No Student Registration Fee:**
\$3300 (for up to 50 students each day) plus \$5 for each additional student over 50
2. **Low Student Registration Fee/Back-up Hosting Agency Matching:**
The student registration fee is set at a rate determined by the hosting agency (ex. \$25). The hosting agency would match the difference between the actual cost of the training and the income gained by HSU through the registration fees. An invoice would be sent to the hosting agency following the completion of the training.
3. **Student Registration fees only/No Hosting Flat Rate:**
HSU sets registration fees based on our average class size of 35 students. With no sponsorship, the registration fee for this training would be \$150 per student (Regular Rate), \$125 per student (Early Bird Rate), and \$135 per student (Shelter Partner or Group Rate (5 persons or more)).

We also recommend considering financial sponsorship from other sources or organizations. Many hosting agencies are able to find sponsors for the refreshment breaks, lunch, or to go towards the general expenses for the training. If you are able to recruit sponsorship for this training, HSU will include the name or logo of the sponsor with the promotional material if time allows.

Registrations

Humane Society University manages online registrations. Students may also print a brochure from the website and pay by mail (check or charge) or fax (charge only), in addition to online registration with charge card.

Cancellations:

- **By HSU or HSUS:** If the course is cancelled by The HSUS, all tuition, flat rate fees, or sponsorship monies paid will be returned.
- **By the cosponsor:** If the course is cancelled by the cosponsor, the hosting agency shall reimburse HSU for all out of pocket and non-cancelable obligation relating to the cancelled training.
- **By Student:** If a student withdraws prior to the week of the training, the student will receive a 75% refund; within a week, no refund will be issued.

The Host Organization/ Co-sponsor

The host organization (or co-sponsor) can be any local organization interested providing training and continuing education to animal care professionals such as an animal-interest organization (humane society or association, etc.), a veterinary organization, municipality, or any other volunteer or business group who is interested in providing training to animal care professionals.

Requirements for a Training Facility

- If you expect attendees from outside your local area, the training facility should be convenient for air travel and near inexpensive hotels/residential facility (such as a dormitory, etc.). The local organization provides HSU with information about local accommodations as well as local travel information, parking, amenities, etc. to share with the instructor(s) and students. If a special hotel rate is able to be arranged by the cosponsor, please send a written copy of the rate agreement from the hotel to HSU.
- Meals are “on your own,” so inexpensive restaurants should be nearby to accommodate different diets.
- The classroom should accommodate at least 40 people, with tables or student desks, so participants can have a place to write and still see the presentation. Tables are required so that students can work in small groups.
- The classroom should be protected from the elements (with heat or air conditioning as required) and have electricity for an LCD projector and possibly a VCR. A projection screen is needed, minimum 6’ by 6’, or larger depending on class size.
- The facility should include an area for refreshments, rest rooms, and parking.
- Finally, the classroom should be as free from distractions as possible such as barking dogs or other loud noises, ringing phones, high foot traffic area, or other interruptions.

AV Equipment Needed

This training requires the following equipment be available:

- A flip chart and markers
- LCD Projector and Screen
- If the training room warrants a microphone, this training requires a cordless, lapel microphone (speakers also required if microphone is needed).

Scheduling a training...

Approximately 4 months’ planning time is required to prepare and promote a workshop open to the public. Scheduling may also be affected by the overall schedule of HSU. It is possible to schedule private in-service workshops on a shorter time frame dependant the on overall scheduling availability of HSU.

Please complete the attached form titled “HSU Training Request Form.”

INSTRUCTIONS for completing and submitting the above mentioned form: This is a Microsoft Word Form document. Simply click on the grey box and type in the requested information. Use your TAB key to move from one field to the next. The grey text box will expand to accommodate your information. For ‘check box’ items, simply click on the desired box. When finished, save the document. Send the completed form as an email attachment, or print and fax it Attn: HSU Training Manager.

Mailing Address:

Attn: Training Manager
Humane Society University
700 Professional Drive
Gaithersburg MD 20879

Fax number: 866-481-6912

A representative from the Humane Society University will contact you directly. Again, thank you for your interest. We look forward to working with you to make your training a success!