

**Program for the 35th Annual Conference
of the Connecticut Municipal Animal Control Officers' Association**

Friday, September 20, 2024 at the Marriott Trumbull • Approved for 5 CE Credits

Featuring Robert Leinberger, Jr., past President of NACA (2015-2017)

7:30am - Registration & Continental Breakfast

8:00am - Annual Meeting, Elections, Awards presentation

8:30am - News from the Department of Agriculture

**9:00am - Riding the Train of Emotions in the World of Animal Care, Control, and Welfare
(a.k.a. dealing with Compassion Fatigue)**

The emotional train ride affects animal care, control and welfare workers and volunteers whether you're in the field or the shelter. This class takes a direct look at the complex aspects of emotional fatigue and stress for animal care, control, and welfare workers and volunteers. We'll explore how the emotional impact directly affects us as well as how we can turn it into job satisfaction, thereby improving the lives of animals as well as ourselves. Learn how the joys and pains of the job often parallel each other.

10:15am - Break

10:45am - Riding the Train, cont'd

Class interaction and group discussion are an integral part of this class. Lighthearted video in the presentation helps to set a positive mood, and handouts are available to all. We'll laugh, we'll cry, and we'll learn. Be prepared to relieve stress and have some fun with crayons, coloring books, Play-Doh, glitter, and magic markers!

12:00pm - Lunch

1:00pm - Break

1:15pm - Cooperation is Not a Dirty Word: Teamwork Makes the Dream Work

Working together should be the common theme for everyone in the animal care & control and welfare world. Animals depend on us; pet owners depend on us. Whether you are an animal control officer, a shelter employee, or a volunteer for a rescue organization, we'll talk about how we can work together to increase adoptions, decrease intake, and keep pets at home. Are you polite? Are you professional? We'll agree to disagree with a mixture of creativity and legality. We'll discuss the importance of understanding the law and ways to improve it. And that endless supply of patience...we'll search for it in a room of learning opportunities.

2:30pm - Break

3:00pm - Conflict Resolution & Officer Safety

A general discussion about conflict management techniques and basic safety for animal control officers. This class will discuss mediation, arbitration, and negotiation as means of conflict resolution. We'll also look at what to do when handling a call for service, such as the priority level of the call, scene assessment, safety equipment needed, and interactions with individuals involved.

4:15pm - Door Prizes