**Past Recordings on Maddie’s Pet Forum**

<https://forum.maddiesfund.org/communityconversations>

**This meeting:**   
Find this meeting’s recording on Maddie’s Pet Forum later today

<https://maddies.fund/shelterrescuesupportcall112221>

Box link of file recording:

<https://maddiesfund.box.com/s/elijqdtl1ui7vhtf8ia5pfoqpvudi22f>

**Friday meeting registration page**

<https://maddies.fund/Register_AWLeadershipRoundup>

**Monday meeting registration link (for shelter staff and committed volunteers)**<https://maddies.fund/Register_ShelterRescueSupport>

**Agenda**

***91 attendees***

**No meeting November 29 – holiday break!**

* **Welcome – Bobby Mann**

[bobby.mann@americanpetsalive.org](mailto:bobby.mann@americanpetsalive.org)

**Guest Co-host: Mandy Evans, Executive Director,** [**Better Together Animal Alliance**](https://bettertogetheranimalalliance.org/)

**Home-to-home** <https://home-home.org/rehome/>

**Is it time to hit the brand refresh button?** – webcast with Mandy Evans and Melanie Sadek

<https://university.maddiesfund.org/products/is-it-time-to-hit-the-brand-refresh-button#tab-product_tab_overview>

**QOTW by Mary Ippoliti-Smith: What is your favorite Star Trek team?**

* **Mary's Monday Motivation**[Picard tips](https://twitter.com/picardtips?lang=en) on Twitter; the importance of taking time off (Maddie’s Fund Director of Operations Shelly Thompson submits a calendar of PTO dates for the coming 6-months every January 2 – which is great for not only Shelly, but it also helps Mary know when to provide coverage).  
   **Better Allies offers great tips and guidance on leadership** <https://betterallies.com/>
* **National Updates**

**PetCoLove - apply for FREE vaccines for owned pets, here:**

<https://petcolove.fluxx.io/>

**Watch Maddie’s® Candid Conversations with Dr. Michael Blackwell** <https://maddies.fund/candidconvodrblackwell>

* **One session today:** [**Eric Ridgway, LCPC, NCC, Counselor and Founder**](https://sandpointreader.com/celebrating-human-connection-diversity/) **of the** [**Human Connection**](https://www.sandpointhc.com/) will be joining us for the entire hour. Stay tuned for additional details on this interactive session. Be sure to check out some of these resources in advance of the call: 1. [Being Resilient During Difficult Times](http://peopleareanimalstoo.com/2020/05/episode-22-being-resilient-during-difficult-times-with-eric-ridgway/) 2. [Animal Social Services and the Human-Animal Bond](http://peopleareanimalstoo.com/2020/05/episode-21-animal-social-services-and-the-human-animal-bond-with-eric-ridgway/) 3. [Overcoming Barriers to Communication](http://peopleareanimalstoo.com/2020/04/episode-17-overcoming-barriers-to-communication-with-eric-ridgeway/) 4. [Managing Fear](http://peopleareanimalstoo.com/2020/05/episode-18-managing-fear-with-eric-ridgway/)

***Resources/related links***

**Being Resilient During Difficult Times**<http://peopleareanimalstoo.com/2020/05/episode-22-being-resilient-during-difficult-times-with-eric-ridgway/>

**Animal Social Services and the Human-Animal Bond**[**http://peopleareanimalstoo.com/2020/05/episode-21-animal-social-services-and-the-human-animal-bond-with-eric-ridgway/**](http://peopleareanimalstoo.com/2020/05/episode-21-animal-social-services-and-the-human-animal-bond-with-eric-ridgway/)

**Overcoming Barriers to Communication**[**http://peopleareanimalstoo.com/2020/04/episode-17-overcoming-barriers-to-communication-with-eric-ridgeway/**](http://peopleareanimalstoo.com/2020/04/episode-17-overcoming-barriers-to-communication-with-eric-ridgeway/)

**Managing Fear**

[**http://peopleareanimalstoo.com/2020/05/episode-18-managing-fear-with-eric-ridgway/**](http://peopleareanimalstoo.com/2020/05/episode-18-managing-fear-with-eric-ridgway/)

**Book by Sue Johnson** [Hold Me Tight: Seven Conversations for a Lifetime of Love](https://www.thriftbooks.com/w/hold-me-tight-seven-conversations-for-a-lifetime-of-love_sue-johnson/248702/item/3826122/?gclid=CjwKCAiAnO2MBhApEiwA8q0HYbKAGWW1gs35ADzBlmJEIv6-RTJFLplyXOQhHkkLwfzhlWKs45i0WRoC8CQQAvD_BwE#idiq=3826122&edition=4687638)

**Lectures on Maddie’s University**

**Compassionate Lifesaving: Taking Care of You and Your Team to Save More Animals** <https://university.maddiesfund.org/products/compassionate-lifesaving-taking-care-of-you-and-your-team-to-save-more-animals-part-1-of-2>

**Overcoming Obstacles: Wisdom of the Warrior with David Meyer** <https://university.maddiesfund.org/products/overcoming-obstacles-wisdom-of-the-warrior-with-david-meyer>

**Personnel Satisfaction - Managing Compassion Stress** <https://university.maddiesfund.org/products/personnel-satisfaction-managing-compassion-stress-part-1-of-2#tab-product_tab_overview>

**Brain Bullies: Standing Up To Anxiety & Worry** – children’s book <https://www.creativetherapystore.com/products/brain-bullies-standing-up-to-anxiety-worry>

**HASS will be launching a peer group for customer service staff in early 2022:** <https://hass-net.americanpetsalive.org/job-alikes>

**Kerulos Center for Nonviolence**, and they have this new meditation session for people in animal service: <https://kerulos.org/kli/nature-mindfulness/>

              

**CHAT SESSION**

08:00:09 From Steve Marrero to Everyone:

Hello Everyone!!

08:00:18 From Mary (she/her) @ Maddie's Fund to Everyone:

Good morning, everyone!

08:00:40 From tanya dominguez to Everyone:

Good Morning and Happy Monday!

08:01:24 From Steve Marrero to Everyone:

Thank you. Kathleen

08:01:53 From Allison Cardona to Everyone:

Go Javier!

08:02:09 From Christine Colvin to Everyone:

Hi Javier!!

08:02:24 From Mary (she/her) @ Maddie's Fund to Everyone:

Good morning, Javier

08:03:13 From Alison Gibson (she/her) to Everyone:

**QOTW Mary asks What is your favorite Star Trek team?**

08:03:21 From Christopher Fitzgerald to Everyone:

the original team

08:03:21 From Gilberto Gandra to Everyone:

NEXTGEN - JeanLuc RULES!

08:03:36 From Ingrid Norris to Everyone:

Original

08:03:39 From Allison Cardona to Everyone:

The original! Used to watch with my father

08:03:44 From Kelli Eaves to Everyone:

TNG! Plus Picard has a PitBull

08:03:48 From Cathi Bruhn to Everyone:

Star Wars Fangirl here. Sorry. Not sorry.

08:03:53 From Hilary Shurtleff to Everyone:

DEEP SPACE NINE

08:04:00 From Kristin Judd to Everyone:

not a fan... sorry!!!

08:04:01 From Marlo Clingman to Everyone:

casual watcher - and love Star Trek Picard!

08:04:22 From Marlo Clingman to Everyone:

Sir Patrick Stewart is a big pittie advocate!

08:04:40 From Alison Gibson (she/her) to Everyone:

Guest Co-host: Mandy Evans, Executive Director, Better Together Animal Alliance

08:05:05 From Irene Chansawang (she/her) to Everyone:

True, Marlo! Those videos of Sir Patrick Stewart and his pit bulls are so sweet.

08:05:47 From Alison Gibson (she/her) to Everyone:

**Find out more on Mandy’s webcast “Is it time to hit the brand refresh button?” – webcast with her twin sister Melanie Sadek**

<https://university.maddiesfund.org/products/is-it-time-to-hit-the-brand-refresh-button#tab-product_tab_overview>

08:06:14 From Alison Gibson (she/her) to Everyone:

**Home-to-home** <https://home-home.org/rehome/>

08:07:23 From Christopher Fitzgerald to Everyone:

Mandy, you rock!

08:08:11 From Alison Gibson (she/her) to Everyone: **Picard Tips on Twitter**

<https://twitter.com/picardtips?lang=en>

08:09:03 From Alison Gibson (she/her) to Everyone:

No meeting November 29 – holiday break!

08:09:57 From Bobby Mann to Everyone:

Yay, Shelly!!

08:11:02 From Gilberto Gandra to Everyone:

here is another Picard one that is great for Animal welfare manager (or tech startups):

"If you're on red alert every day, then red alert means nothing."

08:11:19 From Alison Gibson (she/her) to Everyone:

Gilberto – perfect

08:11:22 From Kelly Clardy to Everyone:

I completely unplugged this weekend at Sequoia National Park. No cell service at all. It was amazing.

08:11:30 From Kelly Clardy to Everyone:

Definitely support taking time off!!!

08:11:36 From Shelly Thompson to Everyone:

Great job, Kelly!

08:11:42 From Sarah Welch to Everyone:

That sounds like an amazing time Kelly!

08:11:45 From Dr. Carley Faughn to Everyone:

Thanks Mary!!

08:11:45 From Elizabeth Laverty to Everyone:

I will be at the shelter on Thanksgiving Day, I’m a volunteer and will be supporting the staff who is working on the holiday

08:11:50 From Mary (she/her) @ Maddie's Fund to Everyone:

Thank you, Shelly!

08:11:59 From Shelly Thompson to Everyone:

That’s amazing Elizabeth!

***National Updates***

08:12:10 From Alison Gibson (she/her) to Everyone:

**Watch Maddie’s® Candid Conversations with Dr. Michael Blackwell** <https://maddies.fund/candidconvodrblackwell>

08:12:24 From Christopher Fitzgerald to Everyone:

thanks, Petco Love!

08:12:26 From Alison Gibson (she/her) to Everyone:

**PetCoLove - apply for FREE vaccines for owned pets, here:**

<https://petcolove.fluxx.io/>

08:12:28 From Shelly Thompson to Everyone:

Thank you, Mary. Was not expecting a shout out this morning.

08:13:05 From Phillip Zimmerman to Everyone:

Thanks, Petco Love - Our monthly vaccination clinics are serving more pets and people every month!

08:13:06 From Shelly Thompson to Everyone:

Here’s the **Better Allies blog:** <https://mailchi.mp/b0f4f4548402/5-ally-actions-nov-19-2021?e=263e5d9b35>

08:13:07 From Mary (she/her) @ Maddie's Fund to Everyone:

Way to go PetcoLove

08:13:17 From Kelly Clardy to Everyone:

@Sarah Yes, it was awesome. If you’ve never been to Sequoia, you should go! The only reason I looked at my phone was to take pictures 🙂

08:13:36 From Teri Matheny to Everyone:

LOVE YELLOWSTONE!

08:13:38 From Becky Best to Everyone:

Thank you, Petco Love! We just helped with a vaccination event this weekend thanks to your vaccines!

08:14:44 From Alison Gibson (she/her) to Everyone:

**Eric Ridgway, LCPC, NCC, Counselor and Founder of the Human Connection**

<https://sandpointreader.com/celebrating-human-connection-diversity/>

08:18:22 From Dr. Carley Faughn to Everyone:

Thank you for speaking on this- we must practice kindness to the animals we are saving and to each other, we are all in this together and need to lift each other up.

08:19:08 From Mary (she/her) @ Maddie's Fund to Everyone:

Thank you, Dr. Carley

08:19:20 From Christopher Fitzgerald to Everyone:

Yes, Dr. Carley!

08:25:34 From Bobby Mann to Everyone:

Just a reminder to always check with your orgs social media policies before blocking people. We know that govt agencies will have different requirements vs non-profits.

08:25:49 From Alison Gibson (she/her) to Everyone:

**Podcast - Being Resilient During Difficult Times**

<http://peopleareanimalstoo.com/2020/05/episode-22-being-resilient-during-difficult-times-with-eric-ridgway/>

08:26:32 From Bobby Mann to Everyone:

Please drop your questions in the chat and we will call on you :-)

***Bobby asked What do you do to manage stress?***

08:29:27 From Ellen Rawlins to Everyone:

Clean the House!

08:30:06 From Steve Marrero to Everyone:

After 24 years in the military, I still deal with PTSD. I am Master Resilient certified and truly believe in the process.

08:30:26 From Missy Young to Everyone:

Our organization is a rescue. Rescue has seemed to b

08:30:35 From Carolyn Almos to Everyone:

The idea of moving to reduce stress makes me think of how dogs shake out!

08:30:36 From Hilary Shurtleff to Everyone:

Cooking

08:30:37 From Christopher Fitzgerald to Everyone:

Running

08:30:40 From Deborah Holzer to Everyone:

Thank you for your service, Steve

08:30:46 From Veronica Wheeler to Everyone:

Hiking

08:30:46 From Dr. Carley Faughn to Everyone:

Short hike, meditation

08:30:49 From Jillian Gomez to Everyone:

Walking with my dog, rain or shine

08:30:56 From Missy Young to Everyone:

Sorry incomplete!

08:31:02 From Laura Thomas to Everyone:

Hanging out with my own dogs, with my phone OFF.

08:31:04 From Cameron Moore to Everyone:

Walk on the beach

08:31:05 From Katie Anderson to Everyone:

Going for a walk, kayaking, and mindfulness

08:31:06 From Diann Meiller to Everyone:

Meditation

08:31:06 From Javier Gutierrez to Everyone:

sometimes no time to destress, but coach youth sports

08:31:12 From Sara Miller to Everyone:

Unplugging from social media and technology for a while.

08:31:13 From Becky Costner to Everyone:

hiking and meditation

08:31:13 From Pollyanne McKillop to Everyone:

gardening, tap dancing, photography

08:31:14 From Amber Eby to Everyone:

Walking to the store instead of driving

08:31:18 From Ellen Rawlins to Everyone:

Used to drink, now I start with morning meditation

08:31:18 From Danielle Crane to Everyone:

Early morning workouts, walk my dogs, hike

08:31:25 From Shelly Thompson to Everyone:

I go for a walk in my neighborhood.

08:31:31 From Sarah Muirhead to Everyone:

Swimming

08:31:33 From Irene Chansawang (she/her) to Everyone:

Crafting and arts!! Right @Sharon Fletcher!

08:31:37 From BJ Andersen to Everyone:

Hanging out with my horses

08:31:44 From Bobby Mann to Everyone:

What an amazing list!! Thank you all for sharing! Keep them coming!

08:32:12 From Hayley Wilder to Everyone:

Biking, baking, yoga, & spending time with my own pets!

08:32:30 From Steve Marrero

I have to always monitor our staff to make sure they don't burn out. I make them take time off.

08:32:37 From Kelly Clardy to Everyone:

Definitely walking outside.

08:33:25 From Alison Gibson (she/her) to Everyone:

**Sue Johnson “Hold me tight”**

<https://www.thriftbooks.com/w/hold-me-tight-seven-conversations-for-a-lifetime-of-love_sue-johnson/248702/item/3826122/?gclid=CjwKCAiAnO2MBhApEiwA8q0HYbKAGWW1gs35ADzBlmJEIv6-RTJFLplyXOQhHkkLwfzhlWKs45i0WRoC8CQQAvD_BwE#idiq=3826122&edition=4687638>

08:35:05 From Steve Marrero to Everyone:

The mental welfare of your staff has to be your number one priority as a leader. Without your staff you cannot function.

I have to always monitor our staff to make sure they don't burn out. I make them take time off.

08:37:00 From Mary (she/her) @ Maddie's Fund to Everyone:

Thank you, Steve

08:37:05 From Stacey Zeitlin to Everyone:

Does anyone have any great tools for our front facing teams for customer service-type training and/or de-escalation techniques to try to limit the "abuse" they are taking daily now as people seem more comfortable to be angry with everyone? Removing toxic people is great advice, but our front facing teams don't always have that option when someone toxic calls on the phone or walks in the door as a "customer?" Even if we remove that person, we can't always protect them from the day-to-day negativity that we're starting to see more of.

08:38:38 From Alison Gibson (she/her) to Everyone:

**Compassionate Lifesaving: Taking Care of You and Your Team to Save More Animals** <https://university.maddiesfund.org/products/compassionate-lifesaving-taking-care-of-you-and-your-team-to-save-more-animals-part-1-of-2>

08:39:22 From Alison Gibson (she/her) to Everyone:

**Overcoming Obstacles: Wisdom of the Warrior with David Meyer** <https://university.maddiesfund.org/products/overcoming-obstacles-wisdom-of-the-warrior-with-david-meyer>

08:39:25 From Cameron Moore to Everyone:

Steve is transforming his small rural shelter in BIG ways! So proud of Liberty County!

08:39:51 From Mandy Evans to Everyone:

YAY Steve!

08:40:06 From Stacey Zeitlin to Everyone:

Thanks, @Alison!

08:40:41 From Steve Marrero to Everyone:

I could have not done it without you Cameron Moore!!

08:41:28 From Alison Gibson (she/her) to Everyone:

**Personnel Satisfaction - Managing Compassion Stress** <https://university.maddiesfund.org/products/personnel-satisfaction-managing-compassion-stress-part-1-of-2#tab-product_tab_overview>

08:44:31 From Bobby Mann to Everyone:

Great question!

08:44:54 From AIMEE SADLER to Everyone:

I think this is a critical distinction that might be super supportive for many. Permission to be authentically unprofessional in privacy with trusted others. It seems that we are culturally expecting perfect language, communication, expression all the time - personally and professionally. I personally find it exhausting and possibly one of the most depleting aspects of working together when we're already shouldering very difficult subject matter and situations we compelled to solve for...

08:51:21 From Alison Gibson (she/her) to Everyone:

Right on!

08:51:50 From Amber Eby to Everyone:

Yes we - thank you Eric!!! Also at the Farmer's Market, corner stores and gas stations!

08:52:41 From Alison Gibson (she/her) to Everyone:

**Brain Bullies** <https://www.creativetherapystore.com/products/brain-bullies-standing-up-to-anxiety-worry>

08:53:10 From Bobby Mann to Everyone:

**We will be launching a peer group for customer service staff in early 2022:** <https://hass-net.americanpetsalive.org/job-alikes>

08:53:58 From Alison Gibson (she/her) to Everyone:

**Managing Fear**

<http://peopleareanimalstoo.com/2020/05/episode-18-managing-fear-with-eric-ridgway/>

08:54:15 From tanya dominguez to Everyone:

That is amazing, I can't wait for the peer group

08:55:24 From Steve Marrero to Everyone:

Everyday approximately 22 Veterans take their lives.

08:56:03 From Bobby Mann to Everyone:

I LOVE laughing with all of you <3

08:58:25 From Irene Chansawang (she/her) to Everyone:

Same @Bobby!

Just wanted to share that I get a newsletter from the **Kerulos Center for Nonviolence**, and they have this new meditation session for people in animal service: <https://kerulos.org/kli/nature-mindfulness/>

08:58:36 From Dr. Carley Faughn to Everyone:

Thank you, Eric!

08:58:43 From Steve Marrero to Everyone:

You have to take care of your mind, body and soul to build resilience.

08:58:44 From Pollyanne McKillop to Everyone:

Thanks so much for so much support information. Great session!!

08:58:50 From Javier Gutierrez to Everyone:

Thank you, Eric, great discussion today

08:58:54 From Steve Marrero to Everyone:

Thank you, Eric

08:58:58 From Ben Dippold to Everyone:

Thank you, Eric! Great presentation!

08:59:06 From Christopher Fitzgerald to Everyone:

thanks, Eric

08:59:07 From Elise Pollard to Everyone:

Thank you, Eric!

08:59:17 From Ellen Rawlins to Everyone:

Happy Holidays

08:59:37 From Cathi Bruhn to Everyone:

Thanks, Eric. And all who contributed

08:59:37 From Ellen Rawlins to Everyone:

Go Mary!

------------------------end-----------------------