



Maddie's University Conference Recordings and Webcasts on Increased Intake, Behavioral Issues and Organizations with Successful Programs

1. A Trauma-Informed Approach to Behavioral Care in Shelters

Sheila Segurson, DVM; DACVB

Conference recording

<https://maddiesfund.box.com/s/gkeiy9tz5o2l30ia9h9kuka8md9ujo98>

Webcast

<https://university.maddiesfund.org/products/a-trauma-informed-approach-to-behavioral-care-in-shelters>

As our communities become more informed about recognizing and responding to human trauma, there's growing interest in the impact of chronic stress and trauma on animal behavior. There's a large volume of evidence that demonstrates the negative impact of trauma on human health and welfare. While research in animals isn't focused on the concept of trauma, this session will share evidence that demonstrates the impact of stressful experiences on animal health and welfare. Acknowledgement of the role of trauma in animal behavior encourages us to be more understanding and respond more appropriately to undesirable or challenging behaviors that may be caused by trauma. **This session will discuss practical ways you can prevent trauma and help animals to recover.**

2. Assessing Canine Welfare & Implementing Interventions that Improve Welfare

Lisa Gunter, PhD, CBCC-KA

Conference recording

<https://university.maddiesfund.org/products/assessing-canine-welfare-implementing-interventions-that-improve-welfare>

Webcast

<https://university.maddiesfund.org/products/assessing-canine-welfare-implementing-interventions-that-improve-welfare>

How animal care workers can assess canine welfare in the animal shelter with promising measures found across the scientific literature that can help us better understand dogs' experiences. Studies undertaken by Dr Gunter's research team have investigated the effects of certain types of housing and social interaction on the welfare of shelter dogs and how these interventions can be implemented to improve the lives of dogs in your shelter.

3. Alternatives to Intake: When the Shelter Isn't the Answer

Wiley Stem, III

<https://university.maddiesfund.org/products/alternatives-to-intake-when-the-shelter-isnt-the-answer>

What if your city wanted to stop euthanizing community cats in the shelter, and decided to try something bold? And what if all the animal control officers, rescue groups and community members came together to make it work?

Wiley Stem III, Assistant City Manager of Waco, TX, shares his community's inspiring story of collaboration and lifesaving. You'll learn how they did it and how your community can do it, too. The presentation includes valuable information for anyone who wants to save animals' lives, from individual advocates to lawmakers as well as shelter and rescue group staff, volunteers, and board members.

4. Behavior Case Studies, Part 1 and 2

<https://university.maddiesfund.org/products/behavior-case-studies-part-1-and-2>

Rebecca Lohnes, Certified Dog Behavior Consultant, Certified Cat Behavior Consultant both through the International Association of Animal Behavior Consultants; BS - Yale University 2005; MS - Cornell University 2010

Alex Ferrente, CPDT-KA

Science and practice come together in case studies - where the rubber meets the road! Join us as we discuss the details of cases from both shelters and homes. We will touch on the science behind the behavior modification techniques used and give tips for coaching and supporting "regular" people who are struggling with their animal's behavior. We will discuss both feline and canine cases.

5. Behavior Research You Can Put to Use Right Now in Your Shelter

Sheila Segurson, DVM; DACVB

Seana Dowling-Guyer, MS

<https://university.maddiesfund.org/products/behavior-research-you-can-put-to-use-right-now-in-your-shelter>

Research into animal behavior has increased exponentially, particularly in the area of applied animal behavior. This lightning round of updates focuses on applied research that can be used immediately at your sheltering organization. From research to improve the welfare of animals in the shelter to decreasing lengths of stay to supporting pet ownership in the community, this session present key findings from recent research along with caveats and critiques to help you put the research results in proper context.

6. Behavioral & Physiological Effects of Field Trips, Sleepovers, and Weeklong Fostering

Lisa Gunter, PhD, CBCC-KA and Erica Feuerbacher, PhD, CAAB, BCBA-D

<https://university.maddiesfund.org/products/behavioral-physiological-effects-of-field-trips-sleepovers-and-weeklong-fostering>

It is likely that social isolation contributes to reduced welfare for dogs living in animal shelters. One type of intervention that addresses this concern, human interaction, has been demonstrated to improve behavior and reduce physiological measures of stress for dogs awaiting adoption. In this talk, we will discuss research conducted at 11 animal shelters across the United States in which we've investigated the impacts of field trips, sleepovers, and weeklong fostering, on shelter dog stress and activity levels, and how these types of programs can be implemented to positively impact the lives of dogs in your shelter.

7. Big Dog Masterclass: Block 2 The Big Picture: Building Better Dog Management Programs - The Five Elements of Great Shelter Dog Management

Kristen Hassen

<https://university.maddiesfund.org/products/big-dog-master-class-block-2-the-big-picture-building-better-dog-management-programs>

An overview of what a comprehensive program to manage big dogs in shelters looks like. Including recommendations for proven programs, smart policies, and goal-setting that will enable animal welfare leaders to tackle tough shelter problems, build a sustainable management system for big dogs, and get more dogs into homes faster, all while maintaining a culture of safety and community responsibility.

<https://university.maddiesfund.org/products/big-dog-master-class-block-2-the-big-picture-building-better-dog-management-programs>

8. Big Dog Masterclass: Block 5: A trauma-informed approach to understanding shelter dogs

Dr. Sheila Segurson

<https://university.maddiesfund.org/products/big-dog-master-class-block-5-a-trauma-informed-approach-to-understanding-shelter-dogs>

The impact of chronic trauma on animal behavior, how to prevent it and help animals recover.

9. Big Dog Masterclass: Block 6: Reduce risk and improve public safety

Sarah Aguilar, Senior Director of Operations, Austin Pets Alive

Bobby Mann, Chief Programs Officer, St. Hubert's Animal Welfare Center

Dr. Ellen Jefferson, DVM, President and CEO Austin Pets Alive! and American Pets Alive!

<https://university.maddiesfund.org/products/big-dog-master-class-block-6-gaining-public-support-for-saving-big-dogs>

The critical safety factors that shelters need to be tracking, including bites in the shelter and in the community, injuries to staff and volunteers, risk management claims, and safety incidents and responses in the shelter. How animal shelters can create safety tool kits for kennel areas and what training animal shelters should provide to staff and volunteers related to safety.

10. Big Dog Master Class Block 8 - Big Dogs: The Tough Stuff

Clare Callison, Maddie's® Director of National Pet Supply and Demand, American Pets Alive!

Kristen Hassen, Founder and Principal Consultant, Outcomes Consulting

https://university.maddiesfund.org/products/big-dog-master-class-block-8-big-dogs-the-tough-stuff-1-hour-5-minutes-total#tab-product_tab_overview

There are a number of factors that lead to big dogs facing a particularly precarious situation in animal shelters. While it's no fault of the dogs, size and breed restrictions are particularly detrimental to big dogs, causing them to sit in shelters longer and to be brought to shelters because their owners aren't allowed to keep them. Behavioral and medical decline, particularly a problem during periods of high intake, can lead to space crises which force shelters to act urgently to avoid euthanizing dogs due to lack of space. Behavioral decline, often caused by the stress of shelter confinement, leads to sheltered dogs being slated for euthanasia when no immediate outcome options are available. These factors can lead to shelter workers and volunteers feeling helpless and demoralized like there is just no answer. Luckily, there are things you can do to save big dogs, even in the hardest of circumstances.

11. Canine Enrichment in the Shelter: Implementing Evidence-Based Best Practices

Lisa Gunter, PhD, CBCC-KA

Erica Feuerbacher, MS, PhD, CAAB, BCBA-D, CPDT-KAMS, PhD, CAAB, BCBA-D, CPDT-KA

<https://university.maddiesfund.org/products/canine-enrichment-in-the-shelter-implementing-evidence-based-best-practice>

In this presentation, the presenters explore the evidence for various types of enrichment that can broadly be categorized as social interaction: either with a human or canine; object enrichment; and sensory stimulation. They also describe how these interventions can be assessed and how staff and volunteer efforts can be utilized to achieve programmatic success.

12. Defining No-kill

Kristen Hassen, Denise Deisler, Rebecca Guinn, Dr. Ellen Jefferson and Teresa Johnson

<https://university.maddiesfund.org/products/defining-no-kill>

Want to know what the top-performing shelter directors in the country have to say about the term No Kill? Kristen Hassen-Auerbach moderates this panel with expert voices including Dr. Ellen Jefferson, Denise Deisler, Rebecca Guinn and Teresa Johnson. These are the people building lifesaving momentum in their communities. Hear what this term means for their work. This presentation was recorded by Maddie's Fund® at the 2020 American Pets Alive! Conference.

13. Don't Euthanize That! Building a No Kill Culture in Your Clinic

Drs. Alexis Bardzinski and Jennifer Wilcox

<https://university.maddiesfund.org/products/dont-euthanize-that-building-a-no-kill-culture-in-your-clinic#tab-product tab overview>

How do you instill a culture in your clinic that requires all staff, including veterinarians, to treat every animal with the care and treatment we would expect for our own animals? Learn from two shelter veterinarians who have built successful lifesaving culture as leaders in their clinics.

14. Essentials of Saving Big Dogs

Kristen Hassen, Mike Kaviani, Clare Callison

<https://university.maddiesfund.org/products/essentials-of-saving-big-dogs#tab-product tab overview>

Experts present the essential programs, best practices, and core philosophies needed to start saving the big dogs in your communities. Think of this presentation as the key ingredients needed to move towards and achieve 90% for your community's dogs. There are a variety of speakers to represent different shelter types that have to deal with the same challenges. This presentation was recorded at the 2018 American Pets Alive! Conference.

15. Feeling Overwhelmed with Making Outcome Decisions? We can help! - Fast Track for Spring 2023 Shelter Summit

Lead Coach: [Chumkee Aziz, DVM](#), Outreach Veterinarian, at the UC Davis Koret Shelter Medicine Program

Co-Coach: [Cindi Delany, DVM](#), Maddie's Million Pet Challenge Director of Online Learning at the UC Davis Koret Shelter Medicine Program

<https://university.maddiesfund.org/products/feeling-overwhelmed-with-making-outcome-decisions-we-can-help-fast-track-for-spring-2023-shelter-summit>

Shelter teams are faced daily with high-stakes outcome decisions made harder by an increasingly complex and strained system. We'll discuss some of the issues at play and help you to develop tools to remove bottlenecks to outcomes and overcome the toughest decision-making dilemmas, from adoption to euthanasia, with transparency and compassion.

16. Fostering: Saving More Dogs with Behavioral Challenges

Kristen Hassen

<https://university.maddiesfund.org/products/fostering-saving-more-dogs-with-behavioral-challenges>

Does your shelter struggle to achieve live outcomes for medium and large dogs who demonstrate behavioral challenges in the shelter? Do you ever think, "If we could just get them out, they might be okay?" If you answer 'yes' to either of these questions, this talk is for you. You'll learn proven methods that will help you save 90% or more of dogs with behavioral problems like barrier reactivity and fear-based aggression. This talk, based on a two-year study, will give you practical, easy-to-implement solutions to deal with some of your most challenging dogs, and in most cases, save their lives!

17. Lifesaving Protocol for At Risk Dogs: Part 1 and 2

Kristen Hassen and Sheila Segurson, DVM

Part 1

<https://university.maddiesfund.org/products/lifesaving-protocol-for-at-risk-dogs-part-1>

Part 2

<https://university.maddiesfund.org/products/lifesaving-protocol-for-at-risk-dogs-part-2>

Healthy, medium, and large dogs remain one of the most vulnerable populations in shelters. Whether they have known behavioral challenges or face decline due to the stress of near-constant confinement, savable dogs can face euthanasia if shelters are unable to find a safe, viable outcome option for them. In this two-part series, we'll talk about how to give most dogs

a fair chance at a live outcome through following a simple, easy-to-implement protocol that can be practiced in any shelter or rescue. Using real-life examples, we'll show you how a case management approach to at-risk dogs can save lives, decrease length of stay, build trust and engagement with your community, and improve morale among staff and volunteers.

Both sessions can be viewed on their own and will be useful to shelter leadership at all levels, volunteers, advocates, and anyone else who struggles to save big dogs' lives.

18. Maddie's Insights: What Laboratory Studies May Tell Us About Stress in a Dog Shelter

Michael Hennessy, PhD

<https://university.maddiesfund.org/products/maddies-insights-what-laboratory-studies-may-tell-us-about-stress-in-a-dog-shelter>

In this program, Dr. Michael Hennessy, Professor in the Department of Psychology, Wright State University, is joined by Regina Willen, Founder and Director at HALO K9 Behavior (see Pt 2 for her talk). They discuss how basic scientific research informs our understanding of the stress dogs undergo in a shelter environment. They also examine immediate effects of entry to a shelter as well as potential long-term consequences. How basic research findings suggest practicable means for reducing or preventing these outcomes was also considered.

19. Marketing the Euthanasia List

Clare Callison, Director of National Programs, American Pets Alive!

https://university.maddiesfund.org/products/marketing-the-euthanasia-list#tab-product_tab_overview

This session explores why it is important to understand exactly which animals are dying in your municipal shelter and let people help you to get them out alive. Clare Callison will discuss strategies that have helped save thousands of lives in San Antonio and in communities around the country. Yes, it is scary but yes, it needs to be done.

Clare helped build a placement team that markets over 8,400 dogs per year at the city shelter that are at immediate risk of euthanasia.

20. Moving Through Adversity

Paula Powell, Kristen Hassen

https://university.maddiesfund.org/products/moving-through-adversity#tab-product_tab_overview

Join us for a conversation with Paula Powell, the director of El Paso Animal Services, led by Kristen Hassen-Auerbach. With an animal shelter that sees an annual intake of over 26,000 animals, Paula has brought significant changes to increase El Paso's lifesaving. This session will shed light on the last two years that Paula has been fighting for El Paso's animals and the people who love them. This presentation was recorded by Maddie's Fund® at the 2020 American Pets Alive! Conference.

21. No Kill. No Harm. An Ethic for the Future of Lifesaving

Kristen Hassen

<https://university.maddiesfund.org/products/no-kill-no-harm-an-ethic-for-the-future-of-lifesaving#tab-product> [tab overview](#)

Kristen Hassen introduces the concept of how transforming our thinking about animal management and sheltering can lead to more live outcomes, cost-effective solutions for emerging animal management and welfare challenges and a more fully engaged public. This presentation was recorded by Maddie's Fund® at the 2020 American Pets Alive! Conference.

22. Risky Business: Preventing Dog Bites with Risk Assessment

Sheila Segurson, DVM, DACVB

<https://university.maddiesfund.org/products/lessons-learned-as-a-shelter-veterinary-behaviorist-the-evolution-of-behavior-in-shelters>

You know that famous saying, 'No risk, No reward'? There's risk in almost everything we do. When it comes to animal welfare, we're fortunate that seriously aggressive behavior is rare. Even if infrequent, we hope to protect public safety by preventing animals at high risk of causing serious harm from being placed in homes. Behavior assessment tests were standard of care; however, we now know that behavior assessment tests of shelter dogs don't reliably and accurately predict the occurrence of aggressive behavior in a home environment. So how do we identify animals who are a significant public safety risk and protect the public? During this session, we'll talk about risk assessment and how animal welfare organizations can assess the risk of placing dogs into the community.

23. Scrutinize and Market the Euthanasia List

Clare Callison, Director of National Programs, American Pets Alive!

<https://university.maddiesfund.org/products/scrutinize-and-market-the-euthanasia-list>

This talk explores why it's important to understand exactly which animals are dying in your municipal shelter and how to let people help you get them out alive. Clare Callison will discuss strategies that have helped save thousands of lives in San Antonio. Yes, it is scary, but yes, it needs to be done.

24. Separation Anxiety

Erica Feuerbacher, PhD, CAAB, BCBA-D

<https://university.maddiesfund.org/products/separation-anxiety>

Separation-related problem behavior (SRPB) is a large category of behaviors, including separation anxiety. SRPB is one of the most problematic behavioral issues for owners, with it being the most referred behavioral issue after aggression to behaviorists. It is also quite common, with reports of 20-50% of the dog population showing SRPB issues at some point in their life. Given its severity and prevalence, identifying dogs in shelters that are at-risk for SRPB could help us make better adoption matches, as well as thoughtfully allocate our behavior resources to those dogs and adopters. In this session, the presenters review what is known about SRPB, including its severity and prevalence, current treatments and their efficacy, and then focus on in-shelter tests for predicting SRPB after adoption, as well as what the research tells us about adoption counseling's effects on SRPB after adoption. Attendees should leave with a greater understanding of the behavioral issue, the current state of the science, and considerations for using in-shelter tests to predict post-adoption behavioral issues.

25. Shelter Dog Mod Squad: Identifying and Modifying Canine Behavior Problems in Shelters

Shelia Segurson, DVM, DACVB

<https://university.maddiesfund.org/products/shelter-dog-mod-squad-identifying-and-modifying-canine-behavior-problems-in-shelters>

How can you get jumpy, mouthy or fearful shelter dogs adopted? By joining the "Shelter Dog Mod Squad" and learning how to identify and modify those behavior problems!

Many shelters are not sure how serious specific canine behavior problems can be, and what methods will work to address them. Even common problems like jumping, mouthiness and fear can compromise a dog's chances for adoption. But most of these dogs can be helped with a simple program of identification and behavior modification.

Students will learn:

- How to identify common problem behaviors in shelter dogs
- Guidelines for making outcome decisions for dogs with problem behaviors
- How to develop and implement a behavior modification plan for dogs with jumpy/mouthy behavior
- How to develop and implement a behavior modification plan for dogs who are fearful of people
- When to consider medication for dogs with problem behaviors
- How to assess treatment plan progress

Coming up this fall

1. Animal Welfare: Difficult Conversations

Ms. Kelly Bremken, Veterinary Social Worker, Oregon Humane Society

Animal welfare work is commonly with vulnerable populations, including unhoused persons, survivors of intimate partner violence or family violence and chronic health issues. A VSW can prepare staff for work with vulnerable populations by offering skills in de-escalation and trauma informed language and care. Additionally, VSWs focus on improving resources to divert shelter intake, expanding access to care, and increasing community partnerships for both pet and non-pet-related issues. VSWs partner with a community's human social services to better include pets and provide for access to care increases pet retention.

With increased intake and longer length of stay, and local safety nets stretched to capacity, animal shelter staff are experiencing an increase in stress and moral injury today. Their interactions with clients and public are a major stressor. A veterinary social worker is a resource for both clients and staff, directly and indirectly. We cannot prevent compassion fatigue, but we can focus on resiliency and support for our staff to help more clients.

2. Excessive Arousal in Shelter Housed Dogs: Results from a Multi-Site Pilot Study

Desirae Cambrelen, Senior Manager, Applied Behavior Research, ASPCA

Dogs exhibiting excessive levels of arousal in the shelter environment pose safety concerns to staff and volunteers and are considered at risk for longer lengths of stay and/or behavioral euthanasia. The ASPCA's Behavioral Sciences Team partnered with five shelters to document and observe dogs classified as 'high arousal.' This talk will describe the characteristics of dogs exhibiting excessive arousal, present research findings on their in-kennel behavior, quality of life, and outcomes, and **discuss the current status of behavior interventions in the shelter environment.**

3. The Impact of Stress and Trauma in Shelter Medicine

Dr. Katie Lawlor, Director, Veterinary Mental Health Initiative (VMHI)

The exposure to distress and psychological trauma is inherently existent in the veterinary medicine profession.

In the course of their roles and responsibilities, veterinarians and veterinary staff, particularly in shelter medicine, are exposed to a variety of cases and situations that can have negative lasting impacts on their mental health and wellbeing. These include euthanizing animals that could be saved if their guardians had greater financial resources or would have brought them in for treatment sooner; treating neglected, abused, and stray animals; and making life and death decisions on a frequent, often time-limited basis.

Dr Lawlor's presentation will identify and explain the prevalent reactions of exposure to distress and trauma, in particular consistent / repeated scenarios common in shelter medicine; discuss the underlying mechanisms and exacerbating factors of post-traumatic stress; and explore effective, evidence-based strategies for coping and enhancing personal and professional functioning.

Session Takeaways

Our objective is for participants to be able to: 1) define distress and trauma; 2) have an understanding of the expected reactions, with individual nuances, to distress and trauma; 3) recognize symptoms of repeated exposure to distress and trauma; and 4) access and implement effective, evidence-based coping strategies and treatment interventions.