**Open Arms Challenge Group:**

<https://maddies.fund/openarmschallengegroup>

**Huddle Registration Link:**<https://maddiesfund-org.zoom.us/meeting/register/tZckduupqjsoGNGtPuk2fatmO_acogXGlPx7>

**Agenda**

* **Welcome –** Amber Eby, Grants Specialist at Maddie’s Fund and Gina Knepp, National Shelter Engagement Director at Michelson Found Animals Foundation
* **Presentation –** Sloan Hawes and Nina Ekholm Fry at the Institute for Human-Animal Connection: An Informed Approach to Trauma
* **Q&A**

***127 live attendees***

***List of resources referenced during today’s call***

Compassion Fatigue Resources

* Massachusetts Animal Coalition (MAC) webinar about compassion fatigue: <https://www.youtube.com/watch?v=QTwrTqpbvUo>
* MAC webinar about how the words we use can communicate judgment and push people away: <https://www.youtube.com/watch?v=LIJubgTSE7g>
* UFL Shelter Med has a Compassion Fatigue series starting Oct 18. Here is more info from the presenter, certified compassion fatigue educator Jessica Dolce. It’s not just for vets. <https://jessicadolce.com/compassion-fatigue-strategies-ufl/>
  + [https://sheltermedicine.vetmed.ufl.edu/education/continuing-education/compassion-fatigue-strategies/](o%09https:/sheltermedicine.vetmed.ufl.edu/education/continuing-education/compassion-fatigue-strategies)
* Free courses available on Maddie’s University related to compassion fatigue: <https://university.maddiesfund.org/catalog#form_type=catalog-quick-filter&page=1&webinar_type=0&sort_by=title_ascending&keywords=compassion%20fatigue>
* Trauma Stewardship by Laura van Dernoot Lipsky with Connie Burk: <https://traumastewardship.com/inside-the-book/>

              

**Chat Log**

09:34:50 From Alison Gibson to Waiting Room Participants:

Thank you for joining! We will begin at 10am Pacific.

09:55:50 From Amber Eby (she/her) Maddie's Fund to Everyone:

Welcome to the Open Arms Challenge!

Our huddle will begin at 10am Pacific/ 1pm Eastern.

• While you’re waiting for the huddle to start, please check that your audio is working. Click on the ‘unmute’ icon in the bottom left corner of your screen, and then ‘audio options’. When the pop up appears, choose audio options and test your mic & speakers.

• Check to make sure your video is working too. You’ll see an icon for ‘start/stop video’ that you can click on to set video options.

• Lastly, click on the chat button and say hello to the team so that we know your chat is working. You’ll be able to communicate with us there.

09:56:10 From Alison Gibson to Waiting Room Participants:

Welcome to the Open Arms Challenge!

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• Lastly, click on the chat button and say hello to the team so that we know your chat is working. You’ll be able to communicate with us there.

10:01:27 From Alison Gibson to Everyone:

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• Check to make sure your video is working too. You’ll see an icon for ‘start/stop video’ that you can click on to set video options.

• Lastly, click on the chat button and say hello to the team so that we know your chat is working. You’ll be able to communicate with us there.

10:01:37 From Megan Davis to Everyone:

Megan from the Humane Society for Hamilton County in Indiana!

10:01:39 From Meg Sahdala to Everyone:

Meg Sahdala - Miami Animal Rescue

10:01:39 From Lee Harper to Everyone:

Lee Harper, Kitsap Humane Society. Good to be here!

10:01:40 From Frances Alford to Everyone:

Hey everyone, Its Meow or Never, Tallahassee, FL

10:01:41 From Kimberly Qualls to Everyone:

Hello! Kimberly, here from LifeLine Animal Project in Atlanta, GA

10:01:42 From Sarah Armes Harwood to Everyone:

Hello! This is Sarah from Humane Society Silicon Valley!

10:01:43 From Sharon Fletcher to Everyone:

Hello Everyone!

10:01:44 From Allison Mayfield to Everyone:

Hi everyone. Allison Mayfield, CEO at Humane Society of Northeast Georgia

10:01:45 From Kerri Burrows to Everyone:

Kerri Burrows, Palm Valley Animal Society, Edinburg, TX

10:01:45 From Shelbi Waters to Everyone:

Shelbi Waters, Souris Valley Animal Shelter, Minot, North Dakota

10:01:45 From Tracy Arvidson to Everyone:

Tracy Arvidson from Sand Springs Animal Welfare in Sand Springs, OK

10:01:45 From Julie Rickmond to Everyone:

Hi! I'm Julie Rickmond of the Roanoke Valley SPCA in Roanoke, VA

10:01:46 From Elena Gowe to Everyone:

Elena from Baywater Animal Rescue

10:01:48 From Ashley White to Everyone:

Ashley White, Bainbridge Decatur County Humane Society, Bainbridge, GA

10:01:51 From Andria Gibbon to Everyone:

Andria, FLUFF Animal Rescue, Seminole, FL

10:01:53 From Kendall Eckman to Everyone:

Hello! I'm Kendall from Foothills Animal Shelter in Colorado!

10:01:54 From Jessica Ortega-Wiebe to Everyone:

Hello from SB County, CA

10:01:54 From Gloria Dorsey to Everyone:

Gloria Dorsey Atlanta Humane Society and Paws Between Homes.

10:01:58 From Victoria Gingrey to Everyone:

Victoria Gingrey, Kitsap Humane! Hi everyone!

10:01:58 From Sarah Sheek to Everyone:

Sarah Sheek, Dallas Animal Services

10:02:00 From Katie Broaddus to Everyone:

Katie Broaddus - Austin Humane Society in Austin, TX

10:02:01 From Cary Lieberman to Everyone:

Hello, Cary Lieberman at Greenhill Humane Society in Eugene, Oregon

10:02:02 From Dar Ania to Everyone:

Darlene with Alone No More Dog Rescue in AZ

10:02:02 From Anna Domings to Everyone:

Anna, Here Today Adopted Tomorrow Animal Sanctuary in Brimfield MA, calling in from Easthampton MA

10:02:06 From Jennifer Rivera to Everyone:

Hi everyone! I am Jennifer Rivera the Development Coordinator with Homeward Bound Pet Adoption Center, Blackwood, NJ.

10:02:10 From KellyC (she/her), Maddie's Fund to Everyone:

So great to see everyone here today!

10:02:13 From Savana Borchers to Everyone:

Hello! This is Savana and Jeannie from Lumpkin County animal shelter in Dahlonega, GA!

10:02:15 From Jamie Nocula (she/her) to Everyone:

Jamie Nocula-Kitsap Humane Society (Silverdale, WA....across the water from Seattle)

10:02:18 From Brooke Valet to Everyone:

Hi! Brooke Valet from SPCA of Brevard in Titusville, FL

10:02:21 From Maria Amezquita to Everyone:

Hi everyone! Maria Amezquita. Miami-Dade County Animal Services. Miami, FL 🌞

10:02:23 From Dylan Moore to Everyone:

Good morning everyone this is Dylan from the Santa Fe Animal Shelter in Santa Fe New Mexico.

10:02:27 From Fiona Tanner to Everyone:

Hi! I'm Fiona from Louisa, VA, representing the Louisa County Animal Shelter.

10:02:28 From Ben Swan to Everyone:

Ben with Espanola Humane in Espanola, NM

10:02:31 From Emily Holland to Everyone:

Hello! I am Emily Holland with Animal Harbor in Winchester, TN.

10:02:31 From Gianna Anselmo to Everyone:

Hi Everyone! Gianna Anselmo from Butte Humane Society, Chico California

10:02:32 From Kaitie Swedlund - HS of Southern WI to Everyone:

Hello from the Humane Society of Southern Wisconsin!

10:02:32 From Tammy Fabian to Everyone:

Tammy from friends for life animal rescue in NJ

10:02:33 From Miriam Steinberg to Everyone:

Hi folks! This is Miriam Steinberg, I'm the Grants and Foundation Relations person from Lollypop Farm in Rochester, NY. Aaaannndddd, my camera is not cooperating today.....

10:02:37 From Kris Fry to Everyone:

Kris Fry Humane Indiana/ Indiana.

10:02:38 From Amanda Porter to Everyone:

Amanda Porter - Humane Society of Forsyth County in Georgia

10:02:39 From Becky Koop to Everyone:

Hi I'm Becky Koop from Friends of Madera Animal Shelter in Madera, CA

10:02:40 From Alicia Mason to Everyone:

Alicia Mason with Shepherd of the Hills Humane Society in Branson, MO

10:02:41 From Jessica Wiebe, SBCAS to Everyone:

Hello, Jessica Wiebe from Santa Barbara County Animal Services, CA

10:02:41 From Phablo Dias Silva to Everyone:

Hello, Phablo Dias. Federal Rural University of Rio de Janeiro - RJ - Brazil

10:02:49 From Kari Kuh to Everyone:

Kari from Danville-Boyle Co Humane Society in Central KY 🐾

10:02:53 From Carolyn Almos to Everyone:

Hi, this is Carolyn Almos from LA Animal Services

10:02:53 From Anna Domings to Everyone:

Bon dia!

10:03:03 From Angel Stock to Everyone:

Angel Stock, Its Now Or Never (IMON) Tallahassee, Fl

10:03:05 From Phablo Dias Silva to Everyone:

Bom diaa!! Amo a Gina

10:03:09 From Erika Pratte to Everyone:

Hi Everyone! Erika Pratte-Partners for Pets Humane Society in IL.

10:03:23 From Phablo Dias Silva to Everyone:

eu to rindo muito

10:03:25 From Frances Alford to Everyone:

Hi Gina and Amber

10:03:29 From Chase Connolly to Everyone:

Chase Connolly, Kitsap Humane Society Animal Control

10:03:31 From Jessica Schleder to Everyone:

Jessica Schleder, CEO of Adoptimize in Los Angeles

10:03:50 From Frances Alford to Everyone:

Im in

10:03:53 From KellyC (she/her), Maddie's Fund to Everyone:

Count me in on the Brazil trip!

10:03:57 From Katie Pemberton to Everyone:

Hello! This is Katie Pemberton from Memphis Animal Services.

10:04:13 From Katy Heerssen to Everyone:

Would love to go back to Brazil!

10:04:17 From Trudy Bennett to Everyone:

Trudy - Texas Litter Control - Spring, TX (Houston)

10:04:29 From Shelly (she/her), Maddie's Fund to Everyone:

Many years ago I went to Carnivale in Salvador, Bahia. It was amazing!

10:04:32 From Lauren Mann to Everyone:

Lauren from McKamey Animal Center, Chattanooga, TN!

10:04:33 From Katy Heerssen to Everyone:

Katy from Special Pals - Houston TX

10:05:14 From Shannon Asquith to Everyone:

Hello! This is Shannon Asquith, ED from Heaven on Earth, a cat rescue organization in North Hollywood, CA

10:05:35 From Irene Chansawang (she/her/hers) to Everyone:

I've always wanted to visit the dolphin sanctuary in Brazil - in Fernando de Noronja.

10:05:36 From Peg Lucky to Everyone:

Hi this is Peg Lucky from St. Francisville, Louisana representing the West Feliciana Animal Humane Society.

10:05:40 From Patty Caffrey to Everyone:

Patty Caffrey with Beautiful Together Animal Sanctuary and Rescue

10:05:51 From Patty Caffrey to Everyone:

Oops...Chapel Hill, NC

10:06:05 From Rachel Artigas to Everyone:

Rachel Artigas with the Humane Society of North Texas in Fort Worth, TX.

10:06:14 From Tanya Willis- Agape Animal Rescue to Everyone:

Hey there! Tanya here, the Executive Director of Agape Animal Rescue and Training Center in Nashville, TN. Great to “meet” you all!

10:06:53 From Sharon @MaddiesFund to Everyone:

Judy Jenkins - your kitty is adorable.

10:06:59 From Kerry Morlino to Everyone:

Hi! MatchDog Rescue from New Jersey is pleased to be here.

10:08:08 From Emily Roberts to Everyone:

Emily from Cortland County SPCA saying hello to everyone :)

10:28:12 From Melina Ramos to Everyone:

Melina and Kiley from Pups On Parole in Las Vegas Nevada excited to be here!

10:30:52 From Tanya Willis- Agape Animal Rescue to Everyone:

Question— Tanya from Agape here in Nashville. We are looking for a group training centered around trauma that we can offer all of our staff and volunteers. We just started working with a shelter that allows families to bring pets whey they are getting away from an abuser. We are working with women, children, and dogs who have experienced both physical and emotional abuse/trauma. We would like to elevate the teams knowledge of trauma informed approaches. Thank you!

10:30:59 From Kimberly Qualls to Everyone:

Question: I think “tough it out” can be very common in animal welfare culture due to the difficult experiences long time staff members have lived through. It becomes a badge of honor that they survived. How can we honor their past difficult work and not discount the value of that while also encouraging them to move away from that expectation for newer staff? Sort of the “I paid my dues and they have too as well” attitude.

10:32:07 From Alison Gibson to Everyone:

Q: How could you integrate trauma-informed approaches in your organization?

10:32:24 From Daryl Yankee to Everyone:

We have a no "superhero capes" policy

10:33:30 From Cindy Flauger, Neenah Animal Shelter, she/her to Everyone:

where can I find compassion fatigue resources for our animal welfare staff - I was recently asked by our team members and I want to support them, but don't know where to start.

10:34:40 From Anna Domings (she/her) to Everyone:

@Cindy Flauger, MAC had a great webinar about compassion fatigue in April. Here’s the link to the recording: https://www.youtube.com/watch?v=QTwrTqpbvUo

10:34:53 From Frances Alford @ Its Meow or Never to Everyone:

That was an amazing conversation on Trauma-Informed services. We need to implement better judgement free returns.

10:34:56 From Daryl Yankee to Everyone:

Trauma Stewardship by Laura van Dernoot Lipsky with Connie Burk. Also consider adding an Employee Assistance Program (EAP)

10:35:01 From Irene Chansawang (she/her/hers) to Everyone:

@Cindy, UFL Shelter Med has a Compassion Fatigue series starting Oct 18. Here is more info from the presenter, certified compassion fatigue educator Jessica Dolce. It’s not just for vets. https://jessicadolce.com/compassion-fatigue-strategies-ufl/

https://sheltermedicine.vetmed.ufl.edu/education/continuing-education/compassion-fatigue-strategies/

10:36:11 From Charlotte Otero @Maddie's Fund to Everyone:

@Cindy Flauger - We have some free courses available on Maddie’s University related to compassion fatigue you can find here & share with your staff - https://university.maddiesfund.org/catalog#form\_type=catalog-quick-filter&page=1&webinar\_type=0&sort\_by=title\_ascending&keywords=compassion%20fatigue

10:37:32 From Tanya Willis- Agape Animal Rescue to Everyone:

Thank you so much for those links!

10:37:52 From Jennifer Rivera to Everyone:

Those links are great, thank you for sharing!

10:38:23 From Katie Broaddus to Everyone:

Jessica Dolce's course is fantastic! Took it a few years ago.

10:38:26 From Gloria Dorsey to Everyone:

Be in the moment with them to meet their needs so pets don't become casualties to desperation.

10:38:36 From Wendy Frink @ Maddie's Fund to Everyone:

We will post these links on Maddie’s Pet Forum. You can join the Open Arms Challenge group here: https://maddies.fund/openarmschallengegroup

10:38:48 From Emily Roberts to Everyone:

Thanks Wendy! Appreciate that.

10:39:16 From Cary Lieberman to Everyone:

This is great, and also seems to be more than just about working with people who have had past traumas - being mindful of human needs to be respected, heard, included, seen, etc. is important for a healthy organization. We are doing extremely challenging work - elevating a "trauma-informed approach" to a "humanity-informed" approach will enable us to support people who are struggling as well as those who are impacted by the emotionally challenging work itself.

10:40:24 From Julie Rickmond to Everyone:

What about for trauma survivors who work in the organization? As a survivor of trauma, I sometimes have triggers and I'm working to address those, but do you have any advice on how to push those aside for the work?

10:44:02 From Emily Roberts to Everyone:

This has been a great session - thank you Sloane! I was signed off on my euthanasia certification this morning so this is definitely something I needed today.

10:45:33 From Kimberly Qualls to Everyone:

@Emily thanks to you and everyone who does that difficult difficult task

10:46:03 From Kerry Morlino to Everyone:

So interesting and informative. Thank you! Looking forward to the rest of the series. What is the best way to marry a judgement free approach with doing due diligence when reviewing applications for adoption?

10:46:50 From Emily Roberts to Everyone:

Thanks Kimberly. I didn’t do it alone! We figured a team approach was going to be the least traumatic approach for our organization. We will share the responsibility and learn and cope as a team 💕

10:48:08 From Julie Rickmond to Everyone:

Thank you!

10:48:39 From Irene Chansawang (she/her/hers) to Everyone:

Nina - in your experience, do you find if trauma's not addressed, individually or organizationally, it eventually comes up down the road?

10:49:21 From Shannon Asquith to Everyone:

These conversations should be part of regular meetings and huddles. Also leadership should Model the Way and create a save space for line staff to taking about freely.

10:52:57 From Anna Domings (she/her) to Everyone:

@Kerry Morlino, our shelter has a very barrier-free , conversation-based approach to adoption. I think the number of adopters we’ve later determined we would not adopt to again, I can count on one hand. I don’t do the adoption counseling so I can’t speak to the specifics of our process, but I do know that our shelter manager speaks with every potential adopter and asks questions about the red flags she might see. It’s about gathering more information rather than looking for reasons to deny. And usually the “red flags” are more about “this cat may not be the right one for you, why don’t we talk about this one instead?”

10:57:00 From Wendy Frink @ Maddie's Fund to Everyone:

This is a great conversation, everyone! Be sure to come by Maddie’s Pet Forum. Sloan and Nina will be available for questions and we will also share resources for you https://maddies.fund/openarmschallengegroup

10:57:27 From Anna Domings (she/her) to Everyone:

Yes to assumptions about “responsible” pet ownership! There was another great MAC webinar a couple months ago about how the words we use can communicate judgment and push people away: https://www.youtube.com/watch?v=LIJubgTSE7g

10:57:32 From Sharon @MaddiesFund to Everyone:

Great information @Anna Domings

10:57:57 From Kerry Morlino to Everyone:

Great answers. Thank you!

10:58:55 From Gina Knepp, Michelson Found Animals Foundation to Everyone:

I feel like we can talk about this all day long!!! Awesome call, thanks everyone!!!

10:59:25 From Patty Caffrey to Everyone:

Thank you!

10:59:26 From Anna Domings (she/her) to Everyone:

Thank you all!

10:59:26 From Frances Alford @ Its Meow or Never to Everyone:

Great information thanks'

10:59:29 From Elena Gowe to Everyone:

Love this!

10:59:31 From Sharon @MaddiesFund to Everyone:

Thank you to everyone for joining this Huddle. We hope to see you on Thursday for the next Huddle.

10:59:38 From Megan Davis to Everyone:

Thank yoU!

10:59:44 From Judy Jenkins to Everyone:

Thanks :)

10:59:44 From Jessica Wiebe, SBCAS to Everyone:

Thank you!! this was great

10:59:52 From Emily Holland to Everyone:

Great discussion! I have learned so much.

11:00:02 From Emily Roberts to Everyone:

Thank you to the hosts for the great talk today 👍 see you in the forums!

11:00:02 From Becky Koop to Everyone:

Thank you for this!

11:00:08 From Kelly Henderson to Everyone:

Great info. Thanks

11:00:09 From Ben Swan to Everyone:

Thank you so much!

11:00:12 From Wendy Frink @ Maddie's Fund to Everyone:

Maddies Pet Forum https://maddies.fund/openarmschallengegroup

11:00:29 From Phablo Dias Silva to Everyone:

until the next one!!! thanks

11:00:30 From Kimberly Qualls to Everyone:

Thank you!!

11:00:34 From Brooke Valet to Everyone:

Thank you so much!

11:00:36 From Jennifer Rivera to Everyone:

thank you take care!

11:00:38 From Gianna Anselmo to Everyone:

That was great! Thank you!

11:00:41 From Fiona Tanner to Everyone:

Thank you!

11:00:47 From Amber Eby (she/her) Maddie's Fund to Everyone:

Thank you!

11:00:47 From Jan Williams to Everyone:

This was an awesome zoom meeting, thank you!

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