



NATIONAL ANIMAL
CARE & CONTROL ASSOCIATION



SHELTER SAFE™

Foundations in Animal Care

In partnership with





OUR MISSION

The National Animal Care and Control Association (NACA) is the leading professional association committed to growing the level of professionalism in the field on Animal Care and Control.

As part of our mission, we are committed to offering working Animal Care professionals the education they need to grow in fulfilling, mission-driven careers that serve both their communities and the animals they care about.



SHELTER SAFE™

Online Course



HUMANE CARE

Grounded in the Five Freedoms to support animal well-being.



TRUSTED STANDARDS

Built on NACA guidelines and best practices for shelters.



CAREER GROWTH

A strong foundation for certification and professional advancement.

At the heart of animal sheltering is a simple truth: *every animal deserves safe, humane care*. ShelterSafe™:

Foundations in Animal Care was created to ensure you have the knowledge and confidence to provide exactly that.

Centered on the Five Freedoms, this course explores animal health, behavior, enrichment, and operations while also addressing the emotional resilience required to thrive in this work.

Whether you're supporting animals on the front lines or behind the scenes, you'll learn how small actions create better outcomes for both pets and people, and why the animals who come through your doors deserve nothing less.

COMPREHENSIVE COURSE CONTENT

Your online NACA ShelterSafe™ Course is filled with almost 20 hours of instruction, activities and exercises designed to help you grow and succeed in your role.

HUMANE ANIMAL PRINCIPLES



This course, based on ASV guidelines, covers best practices in housing, health, behavior, and population management. Participants will learn strategies to enhance animal welfare, improve shelter environments, and strengthen staff training and community engagement.

ANIMAL ENRICHMENT



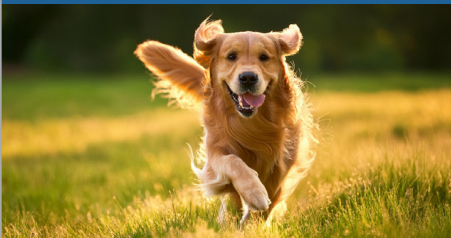
Enrichment is vital to animal health and well-being, reducing stress and improving adoption outcomes. This session shows how enrichment meets physical, emotional, and behavioral needs, and offers practical ideas to make it part of daily care for dogs, cats, and small pets.

CUSTOMER SERVICE: HOW TO TALK TO PEOPLE



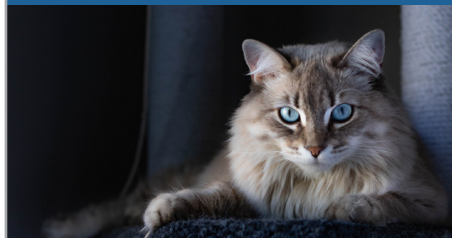
Strong customer service builds trust and strengthens every animal welfare organization. This session explores communication, conflict management, and simple strategies to create positive connections with the public and your team, benefiting both people and animals.

DECODING CANINE BEHAVIOR



This entry-level course introduces the basics of canine behavior and communication. Learn to read body language, spot stress signals, and prevent conflicts, building safer environments and stronger relationships between dogs and people.

FELINE BODY LANGUAGE AND BEHAVIOR



This course explores how cats communicate through body language, vocalizations, and behavior, helping you spot subtle signs of fear, anxiety, or pain. Learn practical strategies for compassionate handling that reduce stress, build trust, and improve welfare outcomes in shelter settings.

PROTECTING YOUR MENTAL HEALTH



This entry-level session helps shelter staff recognize burnout and compassion fatigue, set healthy boundaries, and seek support. Gain tools to protect your well-being and build a sustainable career in animal welfare.

COMPREHENSIVE COURSE CONTENT

(continued)

UNCOVERING BIAS



This course explores how unconscious bias can influence fairness, decision-making, and trust in animal welfare work. Learn practical tools to recognize and manage bias in real time, apply principles of procedural justice, and strengthen relationships with the communities you serve.

EMOTIONAL INTELLIGENCE



Emotional intelligence is key to managing stress, building stronger connections, and improving communication in animal care. This course explores the four core attributes of EQ and offers strategies to develop them, helping staff enhance teamwork, public interactions, and overall well-being.

CAT AND DOG INTAKE PROCEDURES



Intake sets the tone for every animal's shelter experience. This course covers preparing intake areas, conducting health and behavior assessments, managing records, and reducing stress, ensuring safe, consistent, and compassionate care from the very start.

BREED IDENTIFICATION AND BEHAVIOR



Visual breed identification is often unreliable, and labels can mislead more than they inform. This course teaches how to make careful, defensible observations, use breed information responsibly, and avoid common misconceptions when assessing animals.

ANIMAL HEALTH



No shelter can prevent every disease, but staff can learn to spot problems early and respond effectively. This course covers illness recognition, disease transmission, cleaning and disinfection, vaccination, and population management, helping create healthier environments for animals and staff.

MAINTAINING A CLEAN & DISEASE RESISTANT SHELTER



A clean shelter is the foundation of disease prevention and animal well-being. This course covers effective cleaning, disinfection, biosecurity, and protocols, giving staff the tools to reduce disease risks, protect animals and people, and build public trust.



For years, we've wanted a training that addresses both safety and quality of care in a shelter environment. Shelter Safe delivers exactly that. We look forward to getting our entire team certified because safer shelters mean stronger communities."

—L. Nguyen, Shelter Manager

COMPREHENSIVE COURSE CONTENT

(continued)

BASIC NUTRITION



Good nutrition is the foundation of animal health. This course covers feeding basics for dogs and cats, how life stage and activity affect diet, and how to spot malnutrition, avoid unbalanced diets, and recognize common food risks.

SHELTER OPERATIONS



Shelter operations go beyond food and housing. They require transparency, accountability, and professional standards. This course covers records, intake, sanitation, health and welfare, and facility design, helping staff build trust and create safe, well-run shelters.

ANIMAL SPAYING, NEUTERING AND MICROCHIPPING



Spaying, neutering, and microchipping are essential tools to reduce overpopulation and keep pets safe. This course covers medical basics, health and behavioral benefits, surgical options, and best practices for care: helping shelters lower intake and increase reunions with owners.

LEARNING TO INTERPRET DOG LANGUAGE



Understanding dog body language is essential for safety and welfare in shelters and the community. This course explores how posture, stance, and facial expression reveal what dogs are feeling, and how our own body language can reduce stress, build trust, and prevent conflict. Learn practical strategies to interact with dogs safely and compassionately.



Volunteers often ask for clear guidance on safety protocols, and until now there hasn't been a structured way to deliver it. Shelter Safe bridges that gap beautifully.

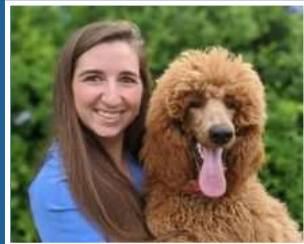
—S. Patel, Volunteer Coordinator

YOUR INSTRUCTORS

Course instructors include a range of Animal Control Professionals from across the US that share their first-hand experience and expertise to help you be successful.



Dr. Martha Blackmore
Forensic Veterinary
Investigations, LLC



Dr. Alice Bourgeon, DVM
San Diego Humane Society



Beth Brock
McKamey Animal Center



Sgt Erin Brogan
Shenandoah County
Sheriff's Office



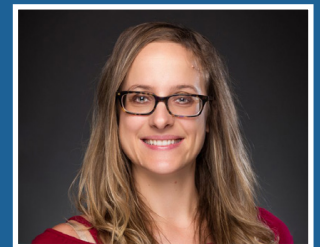
Spencer Conover
National Animal Care
and Control (NACA)



Dr. Jim Crosby
Certified Dog Behavior
Consultant and Court Expert



Inga Fricke
McKamey Animal Center



Dr. Zarah Hedge, DVM
San Diego Humane Society



Jace Huggins
San Diego Humane Society



Stephanie Merlin
The Fulfilled Feline



Jerrica Owen
National Animal Care
and Control (NACA)



Diane Webber
Cedar Rapids Animal Care
and Control (Retired)

“ The Shelter Safe Certification fills a training gap we’ve long recognized in our industry. Our staff and volunteers now have access to practical, comprehensive tools that directly improve daily shelter operations.”

—J. Ramirez, Shelter Director



WHAT'S INCLUDED

The ShelterSafe™ online training course is a ready-made solution to prepare animal welfare personnel for their career and for future training.



LEARNING IS REINFORCED
with reviews, interactive exercises and memorable quotes.



PRO TIPS
and Bonus Information included.



HELPS APPLY LESSONS
to your agency.



RESOURCES
included for additional learning.



KNOWLEDGE CHECKS
to reinforce learning and prepare for final exam.

Every lesson in the course has been reviewed by NACA's training committee consisting of resident experts who are committed to enhancing and growing our profession. So when you go through the lessons, you know you're hearing expert advice from people you can trust.

REGISTER TODAY

Individual seats are \$60 each (or \$40 each for 7+ seats)

CERTIFICATE OF COMPLETION

When you complete the entire course (ie required End of Lesson quizzes, homework) and attain an 80% or higher on the final exam, you will receive a NACA ShelterSafe™ Certificate. This Certificate can be used by animal welfare professionals to demonstrate knowledge, inclusion in job applications, promotions, etc.

Please verify with your local POST or other credentialing organization to see if The NACA ShelterSafe™: Foundations in Animal Care Certificate can be used for your credentialing, promotion processes, or continuing education units (CEUs).

Please contact support@justiceclearinghouse.zohodesk.com for details.

Click here to sign up

www.justiceclearinghouse.com/naca-shelter-safe-foundations-in-animal-care/



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