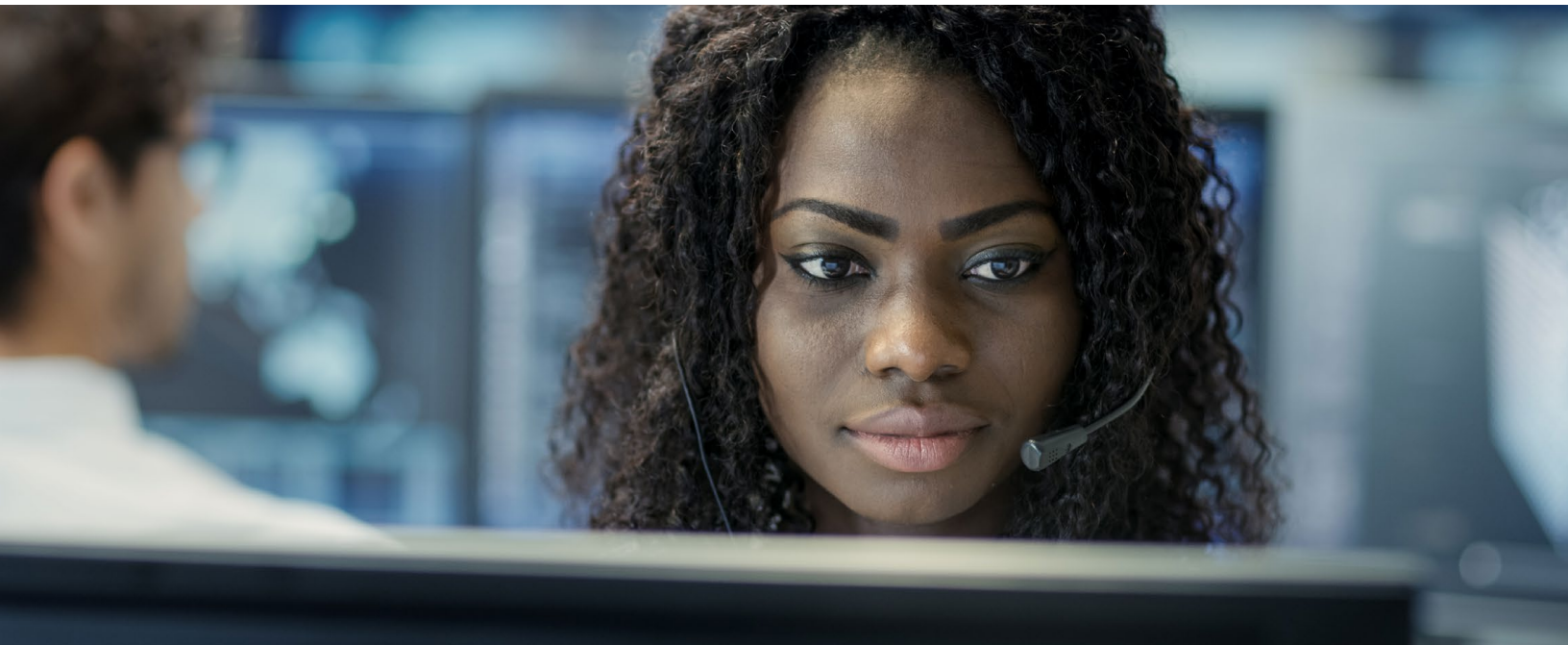




Animal Services
Dispatch
CERTIFICATION



Animal Services Dispatch Certification



“

The primary focus in animal welfare is prompt action, serving as the initial shield against harm. This course is designed to aid individuals fulfilling this crucial duty, empowering them to navigate the impactful choices they face daily, affecting both animals and the dedicated officers involved in public safety every day!

—Jerrica Owen
Executive Director
The National Animal Care
& Control Association

Whether someone can't find their beloved Fido or are reporting potential pet neglect in their neighborhood, *the caller experience starts with you, the dispatcher or call taker.*



With a crucial combination of skills, animal welfare dispatchers are part investigator, communicator, customer service representative, public educator, safety advocate and first line back-up to officers in the field.

Dispatchers are uniquely positioned at the intersection of coordinating field operations, responding to emergencies, gathering information, maintaining positive customer communications, and ensuring the safety of both the public and agency employees in the field.

Designed by nationally recognized speakers and master level dispatchers, ***this course will certify and equip animal control dispatchers with the essential knowledge and skills any dispatcher needs***, including the fundamentals of radio communication, call taking, customer service, communications and attentiveness to officer safety.

COURSE INSTRUCTORS



SPENCER CONOVER

Spencer has dedicated his life to innovative, servant leadership at some of the top animal welfare organizations across the country. Spencer has a Master of Interdisciplinary Studies in Contemporary Animal Services Leadership and Leadership Studies. He is an animal control officer, CPR, and humane euthanasia certified with training in dangerous/fractious animal handling. Spencer has a passion for shelter operation, statistics, data-driven decision-making, and innovative, life-saving community-based programs.



CHRISTOPHER HEBERT

Chris Hebert has been in law enforcement since 2005, spending his first 16 years as a 911 operator and police/fire/EMS dispatcher. In that role, he was also a dispatch trainer, where he trained multiple new dispatchers over the years. In January of 2022, he transferred to Animal Control for the City of Seabrook, Texas, where he currently holds his Basic Animal Control Officer license. Chris has volunteered with a number of animal rescues in the past, ranging from horses to dogs. Previously, Chris also had a pet photography business.



JERRICA OWEN

Accomplished animal welfare professional Jerrica Owen joined the National Animal Care & Control Association in April 2021, as the Director of Partnerships and Programs and was named Executive Director in December 2021. She brings with her nearly 20 years of experience in emergent animal welfare, engaging and developing a diversity of staff, shelter operations, and leading successful initiatives in Animal Welfare in a cross-cultural environment.

COURSE INSTRUCTORS



LISA RENARD

Lisa Renard started working at the San Diego Humane Society in 2018. She has dedicated the past 5 years to building and managing the organization's Resource Center department. As the Resource Center Manager, she oversees a large team of communication specialists and is responsible for the department's strategic development. In this role, Lisa has implemented new procedures that have improved daily operations and community engagement in animal welfare. She has spent the last 10 years in business management and holds a Master of Business Administration (MBA).



EMILY SCOTT

Emily Scott is an Animal Control Officer for the Charlotte Mecklenburg Police Department Animal Care and Control division. She found her new kitten, Nubbin, in a cat hoarding situation and knew she had to take him home. Emily has always wanted to help those in need which is why she started working for ACCD two and a half years ago. For seven and a half years prior, Emily was helping over 911 as a dispatcher for CMPD. She hopes to continue to help her community through animal welfare and assisting people in responsible pet ownership.



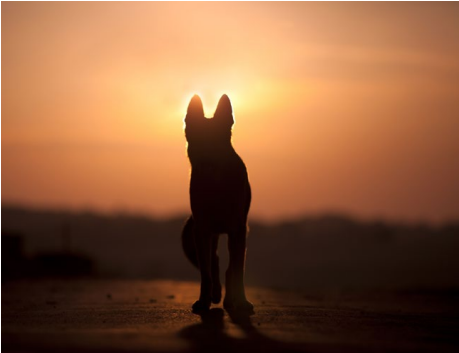
LYNSEY WHITE

As Director of Humane Wildlife Conflict Resolution for The Humane Society of the United States (HSUS), Lynsey White helps urban and suburban communities find effective and humane solutions to conflicts with species such as coyotes, Canada geese, white-tailed deer, and beavers. She also runs the Wild Neighbors program, which provides animal care and control professionals with resources, trainings, and consultation in the adoption of humane policies and practices for responding to calls about wildlife. Lynsey has a Master of Science degree in Conservation Biology & Sustainable Development and a Bachelor of Science degree in Zoology and has led wildlife conflict resolution trainings across the U.S. and beyond.

COURSE DETAILS

This online course is filled with 5.5 hours of instruction and exercises designed to help you grow and succeed.

01 Overview of Animal Control Dispatch Services



The critical role of dispatch is one of the most difficult positions in the animal control or welfare agency. Part customer service, safety, and coordinator, dispatchers have to have not only communication skills, but also animal knowledge to serve both the community and support their officers in the field.

DURING THIS LESSON, WE'LL DISCUSS:

- The definition, scope, and core responsibilities of animal control dispatch
- Communication techniques
- Data gathering and documentation
- Advocacy and handling sensitive situations
- Challenges facing the profession
- And The future of this evolving landscape.

ACTIVITIES AND HOMEWORK:

- | | | |
|--|---|--|
| ■ Slide Handouts | ■ Bonus Video: What is Emotional intelligence? | ■ Take the Next Step: Your Spot in Public Safety |
| ■ Take the Next Step: Finding Your Why | ■ Explore This: EQ and You | ■ And Knowledge Checks along the way to reinforce your learning. |
| ■ Activity: The Scope of Animal Control Dispatch | ■ Reminder: The Other Person's Shoes | |
| ■ Take the Next Step: Other Resources | ■ Take the Next Step: Freedom of Information or Public Records Acts | |
| ■ Activity: The Importance of Data Collection | ■ Cheat Sheet: Quick Reminders | |

COURSE DETAILS

(continued)

02 Call Types



While dispatchers may take hundreds of calls every day, most that involve sending an officer to the scene fall into a key categories – that all require core information so the officer can successfully do their work in the field.

DURING THIS LESSON, WE’LL DISCUSS:

- The basics of call taking
- The various call types
- What questions to ask for each call type

ACTIVITIES AND HOMEWORK:

- Slide Handouts
- Handout: At a Glance Questions by Call Type
- Activity: Call Types
- Cheat Sheet: The Most Common Questions to Ask
- Take the Next Step: Your Agency’s Most Common Call Types
- And Knowledge Checks along the way to reinforce your learning.

03 Radio Basics



Radio communication is your critical link to officers in the field.

DURING THIS LESSON, WE’LL DISCUSS:

- The types of radios or communications devices you might encounter
- Radio testing for handheld devices and consoles
- Basic radio operation
- Communicating with the field

ACTIVITIES AND HOMEWORK:

- Slide Handouts
- Activity: Radio Types
- Pro Tip: Testing
- Take the Next Step: Becoming Familiar with Your Equipment
- Cheat Sheet: Shorthand Cues
- Activity: Tips for Talking on a Radio
- Pro Tip: Other Area Agencies
- Take the Next Step: Your Radio Voice
- And Knowledge Checks along the way to reinforce your learning.

COURSE DETAILS

(continued)

04 Officer Safety



Communicating effectively and professionally is important to not only help officers be effective, but also stay safe.

DURING THIS LESSON, WE'LL DISCUSS:

- The role of dispatchers for ensuring officer safety
- Developing a safety mindset
- What dispatchers should do before during and after dispatching a call
- Maintaining your own mental health and wellness

ACTIVITIES AND HOMEWORK:

- Slide Handouts
- Activity: Prior to Dispatching a Call
- Pro Tip: Details
- Pro Tip: Social Media Research
- Take the Next Step: The Role of Research
- Cheat Sheet: After Dispatching the Call
- Activity: Ways to Help your Mental Health
- Bonus Video: Meditation Anywhere
- And Knowledge Checks along the way to reinforce your learning.

COURSE DETAILS

(continued)

05 Communication Skills



As dispatchers and call takers, you are the voice of your agency: the very first person the community talks to. So the customer experience all starts with you: your voice, tone, word choice, etc, reflecting not only your professionalism, commitment and caring for the animals and community you serve.

DURING THIS LESSON, WE'LL DISCUSS:

- The different components of verbal communication
- The basics of professional phone etiquette
- The fundamentals of written communication and documentation

ACTIVITIES AND HOMEWORK:

- Slide Handouts
- Activity: Effective Verbal Communication Skills
- Activity: A Better Way to Phrase Things
- Pro Tip: Phonetic Alphabet
- Bonus Pro Tip: Using Names
- Take the Next Step: Monitoring Your Performance
- Cheat Sheet: Critical Communication Skills
- Pro Tip: Advanced Warning
- Take the Next Step: Knowing Your Agency
- And Knowledge Checks along the way to reinforce your learning.

06 The Future of Field Services



In order to serve and protect the animals in our community, we must also serve their humans: the people who care for those same animals.

DURING THIS LESSON, WE'LL DISCUSS:

- What community supported field services is
- The range of levels of community engagement
- Components and considerations for this type of program
- How to implement a community supported field services program
- Engaging other parts of your local government and community

ACTIVITIES AND HOMEWORK:

- Slide Handouts
- Activity: The Spectrum of Community Engagement to Ownership
- Take the Next Step: Meeting Residents Where They Are
- Cheat Sheet: Getting Started with Community Supported Field Services
- Activity: The Keys to Trust
- Reminder: Changing Behavior
- Take the Next Step: Agency Activities
- Activity: Community Programs
- The Payoff: Why Implement Community Supported Field Services
- Take the Next Step: Making a List
- And Knowledge Checks along the way to reinforce your learning.

COURSE DETAILS

(continued)

07 Wildlife



Animal control dispatch doesn't just take calls involving companion animals. With the word "animal" in your agency's title or organizational description, people in your community will immediately assume you know something about ALL animals in the vicinity – including wildlife.

DURING THIS LESSON, WE'LL DISCUSS:

- The Top 10 tips for taking wildlife calls
- "Orphaned" wildlife calls
- Injured/sick wildlife calls
- "Nuisance" wildlife calls
- Other helpful resources

ACTIVITIES AND HOMEWORK:

- Slide Handouts
- Cheat Sheet: Reasons to Respond to Wildlife Calls
- Pro Tip: Facial Expressions
- Take the Next Step: Explore Your Resources
- Activity: The Top 10 Tips for Handling Wildlife Calls
- Pro Tip: A Positive Spin
- Pro Tip: Companies who help
- Take the Next Step: More Resources
- Cheat Sheet: Is the Animal Really Orphaned?
- Pro Tip: Equipment
- Learn More: Wildlife Rehabilitators
- Activity: "Orphaned Wildlife"
- Take the Next Step: Most common encounters
- Take the Next Step: Rabies Vaccines
- Wildlife
- Pro Tip: Dealing with Bears
- Recipe for Deodorizing after Skunk Encounters
- Take the Next Step: Incorporating Tips into Public Communications
- And Knowledge Checks along the way to reinforce your learning.

REGISTER TODAY

Only \$157 per person

SEMINAR LOCATION

This online course is available through the Justice Clearinghouse Learning Management System. You will be able to attend the sessions from any internet connected computer.

REGISTRATION PROCESS

Once you enroll, you will receive your login information within 24 hours.

VOLUME DISCOUNT

If you have three or more personnel who are planning to attend, please contact us for a 20% discount code. Also, contact us for your JCH Paid Subscriber Discount.

CONTACT US

If you have any questions, please contact us at aaron@justiceclearinghouse.com.

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