

## TRAINING COURSE CATALOG

# ACTS



Animal Control Training Services

[www.aco-acts.com](http://www.aco-acts.com)

[info@aco-acts.com](mailto:info@aco-acts.com)

913-515-0080

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## Animal Control Training Services

Welcome to Animal Control Training Services! Chances are, you've never heard of us until now. But you may recognize our names. Jeffrey Clemens and I have established a service to promote animal control training opportunities at the city, county and state level. With support from other professionals in the animal control field, ACTS is taking a no-nonsense approach to training ACO's. ACTS has long recognized the inherent risk and danger associated with the animal control profession. Officer safety is a priority when dealing with aggressive and dangerous behavior from both animals and humans. Our program is unique in that we offer real life, practical on-site training. ACTS training is specific to animal control officers focusing on officer safety and professional service at an affordable price.

ACTS brings the training to the agency, saving taxpayers hundreds of dollars in travel-related expenses. You can "build" a program based upon what you feel your agency or staff would most benefit from. Pick and choose the topics and the number of days for training. We are flexible in our offerings. Your agency can also purchase blocks of training for your staff - you can select the topics later. This is a simple way in which to annually budget for in-service training. Training blocks may be acquired in 8 hour increments.

Want to host some ACTS training? Each hosting agency receives 2 complimentary registrations for every 10 paid registrations. ACTS handles much of the work and we can promote the training to area agencies and provide registration forms. All we request from the hosting agency is the meeting space and audio/visual support.

Call us or e-mail – we're here to help with your training needs!

Thanks,

Jeffrey Clemens and John Mays



## Frequently Asked Questions

### **How much does it cost to host a course?**

Hosting a course costs nothing – zero. Unless you incur some expense for the training room or marketing the program at the local level, hosting a course will cost you and your agency nothing at all. The fee for the course, that you host, is generated from other registered students (as well as any staff members that you might register).

### **How many free registrations do I receive for hosting?**

The hosting agency receives 2 complimentary registrations for every 10 paid.

### **What is the minimum number of students for a course?**

Generally, we would like a minimum of 10 paid students in order for the hosting agency to earn their comps. However, the minimum number of students depends upon the course, its location, and how far we have to travel to reach your area.

### **What do you expect from us?**

We ask that you assist us in promoting the course, which is basically making a few phone calls, sending e-mails, or sending faxes to neighboring agencies. ACTS will also promote the training to area agencies, via mailers and electronics means, and provide registration forms. We also ask that you assist us with the logistics. If a training room is required for the course, we ask that you help us secure the use of a room and the necessary a/v equipment. A recommendation of area hotels, to accommodate students who might require overnight accommodations, is also appreciated.

### **What does Animal Control Training Services provide?**

ACTS will handle all of the class inquiries, registrations, invoicing and payments.

### **How much advance time is necessary to host a course?**

We would like to offer as much advance notice to agencies as possible, but we need at a minimum of 8 weeks in order to plan and promote courses.

### **How do we get started?**

Contact us at 913-515-0080 or [info@aco-acts.com](mailto:info@aco-acts.com). If you have a course in mind or if you haven't decided yet, we can discuss your training needs, and the logistical requirements of the various courses. We can also review your staff's scheduling in order to allow as many employees as possible to attend the training.

## **In-House Training**

In-house training allows your agency to have a “private” course for your staff only. The number of participants will be determined by you, so the minimum of students typically required for a course would not apply. Your agency would be responsible for the course fee, limited to a mutually-agreed upon number of participants. Both ACTS and your agency would agree on a set price for the training and ACTS would deliver the course for that cost. Our expenses would still be our responsibility. By offering in-house training, we can more easily customize a course to the specific needs of your agency.

## **Host Requirements**

### **Meeting Space**

The hosting agency would provide a meeting room which will accommodate a maximum number of students committed to the program. The meeting room should be set classroom style for at least 30 people. If available, a stand-up podium is also requested along with a table off to the side for equipment.

### **Audio/Visual Requirements**

The following equipment would be needed in the meeting room by 7:30 am each day:

- A Projection Screen.
- A table for a laptop, along with electrical power, placed in the front of the meeting room.
- An LCD projector.
- Speakers for sounds, and wireless Internet access (if available).

## **How to Build Your Program**

Your agency can “build” a program based upon what you feel your staff would most benefit from. Pick and choose the topics and the number of days for training. We are flexible in our offerings. You can also take advantage of our already “built” courses, which are described within this catalog. For the most part, the cost is \$125 per day, per student. Begin building your program by determining the duration of the training – decide on how long you want the program to be – 1, 2, 3, 4 or 5 days. Then fill those days with 4 and/or 8-hour blocks from the catalog. You may also combine smaller blocks (i.e.: 1 - 3 hours) in order to fill an 8-hour day.

## **ACTS Pre-Built Courses**

### **Basic Animal Control Officer Certification**

#### **DESCRIPTION**

The ACTS Basic Animal Control Officer Certification program is designed to prepare entry-level individuals with the rudimentary skills needed to become an Animal Control Officer. The course is comprised of 8 separate blocks of instruction to include: State Laws, County Ordinances and City Codes; Tactical/Interpersonal Communication; Officer Safety and Self Defense; Basic Animal Control Officer Investigations; Evidence Law and Collection; Courtroom Testimony and Report Writing; Safe Handling of Aggressive and Dangerous Dogs; and Safe Animal Handling/Capture and Restraint Equipment. The ACTS Basic Animal Control Officer Certification program has been carefully researched and offers the most current animal control-related information available.

#### Day 1

State Laws, County Ordinances and City Codes – 8 hours  
(For a course description, please see page 14)

#### Day 2

Tactical/Interpersonal Communication – 8 hours  
(For a course description, please see page 11)

#### Day 3

Officer Safety and Self Defense – 8 hours  
(For a course description, please see page 12)

#### Day 4

Basic Animal Control Officer Investigations – 4 hours  
(For a course description, please see page 22)  
Evidence Law and Collection – 2 hours  
(For a course description, please see page 20)  
Courtroom Testimony and Report Writing – 2 hours  
(For a course description, please see page 24)

#### Day 5

Safe Handling of Aggressive and Dangerous Dogs – 4 hours  
(For a course description, please see page 13)  
Safe Animal Handling/Capture and Restraint Equipment – 4 hours  
(For a course description, please see page 10)

#### **COURSE FEE**

The ACTS Basic Animal Control Officer Certification course costs just \$550 per student for the complete 40-hour course. Hosting agencies receive 2 complimentary registrations for every 10 paid registrations.

## **ACTS Pre-Built Courses**

### **Comprehensive Animal Management Certification**

#### **DESCRIPTION**

The ACTS Basic Animal Control Officer Certification program is designed to prepare individuals with the fundamental skills needed to manage an animal control agency. The course is comprised of the following blocks of instruction:

**Advanced Case Supervision** - Handling complex cases as a supervisor is a different world. This segment focuses on the myriad of cases that require oversight and direction. How to handle a case as a manager, not a line officer.

**Basic Budget Planning** - Money management, basic purchasing tips and how to submit requests are covered.

**Disciplinary Investigations** - Basic steps for violations of workplace rules and regulations are covered including how to conduct interviews, document findings and write-up counseling statements, reprimands, personal improvement plans and disciplinary findings from a generic standpoint.

**Equipment, Vehicles and Operational Needs** - Recommendations for basic equipment, vehicles and supplies are provided along with information on how to maintain that on a daily basis. "How to" fix animal control equipment and where to get supplies are also covered.

**Evaluating Staff** - How to create & maintain performance standards along with how to document monthly, yearly and probationary periods. Phraseology, techniques and tips for completing these tasks and related paperwork.

**Interviewing and Selection** - How to find the best choices for the job. Skills in reviewing applications, posting jobs and creating interview questions are covered.

**Managing Generational Employees** - This segment covers the types of generational employees in the workplace and how best to manage them to get high performance.

**Meetings: Individual, Specific Groups, Entire Staff** - How to schedule meetings and set agendas is offered in this segment. Managing attendance, determining needs and outcomes for effective meetings.

**Policy and Procedures: Review and Development** - How to create, review, implement and update policies and procedures are discussed with examples & sample materials to build on provided.

**Pushing Paperwork: Reports, Memos and Correspondence** - How to compose and handle routine as well as complex correspondence is reviewed. Letter, e-mail, telephone, or text? Picking the best means is half this battle. Public records & records retention schedules are mentioned in addition.

**Supervising Daily Operations** - Scheduling, handling leave requests, motivating & directing employees are part of everyday operations.

**Training and Staff Development** - Training needs assessments and evaluating skills are covered here. How to arrange in-house, contractor and related training is reviewed.

**Transition from Staff to Supervisor** - This segment shares information on how to move from staff to supervisor. Information on confidentiality, challenges and changes that come with moving up in the chain of command.

**Workplace Harassment and Violence** - This section covers the generic subjects and highlights practices to avoid as well as how to mitigate instances in the work environment.

#### **COURSE FEE**

The ACTS Comprehensive Animal Management Certification course costs just \$375 per student for the complete 3-day course. Hosting agencies receive 2 complimentary registrations for every 10 paid registrations.

## ACTS Pre-Built Courses Shelter Technician Certification

### DESCRIPTION

The ACTS Shelter Technician Certification program is designed to prepare individuals with the fundamental skills needed to work in an animal shelter. The course is comprised of the following blocks of instruction:

**Animal Care in a Sheltering Environment** – This course will offer a basic understanding of effective practices in daily animal care in a sheltering environment, to include feeding and watering practices, proactive health care, socialization and daily exercise designed to improve the animal's quality of life in the sheltering environment and improve the animal's overall welfare.

**Animal Disposition Options** – This course will offer a basic understanding of the various forms of animal disposition options available to most animal sheltering facilities and offer program overviews which can provide for increases in the likelihood of a positive disposition, to include: adoption options and programs; animal rescue-transfers and rescue programs; animal redemptions; and humane euthanasia. This course also provides and overview of effective animal rescue coordination programs and animal rescue network development.

**Animal Identification – Breed and Description** – This course will offer a basic understanding of how to effectively identify an animal's breed and provide effective descriptions which are essential for proper intake record-keeping and for increasing the likelihood of a positive disposition for animals in the care of an animal sheltering facility, to include breed characteristics, coat colors and patterns, commonly found markings, as well as ear and tail types.

**Animal Shelter Maintenance** – This course will offer a basic understanding of animal shelter facility maintenance, sanitization, and management that offers enhanced animal health and welfare. While many states have regulations, which specify the minimum standards of animal shelter facilities upkeep and maintenance, this course will discuss many of the most common areas of animal facilities maintenance which might be viewed as best practices for ensuring animal health and welfare, to include such topics as noise and light levels; corrosion control; animal housing arrangements; and more.

**Animal Shelter Record-Keeping** – This course will offer a basic understanding of the paperwork and record-keeping necessary for effective animal shelter operations, animal care, animal dispositions, and customer service in an animal sheltering environment, to include: animal intake forms, medical intake evaluations, Lost and Found Reports, animal temperament and behavior evaluation forms, animal adoption contracts, animal rescue transfer contracts, owner relinquishment forms, and several more examples.

**Canine and Feline Behaviors and Assessments** – This course will offer a basic understanding of common dog and cat behaviors in an animal sheltering environment and provide an overview of the variety of assessment programs. Dogs and cats will often act differently in a sheltering environment than they will at home or in their normal environments. This course will discuss methods of reducing these animal's stress levels so that more effective assessments of their behaviors can be made.

**Disease Exposures in a Sheltering Environment** – This course will offer a basic understanding of disease exposures which might be encountered in an animal sheltering environment, to include zoonotic diseases and commonly communicable animal diseases. Animal shelter workers are often at risk of exposure to various diseases and are generally charged with reducing or preventing the spread of animal illnesses and diseases from one animal to another (cross-contamination) in the shelter. This course will discuss basic information on the various diseases; common signs and symptoms; how the illness is spread; and methods of prevention.

**Emergency Animal Sheltering** – This course will offer a basic understanding of animal sheltering operations during emergency conditions such as Mass Animal Impounds or Disaster Animal Sheltering.

**Proactive Animal Sheltering** – This course will offer a basic understanding of common animal sheltering programs designed to provide improved customer service to both the human and animals residents of a community, to include quality customer service, handling pets from emergency situations like domestic violence or the death of the owner, common courtesy sheltering services, and more.

### COURSE FEE

The ACTS Shelter Technician Certification course costs just \$375 per student for the complete 3-day course. Hosting agencies receive 2 complimentary registrations for every 10 paid registrations.

## **ACO Protective Equipment Training Baton/Bitestick (certification)**

### **DESCRIPTION**

For many departments the Bitestick/Baton is the highest use of force option available for an Animal Control Officer to protect themselves and the public against an attack from vicious and dangerous dogs. Our ACO Protective Equipment Training is unique in that it is specific to the daily work performed by Animal Control Officers. Our programs address the safety considerations from both the human and animal perspective. The ASP™ Basic Certification program is a hands-on seminar. The course will familiarize the Animal Control Officer with the practical use of the friction-lock and lever-lock baton. The training and instruction will cover the following topics: Safety; Legal Concepts; Use of Force Options; Documentation; Portation (mode of carry); and Practical Use and Retention of the ASP™ baton.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$145.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 20 participants.

### **CLASS INFORMATION**

All certification materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ASP™ certificate of completion. Dress is casual, appropriate footwear is required (no flip-flops, sandals).



## **ACO Protective Equipment Training Chemical Immobilization Certification**

### **DESCRIPTION**

Chemical Immobilization offers an alternative to the use of lethal force in response to animals that represent a danger to the public. This 8-hour course will certify officers to chemically immobilize commonly-encountered animals, such as dogs, wildlife, exotics and agriculture animals. Humane techniques and methods, drugs and delivery devices, and deployment protocol (what qualifies an animal for chemical immobilization) will be discussed. This course includes both classroom and practical training.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 20 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual, appropriate footwear is required (no flip-flops, sandals).

## **ACO Protective Equipment Training Handcuffs – Arrest and Control Certification**

### **DESCRIPTION**

ACTS offers a 4-hour ASP™ basic tactical handcuff certification program. Many ACO's and Humane Officers are authorized to exercise the powers of arrest within the course and scope of their employment. For agencies that are not designated with arrest powers, it is still vital that ACO's be familiar with the basic fundamentals of handcuffing procedures especially if assisting other law enforcement agencies during illegal animal fighting raids or investigations.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$95.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 20 participants.

### **CLASS INFORMATION**

All certification materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ASP™ certificate of completion. Dress is casual, appropriate footwear is required (no flip-flops, sandals).

## ACO Protective Equipment Training Pepper Spray Certification

### DESCRIPTION

Pepper spray is one of the most widely used, non-lethal self-defense options available to protect Animal Control Officers around the world. When used properly, pepper spray, also referred to as O.C. spray (Oleoresin Capsicum) is extremely effective on both humans and animals to prevent being assaulted or attacked. Proper training is required to use pepper spray effectively. The ACTS Pepper Spray course is a certification course that provides instruction and training in the following areas:

- Introduction to Pepper Spray and LE Chemical Agents
- The Use of Force/Compliance Options
- Deployment Scenarios, Methods and Tactics
- O.C. Effectiveness
- Human and Animal Decontamination Procedures

### DURATION

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### COURSE FEE

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 20 participants. Student exposure to O.C. is not required.

### CLASS INFORMATION

All certification materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual, appropriate footwear is required (no flip-flops, sandals).

## **ACO Protective Equipment Training Safe Animal Handling/Capture and Restraint Equipment**

### **DESCRIPTION**

Every day is a different day for an ACO. One of the most unique aspects of the ACO position is that of working with the wide variety of animal species and situations. Safe animal capture and handling is extremely important in order to protect the safety of the officer, the public and the animal. ACTS offers a 4-hour block of instruction that covers the skills and equipment that are necessary when dealing with domestic animals, wildlife, exotics and livestock. This practical course focuses on the animal species commonly handled by ACO's, injury prevention, dangers and risks, capture and restraint methods, equipment, safe loading and transportation.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **ACO Protective Equipment Training Taser™ (certification)**

### **DESCRIPTION**

By the very nature of the job, ACO's are presented with safety considerations from the dangers associated with human and animal interaction. Each piece of protective equipment helps an officer serve the public and maintain safety. The Taser™ is a dual purpose tool used to protect and save lives. It is highly effective in deterring and stopping an attacker. The Taser™ is becoming more useful and common within the Animal Control industry, offering a less-lethal use of force option, not only to prevent an animal attack, but also for the safe capture and restraint of vicious and dangerous dogs. ACTS recognizes that there is no such thing as a "one-size-fits-all-tool". The better trained and properly equipped an ACO can be will result in enhanced officer safety, improved public service, Injury prevention and reduced liability.

### **DURATION**

This is a 6-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$165.00 per student, which includes the cost of 2 cartridges that are required for certification; discounted pricing available when combined with other ACTS training modules. Class is limited to 20 participants. Student exposure to the Taser™ is not required.

### **CLASS INFORMATION**

All certification materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued a Taser™ certificate of completion. Dress is casual, appropriate footwear is required (no flip-flops, sandals).

## **ACO Field Safety – Control Tactics Officer Safety and Self-Defense**

### **DESCRIPTION**

Whether you work in an urban or rural setting, or both, Animal Control Officers are exposed to situations that can be potentially dangerous concerning officer safety. Most ACO's don't have the luxury of working with a partner. ACO's typically work alone and are assigned to varying shifts and stand-by. Requests for back-up from fellow officers or other law enforcement agencies can often be delayed or not immediately available, placing the ACO at greater risk. The ACO Field Safety course is an 8-hour program designed to promote officer safety through danger recognition and prevention techniques. The classroom portion covers the areas of situational awareness, contact considerations, threat assessment, use of force options and legal concepts. The hands-on practical portion covers control and defense tactics, use of personal body weapons, position of interview and self-defense, footwork and physical body dynamics. Both sections provide real-life scenarios and field service application!

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **ACO Field Safety – Control Tactics Safe Handling of Aggressive and Dangerous Dogs**

### **DESCRIPTION**

Potentially dangerous and vicious dogs have become a serious and widespread threat to the safety and welfare of citizens within the United States and throughout the world. They not only pose a threat to humans, but to domestic animals as well. Many of these attacks by dogs have resulted in persons being seriously injured and in some cases causing human fatalities. When responding to in-progress calls or conducting follow up investigations of dangerous and vicious dog activity, proper training and education is paramount for the Animal Control Officer. ACTS has developed a comprehensive course specifically for Animal Control Officers relating to the safe response, handling and capture of dangerous and vicious dogs. Participants will gain a working knowledge of dog breed history and aggression, stimulus response and critical distance, behavior drives and instincts, dog characteristics and body language, safety equipment and handling considerations.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **ACO Field Safety – Control Tactics Tactical/Interpersonal Communication**

### **DESCRIPTION**

What is the goal of an Animal Control Officer during a contact? Answer: “generate voluntary compliance”. The ability to communicate effectively is vital for the ACO. Professional presence and verbal skills are the first two elements presented when communicating with the public. The tactical communications course is specifically designed for the work of an ACO when dealing with stressful and emotional situations. The training provides a structured dialogue that can be used toward conflict resolution, enforcement and education, diffusing hostile situations and achieving a positive outcome. The course focuses on a win-win dynamic resulting in professional service, positive public relations, reducing liability and enhancing officer safety.

### **DURATION**

The course is offered in a 4-hour or 8-hour block. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student for a 4-hour block; \$125.00 per student for an 8-hour block; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.



## **Animal Control Laws and Enforcement Animal Hoarding Investigations**

### **DESCRIPTION**

A compulsive hoarder may often accumulate a large number of animals, failing to provide minimal standards of nutrition, sanitation and vet care, and fails to act on the deteriorating condition of the animals, the environment, or the negative impact on their own health and wellbeing. Such behaviors may be part of an overall mental health issue. Students will develop an understanding on how to document the scene for possible cruelty or neglect; evaluate possible intervention strategies including criminal, civil and regulatory and mental health; the need to prepare for a pre-hoarding event or large scale rescue sheltering plan; and how laws restricting the number of animals can be effective tools.

### **DURATION**

This is a 2-hour course. 10-minute breaks each hour, offered as part of a day-long program.

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Basic Animal Control Officer Investigations**

### **DESCRIPTION**

This course will detail the role of the Animal Control Officer in performing investigations and to identify the common types of investigations and variations between them. Participants will become familiar with scene assessment and the common tools and resources used in investigation procedures and case development. Complaint procedures, interview techniques and the types of forms and reports used for documentation will also be explained.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement California Animal Control Regulations**

### **DESCRIPTION**

This course offers an examination of codes and statutes that are commonly used by Animal Control Officers within the state of California. Information includes a review of restraint/leash requirements, animal waste, rabies area licensing and vaccinations, animal licenses, livestock-keeping restrictions, lawful fences, dogs and livestock, crimes against animals, neglect of animals, impoundment, permitting animals to go without care, willful abandonment of animals, dog tethering, animals kept in vehicles, limit laws, spay/neuter requirements, and many more.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Challenging Encounters in Animal Control**

### **DESCRIPTION**

Animal Control Officers encounter a variety of animal “interested” groups and individuals. Dealing with these people can present obstacles to education, enforcement and achieving compliance. This class covers strategies for dealing with everything from activists to elected officials with stops for “hoarders”, animal welfare groups and administrators. Students will be provided with ideas on how to safely and effectively interact with a variety of persons in the animal realm.

### **DURATION**

This is a 2-hour course. 10-minute breaks each hour, offered as part of a day-long program.

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Citations, Dangerous and Vicious Declarations**

### **DESCRIPTION**

Animal Control departments are responsible for the enforcement of city and county ordinances and state laws pertaining to animals, primarily domestic. These include licensing and vaccination requirements as well as stray animal, dangerous/vicious, and nuisance provisions. Enforcement and education continue to be most effective tools available to ACO's. This course covers department liability, investigations, discretionary decision-making factors, mitigating circumstances, constitutional due process requirements and hearings, as well as the determination and disposition of dangerous animals and vicious dogs.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Community Cooperation - Education and Outreach**

### **DESCRIPTION**

Animal Control Officers are often tapped to address civic leagues, community groups and administration. This instruction offers tips, guidelines and information on developing and speaking for a variety of functions and organizations. Effective communication is key to improving and enhancing your agency's image and often can make a difference in support and funding. Students will work on creating and presenting to the group to get firsthand experience in dealing with diverse community agencies.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Courtroom Testimony and Report Writing**

### **DESCRIPTION**

When should court preparation start? What should be done on the day of court? This block of instruction will focus on courtroom preparation and testimony from the initial call until the court date, to include: When/Why you should seek out your prosecutor before court; Important things that should be done during your testimony; Recognizing defense tactics and how to avoid them; and courtroom professionalism and dress standards/appearance. This course also includes instruction on how to write fact-based, unbiased, clear, grammatical reports as a record of the event and a tool for prosecution.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Diversion - Alternative Enforcement Programs**

### **DESCRIPTION**

Integrating additional enforcement strategies can strengthen and improve Animal Control operations. This course offers students a variety of innovative ideas that provide revenue enhancement, improved license compliance and alternatives to traditional citations. These are not replacements for existing programs, but rather they are additions that generate positive results.

### **DURATION**

This is a 2-hour course. 10-minute breaks each hour, offered as part of a day-long program.

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.



## **Animal Control Laws and Enforcement Evidence Law and Collection**

### **DESCRIPTION**

Animal Control Officers must know the criteria for lawfully obtaining, preserving and admitting evidence to ensure evidence is identified, collected and presented in a legal manner that will be accepted in court. This block of instruction focuses on identifying the lawful process and rules governing the admission and exclusion of evidence as it relates to Animal Control criminal trials. The course will cover in detail the definition and rules of evidence, admissible types of evidence, purpose and relevancy of evidence, constitutional rights and search and seizure considerations. ACO's will also learn the basic methods and equipment that are used in the field to collect and preserve Animal Control-related evidence.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Illegal Animal Fighting**

### **DESCRIPTION**

The illegal animal fighting workshop addresses both dog fighting and cockfighting activity. The course covers officer safety considerations, the history of animal fighting, applicable state and federal laws, search warrants and warrantless entries, investigation techniques, evidence collection and impoundment of animals, agency and task force coordination for successful case prosecution.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Interview and Investigation Techniques**

### **DESCRIPTION**

Whether an ACO is conducting an animal bite incident, animal abuse or neglect case, or a simple dog-at-large violation, gathering the proper information is critical for a successful investigation. This training module will provide knowledge in how to conduct interviews and investigations specific to Animal Control, and how to lawfully obtain admissions and confessions. The course focuses on rapport building, communication skills, Miranda rights, common human behaviors, deception and denial traits, verbal responses and body language.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Investigative Techniques for Cruelty and Neglect Complaints**

### **DESCRIPTION**

Students in this course will learn techniques to improve ability to investigate and prepare cases regarding cruelty and neglect situations encountered in the field. Students will learn how to determine a valid complaint, determining how situation fits elements of the law, how to identify a potential crime scene, how to secure it to avoid contamination, Tufts Animal Care and Condition (TACC)/Purina Assessment Scaling, identifying exigent circumstances, importance of narrative reports, veterinary examinations, scene documentation, and preparing case files and suggested possible charges for the prosecutor. Students will also learn how to differentiate between a situation that is correctable with education and when situations require enforcement action. Students will learn via lecture, classroom discussion and exercises.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Performing Animal Exhibitor Inspections**

### **DESCRIPTION**

This training provides background, knowledge and understanding related to performing animal exhibitions such as circuses, rodeos, petting zoos and similar atypical animal operations. Topics include inspection criteria, atypical animal abuse recognition, USDA & Federal Animal Welfare Act regulations, dealing with operators & organizations. The course will help clarify and define the roles of ACO's and Law Enforcement within the scope of their employment.

### **DURATION**

This is a 2-hour course. 10-minute breaks each hour, offered as part of a day-long program.

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Sovereign Citizens**

### **DESCRIPTION**

A frightening trend confronting law enforcement, including animal control, involves individuals claiming exemption from the laws of the land. Also known as “travelers” or “free citizens”, these persons pose a serious threat to officer safety and unique challenges to enforcement action. Students will be exposed to the tactics, philosophy and actions of this movement including how to identify involved individuals.

### **DURATION**

This is a 2-hour course. 10-minute breaks each hour, offered as part of a day-long program.

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement State Laws, County Ordinances and City Codes**

### **DESCRIPTION**

This training provides the foundation for successful animal control programs. The course is designed to establish a working knowledge and understanding of the specific laws relating to animal control and field services. ACO's will be better prepared to interpret, apply and enforce the provisions of their department. The topics include, animal control laws, crimes against animals, public nuisances, citation and arrest authority, crime classification and punishment, investigation procedures and techniques, and prohibited conduct. The course will help clarify and define the role and authority of an ACO within the course and scope of their employment.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **Animal Control Laws and Enforcement Understanding the ADA and Service Animals**

### **DESCRIPTION**

This training provides background, knowledge and understanding relating to the Americans with Disabilities Act, Service Animals and state laws related to control and licensing for these animals. ACO's and Law Enforcement Officers will be better prepared to apply the laws, regulations and policies that may arise when encountering service animals and their owners. Connect the signs of abuse common to each situation involving people and animals. The topics include the Americans with Disabilities Act (ADA) for government agencies, rights and regulations for service animals, federal and state laws for service animals, and requirements for handling service animals for agencies. The course will help clarify and define the roles of ACO's and Law Enforcement within the scope of their employment.

### **DURATION**

This is a 2-hour course. 10-minute breaks each hour, offered as part of a day-long program.

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.



## **Animal Control Laws and Enforcement Understanding the “Link” in Animal Abuse**

### **DESCRIPTION**

This training provides background, knowledge and understanding relating to the interdisciplinary connection among animal abuse, child, elder and spousal abuse, and domestic violence. ACO's and Law Enforcement Officers will be better prepared to connect the signs of abuse common to each situation involving people and animals. The topics include, The LINK, animal abuse recognition, juveniles and animal abuse, mandatory reporting, intervention programs, and SAFE PETS sheltering. The course will help clarify and define the roles of ACO's and Law Enforcement within the scope of their employment.

### **DURATION**

This is an 8-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$125.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **ACO Field Training and Evaluation Field Training Officer Certification**

### **DESCRIPTION**

This “Train the Trainer” course will provide participants with the skills and knowledge required of a Field Training Officer. The course will cover the objectives of an FTO program, the FTO as leader and role model, and FTO ethical issues. Specifically, the course will equip FTO’s with the knowledge and ability to provide supervision, evaluation and training for recruits during their field training and evaluation program. The course is designed to apply adult learning concepts, instructional and training techniques to promote and develop a recruit’s knowledge of an ACO’s duties, responsibilities and skills. The course includes a 3-month Field Training Manual. The Field Training and Evaluation Program is an educational process that provides recruits with the proper material and guidelines to perform competently as an Animal Control Officer. It includes standardized evaluation and remedial training forms used for documenting and recommending retention or rejection.

### **DURATION**

This is a 16-hour course. 10-minute breaks each hour, 1-hour lunch break each day (lunch on your own).

### **COURSE FEE**

\$250.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 20 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **ACO Field Training and Evaluation Firearms Training/Field Euthanasia**

### **DESCRIPTION**

For many animal control departments field euthanasia of sick and injured wildlife is a requirement of the job. ACO's must be properly trained to dispatch animals in a safe and humane manner. This course focuses on the safe care and handling of firearms, use of proper ammunition, shot placement and safety considerations when dispatching animals in the field. The Firearms Training/Field Euthanasia course is unique in that it is specifically designed for Animal Control Officers. (Note: This is a non-shooting course – classroom instruction only.)

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## **ACO Field Training and Evaluation Fitness and Nutrition/Stress Management**

### **DESCRIPTION**

Stress, physical inactivity and poor nutrition: add the three together and you have the leading causes of health problems facing America today! Unfortunately, these three concepts are all too common within the animal control profession. By the very nature of the job, ACO's typically endure heavy call loads, neglecting the proper amount of physical exercise, nutrition and stress relief they need to prevent personal injury or illness. ACTS offers the Fitness and Nutrition/Stress Management class to help ACO's reduce, prevent and cope with stress and its harmful effects. In addition, ACO's will be able to apply the proper methods for evaluating and managing their physical fitness for a healthy lifestyle in order to protect their personal health and ensure their ability to perform their ACO duties.

### **DURATION**

This is a 4-hour course. 10-minute breaks each hour, 1-hour lunch break when applicable (lunch on your own).

### **COURSE FEE**

\$75.00 per student; discounted pricing available when combined with other ACTS training modules. Class is limited to 40 participants.

### **CLASS INFORMATION**

All learning materials and any necessary equipment will be provided. Upon successful completion of this class, the student will be issued an ACTS certificate of completion. Dress is casual.

## Jeffrey Clemens, ACTS Director of Training Operations

### Executive Profile

Jeff served 22 years as an Animal Control Officer II with Sonoma County Animal Care and Control. He served as the division's Field Training and Bilingual Officer. He teaches for the Santa Rosa Junior College Public Safety Training Center in Santa Rosa, California. His area of instruction includes Animal Related Law and Enforcement, Officer Safety, Use of Force Topics, Physical Fitness and Tactical Communication. He provides training for Animal Control Agencies, the National Park Service Seasonal Ranger Academy, Emergency Medical Services Academy, the Basic Law Enforcement and Corrections Academies, Public Safety and local Law Enforcement Departments. In 2008, his teaching career broadened as he joined with the NACA and began teaching throughout the United States. The courses of instruction include Survival Skills, Personal Safety, Tactical Communication, Bite Stick/Baton, O.C. Pepper Spray, Illegal Animal Fighting, Interviewing Techniques and Evidence Collection. In 2013, he joined with John Mays (formerly of NACA) to form ACTS (Animal Control Training Services). Their new venture provides professional training to Animal Control personnel, Code Enforcement and Public Service employees throughout the United States.



### Professional Experience

Park Ranger, U.S. Army Corps of Engineers, Lake Sonoma, CA  
Animal Control Officer II, Sonoma County Animal Control  
Public Safety Evaluator, S.R.J.C. Public Safety Training Center  
Adjunct Faculty, S.R.J.C. P.S.T.C.  
Lead Instructor, NACA

### Educational History

A.S. Degree Law Enforcement, S.R.J.C.  
Resource Law Enforcement Academy, P.O.S.T.  
Firearms Instructor Course, P.O.S.T.  
Field Training Officer Course, P.O.S.T.  
Chemical Agents Instructor/Basic Course Instructor, P.O.S.T.  
Baton/Handcuffing Instructor, A.S.P.  
Tactical Communications/Defensive Tactics/Physical Fitness Instructor, P.O.S.T.  
Taser Instructor, P.O.S.T.

### Teaching Experience

Departmental and Field Officer Training  
Public Safety Evaluator  
Adjunct Faculty Santa Rosa Junior College Public Safety Center  
Instructor for the NACA (N.A.C.A.)  
Instructor/Director of Training Operations for ACTS