

Schedule of Training

May 13-15, 2019

Comprehensive Animal Management Certification
8:00 AM – 5:00 PM

Upon successful completion of this program, participants are awarded a certificate of Comprehensive Animal Management Certification. Successful completion shall include a minimum passing score of 80% on the written examination and mandatory attendance during all training.

May 16, 2019

Safe Handling of Aggressive and Dangerous Dogs; Safe Animal Handling/Capture and Restraint Equipment
8:00 AM – 5:00 PM

May 17, 2019

Baton/Bitestick Certification
8:00 AM – 5:00 PM

Each Day: 12:00 – 1:00 PM
Lunch — on your own



The ACTS Training Course costs just \$595 for the complete 5-day course (single day registration fees are listed on the next page). You may pay for this training program either with an Agency Check, Personal Check, Purchase Order or Credit Card. To obtain a registration form for this course, please visit www.aco-acts.com. Questions? Contact ACTS at 913-515-0080 or via email at info@aco-acts.com. Upon registration, you will receive a confirmation letter via e-mail.

Class location: Centerton Fire Station Training Room, 755 W. Centerton Blvd., Centerton, Arkansas 72719. Need directions? Please call 479-795-0078.



Animal Control Training Services
16608 W. 144 Terrace
Olathe, Kansas 66062

Phone: 913-515-0080
Website: www.aco-acts.com
E-mail: info@aco-acts.com



Training Course for Animal Control Professionals

May 13-17, 2019

Centerton, Arkansas

Hosted by Centerton Animal Services



May 13-15, 2019 - \$375.00 for the 3-day course
Comprehensive Animal Management Certification

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 & 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.

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May 16, 2019 - \$125.00 for the 1-day course

Safe Handling of Aggressive and Dangerous Dogs - 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. 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.

Safe Animal Handling/Capture and Restraint Equipment - 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 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.

May 17, 2019 - \$145.00 for the 1-day course

Baton/Bitestick Certification - 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.