

Schedule of Training

Day 1

8:00 AM – 5:00 PM
Tactical/Interpersonal
Communication
Interview and Investigation
Techniques

Day 2

8:00 AM – 5:00 PM
Investigative Techniques for
Cruelty/Neglect Complaints

Day 3

8:00 AM – 3:00 PM
Fitness/Nutrition and Stress
Management
Understanding the ADA and
Service Animals

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



The ACTS Training Course costs just \$375 for the complete 3-day course or \$125 for any other single day attendance. 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: Ramada Columbus Hotel and Conference Center, 265 33rd Avenue, Columbus, Nebraska 68601. Need directions? Please call 402-564-1492.



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Columbus Police Department
Columbus



Training Course for
Animal Control
Professionals

August 20-22, 2018

Hosted by Columbus
Animal Control



Day 1

Tactical/Interpersonal Communication - 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.

Interview and Investigation Techniques - 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.

Day 2

Investigative Techniques for Cruelty and Neglect Complaints - 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.

Day 3

Fitness and Nutrition/Stress Management - 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.

Understanding the ADA and Service Animals - 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.