

June 2026

The ACO Voice

A Monthly Magazine from the Animal Control & Care Academy ■ The Only Monthly Publication Dedicated to Animal Control



Crisis Mitigation and Training:
Focusing on appropriate response
techniques



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From the desk of our CEO...

Greetings Everyone!

Sorry for the absence, and thank you to JT for stepping in. As they say, we are never getting younger. I'd like to thank all of those who have expressed support and sent kind words. It means a lot.

ACCA is moving along, and we continue to add courses to our calendar. Interested in hosting? Contact us, and we can get you scheduled for this year. While ACCA is always interested in general training, sometimes we respond to requests to address a particular incident or situation, and that is covered in an article and letter of thanks. Need help with policies, procedures, or establishing a new operation? ACCA can provide that help on site and/or remotely.

I hope everyone stays cool, as this summer is looking to be a blazing hot one.

With regards,

Mark Kumpf

CAWA, CEO

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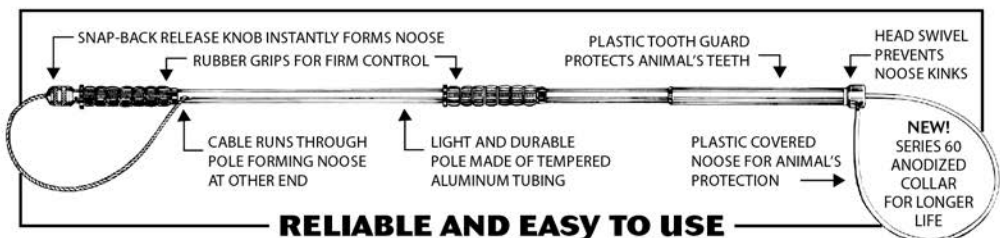
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It's all very simple and honest. The Animal Control & Care Academy is specific to the animal control profession. Our contacts and resources encompass a wide variety of animal control agencies – city and county, large and small. Our e-magazine – published every month – will feature our advertisers, focusing on their services and/or product in every issue. Our goal is to increase traffic to the ACCA website, and our advertising partners can help us achieve that goal. Our current monthly audience is comprised of over 3,000 animal control professionals who have found ACCA to be a useful resource.

You may download the current edition of our e-magazine via this link:

<https://accacademy.net/newsletter>

Please take a moment to review the rate card on the next page and let us know if we can assist with your advertising needs.

Sincerely,

Animal Control & Care Academy
7559 Gardenside Drive
Dayton, Ohio 45414
937-825-6709

www.accacademy.net

mkumpf@accacademy.net

Crisis Mitigation Through Training

What happens when an officer is filmed performing their duty and the image goes viral in a bad way? Social media and the local press latch onto the situation and suddenly the officer, the department, and the entire profession are attacked. Animal Control and Care Academy's new Advanced Animal Management Certification includes "Crisis Communications," using real world examples to highlight dealing with the media, the public, and the agency in crisis situations. Information on response strategies, drafting press releases, and managing emergencies for animal control field and shelter agencies are provided to enable management to understand and respond appropriately in animal related events.

For animal services, typical crisis response often needs more than a press release. That is where ACCA steps in to assist. For cities and counties that find themselves in a public relations crisis, emergency training is often necessary. For the City of Beaumont California, for example, as well as other city and county agencies that have found themselves media

sensations in a bad way, calling in professional help is often the answer when the officers involved "have not been properly trained in animal handling or equipment use," as is often the claim. In Beaumont, an officer dealing with a confrontational public that was screaming profanities and abuse caused a scene to escalate over a stray animal on a control pole. The video, a short clip that only provided the citizen's view, depicted an officer forced to quickly load an animal into a vehicle with only the control pole as apparent support, in other words "pitchforking" the animal into the truck.

When the controversy died down, the facts included the animal being immediately seen by a veterinarian after its capture and the officer was noted for having been in compliance with policy.

The City of Beaumont went not just one step forward but rather a full leap forward by contacting ACCA for help. ACCA put together a comprehensive training package of classes that included animal handling, investigations, dealing with the public, compassion fatigue and stress management, along with a specific certification course in lifting and loading, all geared toward animal control and safety, and humane animal handling (see thank you letter on page 7).

While Beaumont serves as one example of an agency that elected a pro-active approach to dealing with future animal handling and care, Lucas



Catch Poles, Snappie Snares, Snake Hooks/Tongs, Nets and More are Taught by ACCA Staff

Training is presented on most forms of professional animal handling equipment from control poles to snake tongs to nets and live traps by ACCA instructors.



Training for the Folks in Need

Whether it is agency in-service training, state animal control association sponsored training or as part of ACCA's certification training programs, ACCA instructors like Cody Mace present humane animal handling and proper equipment use for almost all settings.



Teaching Field Officers, Shelter Staffers and Elected Officials
Crisis mitigation often requires the rapid response by ACCA instructors, such as CEO/Master Instructor Mark Kumpf, to present training or program assessments following unflattering public relations situations.

County, Ohio, and Memphis, Tennessee, also provide examples of agencies that were vilainized by witnesses and media outlets for the ways in which their animal control officers were handling animals.

When ACOs claim they were never properly trained on how to use the equipment or there is no specific agency policy governing how they are to handle difficult animals, calling in outside assistance becomes a must. ACCA is generally in a position to provide immediate assistance through providing necessary hands-on equipment and animal handling training or by assisting with policy and procedure development, or both.

While Beaumont's field officers attended the training, Beaumont also included additional members of the department from administration and their community services officers in the training to ensure that the proper information and training was provided to all the staff and supervisors. When talking about crisis mitigation, agencies generally also mean, in addition to the public, the administrators and elected officials who often only know what they may have been told by loud protests and slanted information.

ACCA has had commissioners, department heads and traditional law enforcement attend courses across the country as well as abroad, and ACCA is the only international animal control-focused training organization to do so. As Beaumont noted, "ACCA's training was extremely valuable," and they are now moving to upgrade their own small facility to a larger community facility.

As with the successful crisis mitigations that preceded Beaumont, higher standards of care were set, and higher levels of training were provided—all culminating in a higher level of humane animal handling and care.

Dealing with a crisis? Call or email us for information. ACCA has a variety of options available and a nimble ability to respond.



Practicing the Use of the Catch Pole to Humanely Snare a Dog
As part of most of ACCA's certification courses, animal handling and equipment use is covered and usually accompanied by practice and practical skills assessment by the instructor.



Chief of Police
Christopher
Ramos

BEAUMONT POLICE DEPARTMENT

660 Orange Avenue, Beaumont CA 92223 (951)769-8500

May 25, 2026

To: Mark Kumpf, Animal Control & Care Academy
From: S. Lower, Support Services Supervisor
Subject: Animal Control Incident Response Training

This letter is written in thanks and support for the team at Animal Control & Care Academy following their response to our agency's training request resulting from public relations concerns.

One of our agency's incidents from 2025 showed a dog being lifted on a catch pole which quickly raised concerns in and around our community. To improve safety techniques and public trust, adjustments to Animal Control operations were recommended in the categories of tools, techniques and training.

To support our department's response and recovery from a widespread video of the incident, we were referred to the industry experts at Animal Control & Care Academy. We were able to get in touch with a skilled and responsive member quickly who helped design a 40-hour course suitable to our size, needs, and schedule. Their customized training allowed us to train and improve our program on many topics including lifting and loading; canine behavior; community cooperation, outreach, and education; safe animal handling; media relations; shelter maintenance; basic investigations; and humane control pole use.

With renewed training, our unit and department saw a positive shift in our work capabilities, community interest, and task completion. The experts at Animal Control & Care Academy were pivotal to delivering training when we needed it most. We recommend their services for similar Animal Control and Animal Care fields following such an incident, and even before so that others can be well trained in proper tools and techniques to handle and care for our pet populations that us among our constituents care so deeply about.

Thank you,

S. Lower
Support Services Supervisor

Upcoming Training Opportunities

For a registration form, visit www.accacademy.net or call 937-825-6709.



Basic Animal Control Officer Certification • Hosted by Claremore Animal Control
June 15-18, 2026 • Claremore, Oklahoma

Schedule of Training

Laws and Enforcement Procedures; Interpersonal Communication; Officer Safety and Protection; Basic Animal Control Officer Investigations; Evidence Law and Collection; Courtroom Testimony and Report Writing; Canine Behavior and Aggressive Dogs; Safe Animal Handling/Capture and Restraint Equipment

Chemical Immobilization Certification • Hosted by Oak Grove Animal Control
July 13, 2026 • Oak Grove, Kentucky

Professional Development Training for ACOs: Bite Stick-Baton Certification /Understanding the ADA and Service Animals • Hosted by Oak Grove Animal Control
July 14, 2026 • Oak Grove, Kentucky

Professional Development Training for ACOs: Thermometry Certification/Evidence Law and Collection/Compassion Fatigue • Hosted by Oak Grove Animal Control
July 15, 2026 • Oak Grove, Kentucky

Basic Animal Control Officer Certification • Hosted by the Springfield - Greene County Health Dept.
July 20-23, 2026 • Springfield, Missouri

Schedule of Training

Laws and Enforcement Procedures; Interpersonal Communication; Officer Safety and Protection; Basic Animal Control Officer Investigations; Evidence Law and Collection; Courtroom Testimony and Report Writing; Canine Behavior and Aggressive Dogs; Safe Animal Handling/Capture and Restraint Equipment Animal Shelter Technician Certification

Field Training Officer Certification • Hosted by Montgomery County Animal Control
August 3-4, 2026 • Clarksville, Tennessee

Professional Development Training for ACOs • Hosted by Montgomery County Animal Control
August 5, 2026 • Clarksville, Tennessee

Schedule of Training

Interpersonal Communication; Courtroom Testimony and Report Writing; Community Cooperation and Educational Outreach

Basic Animal Control Officer Certification • Hosted by Marana Animal Services
August 24-26, 2026 • Marana, Arizona

Schedule of Training

Laws and Enforcement Procedures; Interpersonal Communication; Officer Safety and Protection; Basic Animal Control Officer Investigations; Evidence Law and Collection; Courtroom Testimony and Report Writing; Canine Behavior and Aggressive Dogs; Safe Animal Handling/Capture and Restraint Equipment

Animal Shelter Technician Certification • Hosted by Cusseta-Chattahoochee County Animal Control
August 24-26, 2026 • Cusseta, Georgia

Schedule of Training

Animal Care in a Sheltering Environment; Animal Disposition Options; Animal Identification: Breed and Description; Animal Shelter Design and Operations; Animal Shelter Record-Keeping; Canine and Feline Behaviors and Assessments; Disease Exposures in a Sheltering Environment; Emergency Animal Sheltering; Proactive Animal Sheltering

Baton/Bitestick & Oleoresin Capsicum (OCAT) Certification • Hosted by Marana Animal Services
August 27, 2026 • Marana, Arizona

Oleoresin Capsicum (OCAT) Certification • Hosted by Cusseta-Chattahoochee County Animal Control
August 27, 2026 • Cusseta Georgia

Animal Shelter Technician Certification • Hosted by the Platte County Sheriff's Department
September 14-16, 2026 • Kansas City, Missouri

Schedule of Training

Animal Care in a Sheltering Environment; Animal Disposition Options; Animal Identification: Breed and Description; Animal Shelter Design and Operations; Animal Shelter Record-Keeping; Canine and Feline Behaviors and Assessments; Disease Exposures in a Sheltering Environment; Emergency Animal Sheltering; Proactive Animal Sheltering

Advanced Animal Management Certification • Hosted by Montgomery County Animal Control
October 5-7, 2026 • Clarksville, Tennessee

Schedule of Training

Recruitment, Retention, Removal; Bargaining Units; Great Expectations; On-Call Employees; OSHA for Animal Services; Enhanced Equipment & PPG; Crisis Communications; Incident Command Systems; Show Me the Money

Basic Animal First Aid and Emergency Care Certification • Hosted by Montgomery County Animal Control
October 8-9, 2026 • Clarksville, Tennessee

Animal Shelter Technician Certification • Hosted by the Springfield - Greene County Health Department
October 13-15, 2026 • Springfield, Missouri

Schedule of Training

Animal Care in a Sheltering Environment; Animal Disposition Options; Animal Identification: Breed and Description; Animal Shelter Design and Operations; Animal Shelter Record-Keeping; Canine and Feline Behaviors and Assessments; Disease Exposures in a Sheltering Environment; Emergency Animal Sheltering; Proactive Animal Sheltering

Comprehensive Animal Management Certification • Hosted by the Platte County Sheriff's Dept.
November 30 - December 2, 2026 • Kansas City, Missouri

Schedule of Training

Advanced Case Supervision; Basic Budget Planning; Disciplinary Investigations; Equipment, Vehicles and Operational Needs; Evaluating Staff; Interviewing and Selection; Managing Generational Employees; Meetings: Individual, Specific Groups, Entire Staff; Policy and Procedures: Review and Development; Pushing Paperwork: Reports, Memos and Correspondence; Supervising Daily Operations; Training and Staff Development; Transition from Staff to Supervisor; Workplace Harassment and Violence

Host the Next ACCA Training!



ACCA would be honored to offer training for your agency and area agencies. We can tailor the training to your local needs. If you haven't already done so, review our training catalog for a list of training topics. Visit www.accacademy.net and click on the "training catalog" tab. Please contact JT Taylor at 816-590-2960 or mwanimalservices@gmail.com or Mark Kumpf at 937-825-6709 or mkumpf@accacademy.net if you have questions.

“The ACO Voice” 2026 Advertising Rates

"The ACO Voice" is an electronic magazine that is published 12 times each year by the Animal Control & Care Academy to provide information of interest to Animal Control Officers. Advertising is provided on a space-available basis.

Publication Dates: The first week of each month.

Available ad sizes are: Full Page (7½" x 10") and Half Page (7½" x 5")

Advertising Rates			
	Three Times Full Color or B/W	Six Times Full Color or B/W	Twelve Times Full Color or B/W
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Half Page	\$125 x 3	\$100 x 6	\$75 x 12

Payments: Payments must be made in advance via check or credit card (PayPal).

Prohibited Ads: ACCA does not accept advertising from organizations that solicit funds (tax-exempt or otherwise) nor advertising by politicians or political parties. ACCA reserves the right to reject advertisements or any other matter objectionable in character or wording or for any other reason deemed unacceptable. Prohibited ads also include those from organizations that demonize the animal control profession and/or contradict the philosophies of ACCA.

Responsibilities of Advertiser: All copy, text, display and illustrations are published upon the understanding that the advertiser and/or his agent are fully authorized to cause such material to be published. The advertiser and/or his agent further agree to save blameless ACCA from any liability arising out of such publication. Artwork is the responsibility of the advertiser. ACCA assumes no liability if for any reason it becomes necessary to omit an advertisement.

Ad Specifications: Electronic files in Adobe Acrobat PDF (Portable Document Format), fonts embedded, sent as a PDF attachment via e-mail to mkumpf@accacademy.net. All images must be at least 300 dpi.

For more information or to place an advertisement, please contact:

Mark Kumpf at mkumpf@accacademy.net or call 937-825-6709.

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