

March 2023

# The ACO Voice

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

*Training in the Post-Pandemic  
World – Take a Seat In-Person!*



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# Training in the Post-Pandemic World

By Mark Kumpf, ACCA

In 2019, the in-person training world ground to a halt along with businesses everywhere. Gatherings were not just limited but in many places, eliminated. America and the world struggled to emerge from the Covid shadow that saw many professions lose entire cycles of new trainees as training tried to adjust to the requirements. Fast forward and restrictions were relaxed and finally lifted. Training, however, was significantly altered with many agencies resorting to virtual training via a variety of portals including Zoom and Microsoft Teams. While virtual training has its advantages, ACCA has remained committed to in-person training for our catalog.

What is the difference between virtual training and in-person training if the material is the same? The main difference between in-person and virtual training is where the learning happens. In-person training is hands-on and requires physical attendance usually on a specific sched-

ule in the presence of an instructor. Virtual training allows learners to complete training activities online at their own pace with or without an instructor. FEMA is the most widely recognized and required online training for the Incident Command System (ICS) courses for disaster response and handling. These are instructor-less sessions but in-person versions are offered frequently.

Both in-person and virtual training have advantages and disadvantages, all of which have been the subject of actual research to determine learning effectiveness, cost effectiveness, return on investment and employee satisfaction. To be clear, online training isn't a new thing. It started gaining ground in the 90's and has established itself as a cost-effective means of delivery. When compared to the average costs of in-person courses, it often is much less which in many minds should be the deciding point. Researchers engaged this belief and did what they

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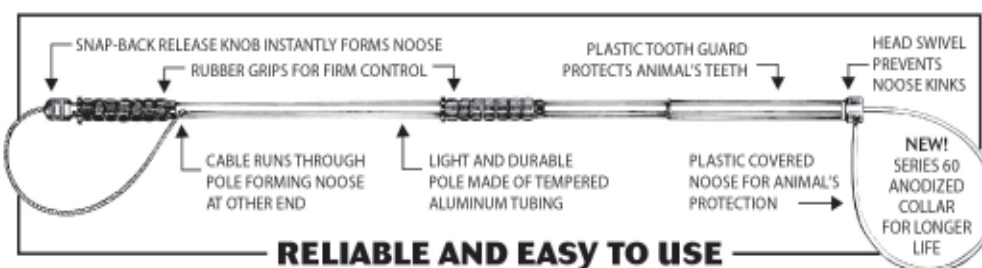
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# Euthanasia Training

## ***EBI in Animal Shelters***

Illinois Federation of Humane Societies  
(DBA Illinois Animal Welfare Federation)

Euthanasia means a humane and stress-free end of life for the animals in shelter care. The Illinois Federation of Humane Societies intends to provide those workers who must euthanize the proper training in a supportive and compassionate environment for the benefit of the animals. The Federation's workshop provides information and instruction on best practices in euthanasia as well as the technical knowledge necessary to perform the procedure humanely and safely.

The Illinois Federation of Humane Societies offers *EBI in Animal Shelters* training for animal shelter and animal control workers. In this 2-day workshop, students learn about anesthetics and sedatives, anatomy, safe and effective restraint, injection techniques, equipment, worker safety, legal requirements, and verification of death. A wet lab provides students with direct experience. Students receive a comprehensive manual, materials, and upon passing the workshop exam, a certificate verifying the successful completion of training.

The instructor is a Certified Euthanasia Technician in the State of Illinois with years of experience. This curriculum has been approved by the States of Illinois, Kentucky, Ohio, Tennessee, and Wisconsin. It may also be used in Iowa, Indiana, and Kansas. **Registration is limited to those working in companion animal welfare and control.**

For information on scheduling an EBI in Animal Shelters workshop in your area, or the schedule of upcoming workshops, go to [www.iawf.net](http://www.iawf.net) or contact [training@iawf.net](mailto:training@iawf.net). If you have questions, contact [training@iawf.net](mailto:training@iawf.net).



do best, ask a lot of questions and gather actual data. The results reflect ACCA's approach to the training world.

In-person training has significant advantages which are key to productive learning and material retention. These include:

- Social interaction during training sessions.
- The ability to get immediate answers to questions.
- Hands-on training is easier in a physical setting.
- Fewer chances for multitasking and decreased focus.
- Flexibility and personalization of each training session.

ACCA's instructor led courses provide skills for practical performance in the animal services field through actual demonstrations of a variety of equipment from the basic control pole to advanced remote chemical capture gear. Our instructors have more than 100 years of combined field experience not just with the "textbook" materials but with the actual tools in use with animals and their owners. The instructors that are often overlooked are the class attendees. Peer knowledge, training and experience add to every session as fellow animal service professionals are encouraged to share their thoughts and tips in the "social interaction" that makes ACCA courses sought after from all over the United States and overseas.

The research agrees with experts finding that human interaction in the workplace training environment was, "inked with more active behavioral engagement, higher cognitive engagement and stronger and more positive emotional engagement than where human interaction was absent." Hewett, Becker & Bish made that statement in their 2019 study. An earlier study by Summers, Waigandt, & Whittaker in 2005 found that students were significantly less satisfied with an online course than they were with an equivalent in-person course.

What training should ACO's pursue? The answer is any good training that you can justify to your approving authority. The challenge is getting the best training approved. One question that comes up frequently is "which is the best?" With the expectation that an opinion would be given about 'competitors' either positive or negative. This is where ACCA shines. We do not have competitors, we have training colleagues. The national instructor pool frequently interacts, exchange ideas and information, as well as speak, train or attend training conferences together. There are more officers and agencies that need training than any one organization can provide. We

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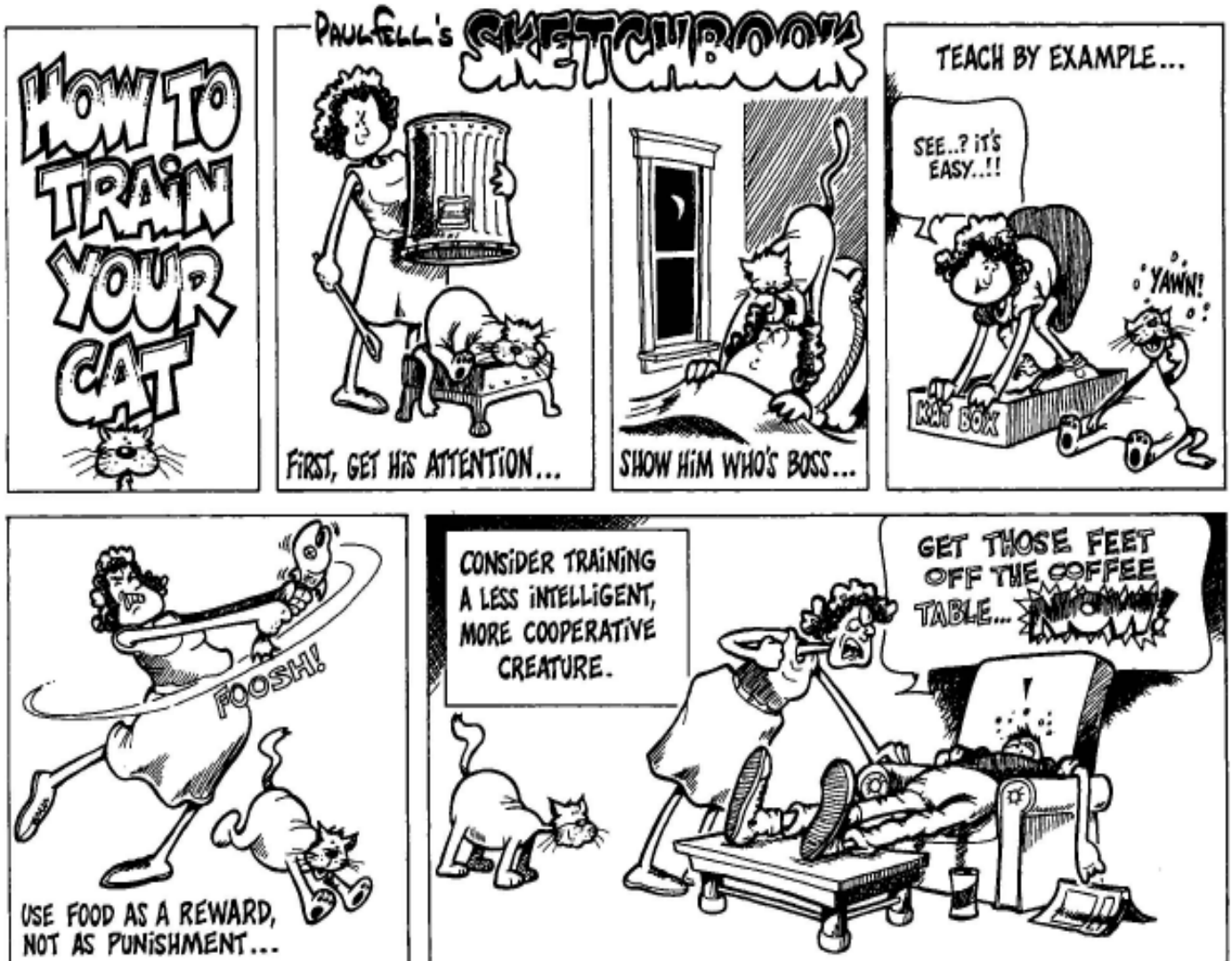
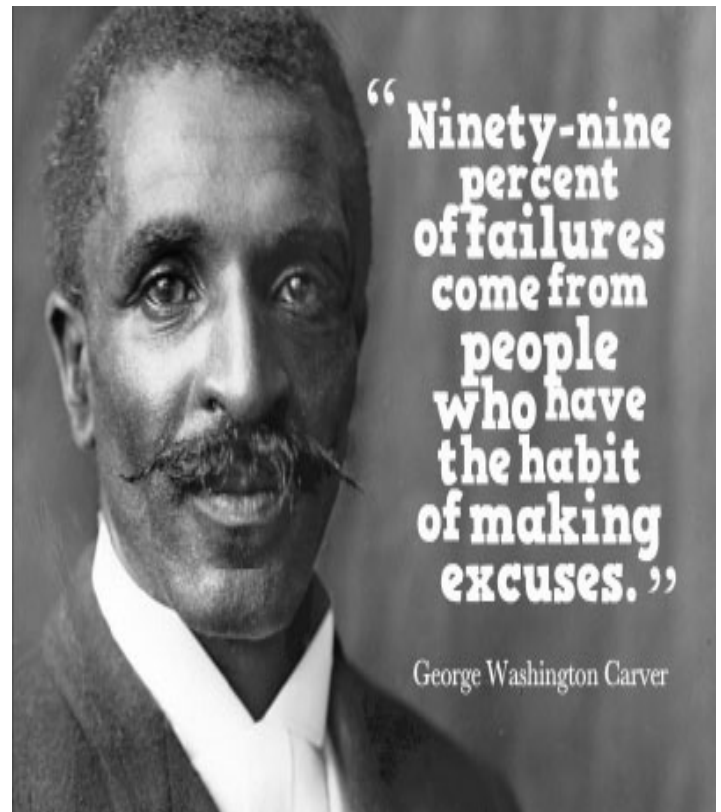
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encourage inquiries to reach out for opinions, experiences and recommendations through social media and fellow agencies.

In-person training continues to grow and provide skills that online options are unable to match at this time. The concept of hybrid or blended learning is emerging as the best of both worlds which ACCA notes in our Animal Management Course. By bringing tailored instructor-led training to local agencies, we are able to incorporate the cost savings associated with online courses (no travel, lodging, per diem, etc.) and the benefits of interaction and engagement. As one student quipped, "we can't sit here in our underwear for this one!" Focus and lack of distractions improves learning and retention.

Our training catalog for 2023 will continue to expand with new courses and classes. Our current offerings are always under review as best practices change in animal services. State associations continue to seek out ACCA to provide annual training and certifications uniting hundreds of officers and shelter staff. We look forward to seeing you in a seat, in-person, in the future.





# **ACCA Training Schedule**

**For a registration form, visit [www.accacademy.net](http://www.accacademy.net) or call 913-515-0080**

## **Basic Animal Control Officer Certification**

**Hosted by the Schuyler County Sheriff's Office**

**April 3-6, 2023 - Watkins Glen, New York**

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

## **Comprehensive Animal Management Certification**

**Hosted by Jefferson County Animal Control**

**April 10-12, 2023 - Kearneysville, West Virginia**

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

## **Chemical Immobilization Certification**

**Hosted by the Polk County Sheriff's Office**

**April 17, 2023 - Columbus, North Carolina**

## **Basic Animal Control Officer Certification**

**Hosted by the Mt. Juliet Police Department**

**April 24-27, 2023 - Mt. Juliet, Tennessee**

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

## **Shelter Technician Certification**

**Hosted by Jefferson County Animal Control**

**May 3-5, 2023 - Kearneysville, West Virginia**

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



# **ACCA Training Schedule**

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## **Basic Animal Control Officer Certification**

**Hosted by the Springfield - Greene County Health Department**

**May 15-18, 2023 - 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

## **Shelter Technician Certification**

**Hosted by Joliet Township Animal Control**

**May 24-26, 2023 - Joliet, Illinois**

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 ACO Certification Course**

**Hosted by the Springfield - Greene County Health Department**

**June 12-15, 2023 - Springfield, Missouri**

Schedule of Training: Animal Attack Investigation and Reporting; Animal Crime Scene Photography, Videography and Sketching; Animal Hoarding Investigations; Illegal Animal Fighting; Livestock and Exotics Cases; Obtaining and Executing Search Warrants; Officer Safety in the Field; Proactive Animal Control; Using Forensics in Animal Cruelty Investigations

## **Field Training Officer Certification**

**Hosted by the Springfield - Greene County Health Department**

**July 20-21, 2023 - Springfield, Missouri**

## **Basic Animal Control Officer Certification**

**Hosted by Montgomery County Animal Care & Control**

**July 24-27, 2023 - Clarksville, Tennessee**

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

# **ACCA Training Schedule**

**For a registration form, visit [www.accacademy.net](http://www.accacademy.net) or call 913-515-0080**

## **Advanced ACO Certification Course**

**Hosted by Montgomery County Animal Care & Control**

**August 21-24, 2023 - Clarksville, Tennessee**

Schedule of Training: Animal Attack Investigation and Reporting; Animal Crime Scene Photography, Videography and Sketching; Animal Hoarding Investigations; Illegal Animal Fighting; Livestock and Exotics Cases; Obtaining and Executing Search Warrants; Officer Safety in the Field; Proactive Animal Control; Using Forensics in Animal Cruelty Investigations

## **Chemical Immobilization Certification**

**Hosted by Montgomery County Animal Care & Control**

**August 25, 2023 - Clarksville, Tennessee**

## **Shelter Technician Certification**

**Hosted by the Springfield - Greene County Health Department**

**August 28-30, 2023 - 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

## **Basic Animal Control Officer Certification**

**Hosted by Collierville Animal Services**

**September 11-14, 2023 - Collierville, Tennessee**

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

## **Training Course for Animal Control Professionals**

**Hosted by Montgomery County Animal Care & Control**

**October 23-26, 2023 - Clarksville, Tennessee**

Schedule of Training: Investigative Techniques for Cruelty/Neglect; Baton Bite/Stick Certification; Canine Behavior and Aggressive Dogs; Safe Animal Handling/Capture and Restraint Equipment; Community Cooperation – Education & Outreach; Courtroom Testimony and Report Writing; Diversion - Alternative Enforcement Programs; Oleoresin Capsicum Aerosol Training (OCAT) Certification; Utilizing Thermometry for Animal Control