Last month, I, along with other staff members, was asked to participate in a beta test for a new possible volunteer role. The position was for a Lobby Host at the MHS clinics. Leadership got together and created this role in the hope that a clinic “greeter” could help improve guests’ experience and assist receptionists at peak times. The Lobby Host’s main purpose would be to greet, inform, and thank guests when they enter the clinics. They also perform other duties such as tidying and cleaning up messes, making sure that pets are secure, and engaging with guests during their wait times.

My trial shift was at the Berman Center clinic in Westland on September 24th. When I arrived, I met with my designated point person, Melissa. She gave me a quick tour of where to find the cleaning supplies and where the restroom for the clients was located. She then made some suggestions as to how I could assist while they were busy that morning. —for example, helping to open the door for guests with walkers or strollers and people who had their hands full, or helping guests sign in and having a seat while the receptionists were assisting clients on the phone. Whenever I noticed someone was waiting for a while, I would apologize for the wait and engage them in friendly conversation about their pets. At one point there seemed to be an accident in the corner, which I promptly cleaned up to maintain a clean environment for the clients.

Overall, I enjoyed this opportunity and am happy that I participated in this trial. It was insightful to see how things operate on the clinic side and I am grateful to the Berman team for their guidance and for allowing me to be their Lobby Host for the day. I feel like this new volunteer position would enhance guest experience by streamlining the flow of the lobby. The host would be able to quickly direct clients to where they need to go for adoptions, surrenders, or any other reason for their visit, enabling the receptionists to focus on helping currently admitted guests or taking calls. From my experience and the feedback that I had received, this could be a great position an asset to the clinics.
It’s that time of year again—BISSELL Pet Foundation’s Empty the Shelters will be held this weekend on October 12! We’re so excited to partner with Bissell once again for this terrific event. During Empty the Shelters, adoption fees will be reduced to $25 for dogs and cats, and small critters can go home for free. Doors will open at noon but expect to see participants waiting as early as 6 a.m. Weather might not be the best, but we will have the same setup as last year, where hopeful adopters can wait in the designated areas at each of our locations. A few reminders about the day:

- This is a high-stress day, so please be courteous to all guests!
- Adoption surveys must be completed by the adopter—not by staff, volunteers or friends/family of the adopter.
- If you take any pictures during the event, please send them to Danielle Michael.
- We will provide food and beverages for all staff and volunteers.

We are excited about this event and are looking forward to seeing our animals find their furever homes! If you have any questions, please email Christine Donaldson at cdonaldson@michiganhumane.org, or you may reach out to your shelter supervisor.

**ANNIVERSARIES**

Thank you for your service!

- Marisa Babbitt, 13 years
- Jarrod Bear, 1 year
- Sierra Bigham, 4 years
- Jessica Boyd, 1 year
- Divarche Bozeman, 2 years
- Jeremiah, Colborn, 1 year
- David Cole, 1 year
- Debra Davison, 8 years
- Korie Dobson, 5 years
- Jennifer Gyp, 13 years
- Gregory Harris, 2 years
- Katlyn Haynes, 8 years
- Angela Hemminger, 18 years
- Sandra Keith, 2 years
- Perry Koltys, 1 year
- Dania Mial-Fancett, 4 years
- Mariela Miller-Baley, 2 years
- Nicole Nicolet, 6 years
- Nataia Nix, 16 years
- Felecia Paladino, 27 years
- Matthew Pepper, 5 years
- Jennifer Player, 5 years
- Katherine Rasnick, 16 years
- Marcelena Richard-Mace, 15 years
- Jaclyn Roberts, 2 years
- Debora Scola, 2 years
- Andrew Seltz, 2 years
- Lara Silveri, 5 years
- Jade Smart, 1 year
- Nancy Smith, 15 years
- Angelica Soto, 15 years
- Eileen Soutar, 15 years
- Justina Supria, 2 years
- Kristin Swann, 3 years
- Nicole Thomas, 4 years
- Maribel Vargas, 2 years
- Hayley Vath, 3 years
- Katherine Way, 15 years
- Angela Webb, 4 years
- Daphne White, 1 year
- Stacy Wojcikiewicz, 1 year

**NEW HIRES**

Welcome to the Michigan Humane Team!

- Dominique Alexander, Shelter Medicine Licensed Veterinary Technician
- Bianca A. Binns, Veterinary Technician
- Doena Ivers, Shelter Medicine Manager
- Alyson McGowan, Customer Service Representative
- Breanne Wilmot, Customer Service Representative
EXCITING PROFESSIONAL DEVELOPMENT OPPORTUNITY

We are proud to be hosting the 2019 Great Lakes Animal Welfare Conference (GLAWC), October 21 and 22, at the Detroit Marriott inside the iconic Renaissance Center! GLAWC is the largest Midwest educational conference in the animal welfare field. If you are interested in attending any of the sessions listed in the schedule on page four, please discuss the opportunity with your next level supervisor. If you receive approval to attend, please email me directly at dblasko@michiganhumane.org and copy your supervisor. If you have any questions, feel free to give me a call at 248.840.2446. I look forward to welcoming lots of familiar faces to the conference this year!

TRIVIA

Q. What is the name of the black cat from the television show Sabrina the Teenage Witch?
Send your answers to theconnection@michiganhumane.org, and the first person to answer correctly will receive a free Michigan Humane t-shirt!

Issue 26 Trivia Answers: megabats and microbats. Congrats to last week’s winner, Anna Chrisman.

UPCOMING EVENTS

Bissell Empy the Shelter
• When: Saturday, October 12
• Where: MHS Adoption Centers

Great Lakes Animal Welfare Conference
• When: Monday, October 21 & Tuesday, October 22
• Where: Renaissance Center - Detroit, MI
(View the full schedule on page 4)

Giving Tuesday
• When: Tuesday, December 3
• Where: Campus Martius Park - Detroit, MI

EXCITING PROFESSIONAL DEVELOPMENT OPPORTUNITY

By Vice President of Development, Danielle Blasko

We are proud to be hosting the 2019 Great Lakes Animal Welfare Conference (GLAWC), October 21 and 22, at the Detroit Marriott inside the iconic Renaissance Center! GLAWC is the largest Midwest educational conference in the animal welfare field. If you are interested in attending any of the sessions listed in the schedule on page four, please discuss the opportunity with your next level supervisor. If you receive approval to attend, please email me directly at dblasko@michiganhumane.org and copy your supervisor. If you have any questions, feel free to give me a call at 248.840.2446. I look forward to welcoming lots of familiar faces to the conference this year!

JOB BOARD

Behavioral Health Services Director
Call Center Representative
Clinic Veterinarian

Clinic Veterinary Tech
Customer Service Representative
Licensed Veterinary Tech

Shelter Veterinary Tech
Volunteer Programs Coordinator

INTERESTED IN SUBMITTING CONTENT FOR THE NEXT ISSUE OF THE CONNECTION? SEND YOUR SUGGESTIONS TO THECONNECTION@MICHIGANHUMANE.ORG
## Monday, October 21

<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>7 - 8:30 a.m.</td>
<td><strong>REGISTRATION</strong></td>
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| 8:30 - 10 a.m.| Grant Writing Don’t be Spammy: Email Best Practices Katly Kelly, Email Marketing Manager, Michigan Round Animal Foundation*  
New Hope for Fighting Dogs*  
Christina Lee, Behavior Program Manager, ASPCA  
Regulatory Liabilities of Operations*  
Phil Seibert, CVT, Author & Consultant, Safety Vet |
| 10 - 10:30 a.m.| **SNACK BREAK AND EXHIBIT HALL**                                                                                                   |
| 10:30 a.m. - 12 p.m.| Michigan Department of Agriculture and Rural Development Animal Industry Division Update*  
[Dr. Nona Winneland, State Veterinarian, MDARD - AID]  
Stretch, Don’t Snap: Improving Your Resilience  
Colleen Reis, C2BCC, CPDT-KA  
Bridging the Gap: Understanding Adopter Expectations, Perception and Reality  
April Ham, CAWA, Director of Animal Welfare, Michigan Humane Society  
Feline Retroviruses*  
Dr. Elizabeth Berberer, DVM, DACVIM (DACFVIM)  
Lunch with Keynote Address and Exhibit Hall |
| 12 - 1:30 p.m.| **LUNCH WITH KEYNOTE ADDRESS AND EXHIBIT HALL**                                                                                     |
| 1:30 - 3 p.m. | Fabulous Foster Programs  
Rosemary Crawford, Co-Founder, The National Kitten Coalition  
Societal Liabilities of Adoption  
Phil Seibert, CVT, Author & Consultant, Safety Vet  
Finders Keepers: Attracting and Retaining the Best Team Members  
Jim Stafford, CAWA, President & CEO, The Association for Animal Welfare Advancement  
Zoonotic Disease*  
Dr. Jeannette O’Quin, DVM, MPH, DACVP, Assistant Professor – Clinical, Department of Veterinary Preventive Medicine, The Ohio State University |
| 3 - 3:30 p.m. | **SNACK BREAK AND EXHIBIT HALL**                                                                                                   |
| 3:30 - 5 p.m. | Bright Ideas from around the Midwest  
Panels by TBD  
Saving Orphan Kittens: No Matter Your Budget Size  
Jennifer Shielis, Executive Director at the Humane Society of Sedona  
Behavior Assessments for Shelter Dogs - What We Do and Do Not Know*  
Dr. Sam Bennett, DVM, HEL, DACVB, Clinical Assistant Professor of Veterinary Behavior in the Department of Clinical Sciences at North Carolina State University, College of Veterinary Medicine  
Canine Flu/LRI*  
Dr. Elizabeth Berberer, DVM, DACVIM (DACFVIM)  
Lunch and Exhibit Hall |
| 5:50 - 6:30 p.m.| Networking Reception                                                                                                               |
| 6:30 - 9 p.m. | DINNER AND A MEWVIE, “CAT RESCUERS”                                                                                               |

## Tuesday, October 22

<table>
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<tr>
<td>7:30 - 8:30 a.m.</td>
<td><strong>BREAKFAST</strong></td>
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| 8:30 - 10 a.m.| The Power of Perspective: Finding the Silver Lining When It’s Raining Cats & Dogs  
Blanche Finney, CAWA, CEO, Columbus Humane  
Litterbox Issues and Solutions  
Shawn Fowley, Adoption Director  
Livestock Cruelty and Neglect: Investigation and Rescue*  
Andy Salt, Vice President, Community Engagement and Field Services, Michigan Humane |
| 10 - 10:30 a.m.| **EXHIBIT HALL**                                                                                                                   |
| 10:30 a.m. - 12 p.m.| The Association: Animal Enrichment Best Practice*  
Brad More, CAWA, Chair, The Association Best Practice Committee/CEO, Petster League for Animals and Nicole Coy, MS, CAWA, Vice President of Animal Welfare, San Diego Humane Society  
Changing the Perception of Animals in Our Communities  
Captain Andi Taylor, Bernalillo County Sheriff’s Office  
Behavioral Impact of Puppy Mill and Hoarding Environments*  
Dr. Sara Bennett, DVM, MS, DACVB, Clinical Assistant Professor in the Department of Clinical Sciences at North Carolina State University, College of Veterinary Medicine  
Ask the Experts: Medical Issues*  
Dr. Elizabeth Berberer, DVM, DACVIM, Assistant Clinical Professor – Clinical, Department of Veterinary Preventive Medicine, The Ohio State University  
Ask the Experts: Behavior Issues*  
Kathleen McDowell, Director, Behavioral Rehabilitation Center (BRC) and Pamela Hill, Founder, thatcatgirl.com  
Ask the Experts: Capacity for Care and Rounds*  
Dr. James Virkler, DVM, DACVIM (DACFVIM)  
Ask the Experts: Criminal Investigation and Prosecution*  
James Lichts, Legal Advocacy Counsel, Criminal, ASPCA  |
| 12 - 1:30 p.m.| **LUNCH AND EXHIBIT HALL**                                                                                                        |
| 1:30 - 3 p.m. | The Association: Companion Animal Transport Best Practice  
Brad More, CAWA, Chair, The Association Best Practice Committee/CEO, Petster League for Animals and Nicole Coy, MS, CAWA, Vice President of Animal Welfare, San Diego Humane Society  
Give Them Sanctuary: A Special Model of Animal Care  
Kathy Foster, Founder, Lemon Lending and Don McKeen, Founder, Barn Sanctuary  
Ask the Experts: Behavioral Issues*  
Kathleen McDowell, Director, Behavioral Rehabilitation Center (BRC) and Pamela Hill, Founder, thatcatgirl.com  
How to Contribute to Criminal Investigation and Prosecution*  
James Lichts, Legal Advocacy Counsel, Criminal, ASPCA  |
| 3 - 3:30 p.m. | **SNACK BREAK AND EXHIBIT HALL**                                                                                                  |
| 3:30 - 5 p.m. | Animal Welfare Fund  
Payton McCauley, Animal Shelter and Breading Kennels Regulatory Program Manager, MSBAAD  
Disaster Response*  
Deborah McDowell, Director, Disaster Outreach and Response, Michigan Humane  
Keeping Them Home: A New and Innovative Alternative to Owner Surrender*  
Amy Perry, CAWA, Director of Animal Welfare Insights, Adopt-a-Pet.com  
Coalition Building for Animal Care Organizations: Beyond the Mission, Essential to Success  
The Association for Animal Welfare Advancement |