



ASPCA® Meet Your Match™ Program Training Series

An innovative training series from the ASPCA® that will help your agency increase adoptions, reduce return rates, market animals more effectively, improve customer service and strengthen your relationship with the public.



What is Meet Your Match™?

Meet Your Match™ is a groundbreaking adoption program that increases the likelihood of bonding between adopters and newly-adopted companions.

The program uses proven behavior assessments to predict how a shelter animal may behave in his or her new home for the first several weeks. The assessments are used along with innovative Adopter Surveys to match an adopter's preferences, home environment, and experience with animals in your shelter.

More about Meet Your Match™ Canine-ality™

Shelters that have implemented Meet Your Match™ Canine-ality™ have seen tremendous results. For example, adoptions at The Willamette Valley Humane Society (Salem, OR) increased by 27 percent and return rates of dogs adopted from The Humane Society for Tacoma and Pierce County (Tacoma, WA) decreased sharply to a mere 3.5 percent.*

Canine-ality™ will help your shelter:

- customize matches between adopters and dogs.
- better market adult dogs.
- increase dog adoptions and reduce returns.
- improve interactions with adopters.
- provide a fun and unique adoption methodology.
- increase the likelihood of human-animal bonding.

More about Meet Your Match™ Feline-ality™

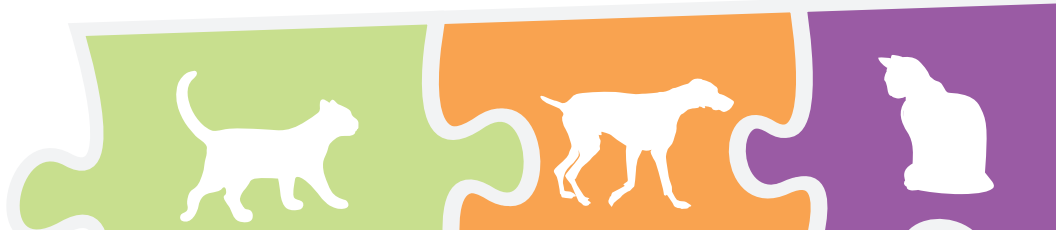
Shelters that have implemented Meet Your Match™ Feline-ality™ have experienced remarkable results. For example, The Animal Refuge League of Greater Portland (Westbrook, ME) reduced euthanasia rates by nearly half while shortening the average length of stay by 20 days. The Kansas Humane Society (Wichita, KS) saw an 11 percent reduction in return rates and increased the number of adoptions by nearly 50 percent.*

Feline-ality™ will help your shelter:

- customize matches between adopters and cats.
- increase cat adoptions and reduce returns.
- reduce the length of stay of cats in your care.
- improve interactions with adopters.
- increase the likelihood of human-animal bonding.
- benefit from continued research on adoptions.
- share knowledge with a network of shelters across the country.

** results vary from shelter to shelter*

LEARN ABOUT THE TRAINING SERIES ►



Both Meet Your Match™ Program Training Series are comprised of three training sessions. Attending the training sessions sequentially is required in order to build the skills and knowledge necessary to effectively implement the Meet Your Match™ programs in your shelter. If your shelter plans to attend both series, you may select either series to begin.

Canine-ality™ & Puppy-ality™ training series

The Meet Your Match™ Canine-ality™ Adoption Training Series will take four to five months for your agency to complete. The series includes three intensive training sessions, each approximately one month apart. **Trainings must be completed sequentially.**

Part I: Meet the Adopters

This intensive two-day training helps you transform your agency's adoption process into an engaging learning experience for adopters. This training will help your staff:

- implement new communication skills to engage potential adopters in productive and informative conversations about caring for their dogs.
- increase the number and quality of placements.
- gain the respect, support and repeat business of your community.

Open to directors, managers, and supervisors of adoption programs. Frontline adoption staff and volunteers are welcome to attend with their managers and/or directors. Participants must attend both full days and read the report on Adoption Forum II in advance. Adoption Forum II will be made available to participants prior to the workshop.

Note: If your shelter has already completed Meet the Adopters for Feline-ality™, you do not need to attend this training again.

Part II: SAFER training

Developed by Dr. Emily Weiss, C.A.A.B., ASPCA® Senior Director of Shelter Behavior Programs, SAFER is an aggression assessment for dogs over six months of age. This two-day training helps you:

- understand canine communication.
- identify dogs ready for Canine-ality™ as well as those requiring behavior modification and support before entering the program.
- administer the SAFER aggression assessment at your shelter.

Limit 4 people per agency. **The Executive Director or Director of Operations must attend.** Staff members who conduct aggression assessments and/or who handle/care for dogs should attend as well.

Part III: Canine-ality™ Regional Training

This two-day training builds on what you've learned in Parts I and II. By the end of this training, your staff will be able to:

- integrate this innovative color-coding program in your shelter.
- conduct assessments of dogs and puppies at your shelter.
- select canine-ality and puppy-ality for dogs in your care.
- administer the Adopter Survey to potential adopters.

Limit 5 staff members per agency. **The Executive Director or Director of Operations must attend.** We strongly encourage that other attendees be members of your staff who interact with adopters and/or care for dogs at your shelter.

Feline-ality™ training series

The Meet Your Match™ Feline-ality™ Adoption Training Series will take approximately three to four months for your agency to complete. The series includes three intensive training sessions, each approximately one month apart. **Trainings must be completed sequentially.**

Part I: Meet the Adopters

This intensive two-day training helps you transform your agency's adoption process into an engaging learning experience for adopters. This training will help your staff:

- implement new communication skills to engage potential adopters in productive and informative conversations about caring for their cats.
- increase the number and quality of placements.
- gain the respect, support and repeat business of your community.

Open to directors, managers, and supervisors of adoption programs. Frontline adoption staff and volunteers are welcome to attend with their managers and/or directors. Participants must attend both full days and read the report on Adoption Forum II in advance. Adoption Forum II will be made available to participants prior to the workshop.

Note: If your shelter has already completed Meet the Adopters for Canine-ality™, you do not need to attend this training again.

Part II: Feline Behavior Webinar

This one-hour web-based workshop is a fast and informative primer on cat behavior. This training will help your staff:

- gain a better understanding of body posture, vocalization, grooming, and other facets of feline behavior.
- recognize important cues about a cat's comfort level and readiness to move on to the adoption floor.

There is no limit to the number of staff members from your agency who can attend this Webinar. It is preferable, though not required, that one of the participants is either the Executive Director or the Director of Operations. The other participants should be staff who handle and care for cats in your shelter.

Part III: Feline-ality™ Regional Training

This two-day training builds on what you've learned in Parts I and II. By the end of this training, your staff will be able to:

- integrate this innovative color-coding program in your shelter.
- conduct assessments of cats at your shelter.
- select feline-ality for cats in your care.
- administer the Adopter Survey to potential adopters.

Limit 5 staff members per agency. **The Executive Director or Director of Operations must attend.** We strongly encourage that other attendees be members of your staff who interact with adopters and/or care for cats at your shelter.

