

# Day

# 1



# Thursday August 11 2016



Session Time (EDT)	Track One	Track Two
9 to 10 a.m.	<b>The Essential Pet Care Policies and Procedures - Part One</b> with <i>Niki Tudge</i>	<b>Don't Get in a Tangle – Learn How to Positively Walk Dogs</b> with <i>Claire Staines</i>
10:30 to 11:30 a.m.	<b>Tools, Toys &amp; Equipment For the Pet Care Professional</b> with <i>Louise Stapleton-Frappell</i>	<b>Fetch More Dollars for Your Pet Care Business</b> with <i>John Visconti</i>
1 to 2 p.m.	<b>Canine Communication for the Pet Care Provider</b> with <i>Angelica Steinker</i>	<b>Risk Management and Insurance</b> with <i>Laura Bridges from Business Insurers of the Carolinas</i>
2:30 to 3:30 p.m.	<b>Feline Communication and Social Behavior</b> with <i>Paula Garber</i>	<b>Are Your Canine Clients Playing Appropriately?</b> with <i>Maxwell Muir</i>
4 to 5 p.m.	<b>Need Help Reinforcing Behaviors When You Are Gone? – Crate Strategies</b> with <i>Smart Animal Training Systems</i>	<b>Keeping You and Your Clients Safe – Understand Dog Bite Safety</b> with <i>Maxwell Muir</i>
5:30 to 6:30 p.m.	<b>Humane and Effective Approaches to Calming via Touch</b> with <i>Lori Stevens</i>	<b>The Essential Pet Care Policies and Procedures - Part Two</b> with <i>Niki Tudge</i>
6:45 to 7:45 p.m.	<b>Battling Burnout: How to Love Your Business as Much As You Love the Dogs You Take Care of</b> with <i>Britt Alwerud</i>	<b>How to Enrich the Lives of Those You Care for</b> with <i>Liz Geisen</i>

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# Day 2



# Friday August 12 2016



Session Time (EDT)	Track One	Track Two
9 to 10 a.m.	<b>The Myths that Just Need to Be Busted</b> with <i>Mary Jean Alsina</i>	<b>The Do's and Do Nots of Grooming a Client's Dog</b> with <i>Michelle Martiya</i>
10:30 to 11:30 a.m.	<b>Small Business Branding for Pet Care Professionals</b> with <i>Robert King</i>	<b>The Art &amp; Science of Understanding Canine Emotions -</b> with <i>Angelica Steinker</i>
1 to 2 p.m.	<b>How Pets Learn - Reinforcing The Good Stuff! – Part One</b> with <i>Louise Stapleton-Frappell</i>	<b>Managing Multiple Dogs</b> with <i>Kathy Sdao</i>
2:30 to 3:30 p.m.	<b>How Pets Learn - Reinforcing The Good Stuff! – Part Two</b> with <i>Louise Stapleton-Frappell</i>	<b>Thinking Outside the Box: Marketing for Pet Care Pros</b> with <i>Kimberly Burgan</i>
4 to 5 p.m.	<b>Putting Your Virtual Summit Experience to Action</b> with <i>Niki Tudge</i>	<b>How to Care for Pocket Pets in the Home</b> with <i>Emily Cassell</i>
5:30 to 6:30 p.m.	<b>Managing a Safe and Successful Dog Day Care</b> with <i>Tristan Flynn</i>	<b>Ethics and Boundaries for the Pet Care Provider</b> with <i>Yvette Van Veen</i>

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