

Please be advised that the following schedule is not final.
 Final version will be posted at petcareconference.com/schedule-2019 closer to time of the conference.
 (Draft version posted June 11, 2019)

2019 IBPSA PET CARE SERVICES EDUCATIONAL CONFERENCE SESSION SCHEDULE

8:00 – 8:45 AM (DAILY) | MORNING COFFEE TIME WITH EXHIBITORS | IBPSA EXHIBIT HALL

TUESDAY, OCTOBER 1, 2019

12:00 – 1:30 | LUNCH | IBPSA EXHIBIT HALL (ESMERALDA)

SESSION/TIME	ROOM			
8:30 – 9:30	State of the Industry CRYSTAL BALLROOM G,H, I			
10:00 – 12:00	Dr. Rick Goodman CRYSTAL BALLROOM G,H, I			
SESSION/TIME	ROOM	ROOM	ROOM	ROOM
1:30 – 3:30	Dan Talbott & Harold Collum What the Hack? Cyber Safety with Your Pet Care Services Business	Giulio Ferrari Adaptability in Business in an Ever-Changing Market	Stephanie Shipley Implementing a Canine Enrichment Program into Your Facility	Jennifer Wolf-Pierson & Suzanne Locker: Retrieve Results! Choosing and Managing the Services You Offer
4:00 – 5:00	Mark Cushing Legislation Challenges in the Pet Care Service Industry		Tara Crouse What Pet Parents Think	Jodi Clock Crisis Communication Management & Disaster Preparedness
EVENT/TIME	IBPSA EXHIBIT HALL			
5:15	THE IBBY AWARDS			

WEDNESDAY, OCTOBER 2, 2019

12:00 – 1:30 | LUNCH | IBPSA EXHIBIT HALL (ESMERALDA)

5:00 – 7:00 PM TRADE SHOW FLOOR OPEN | IBPSA EXHIBIT HALL OPEN

SESSION/TIME	ROOM	ROOM	ROOM	ROOM
8:45 – 10:45	Dan Talbott & Harold Collum What the Hack? Cyber Safety with Your Pet Care Services Business	Giulio Ferrari Adaptability in Business in an Ever-Changing Market	Stephanie Shipley Implementing a Canine Enrichment Program into Your Facility	Jennifer Wolf-Pierson & Suzanne Locker: Retrieve Results! Choosing and Managing the Services You Offer
11:00 – 12:00	Mark Cushing Legislation Challenges in the Pet Care Service Industry		Tara Crouse What Pet Parents Think	Jodi Clock Crisis Communication Management & Disaster Preparedness
SESSION/TIME	ROOM	ROOM	ROOM	ROOM
1:30 – 3:30	Jessica Finnigan The Trinity Effect: Three Layers to Create Legacy Success	The Dog Gurus Niche Daycare Services: Improve Care Quality & Grow Revenue	Pat & Jenna Quinn Your Marketing Campaign: How to Gain, Train & Retain Clients	Annette Uda & Mel Forbes Healthy Building, Healthy Business: How Your Pet Care Facility Impacts the Pets, Your Staff, and Your Bottom Line
4:00 – 5:00	Doug Sandler From Now to WOW! Creating WOW Customer Service	Jamie Migdal One Size Does Not Fit All: How to Customize Your Staff Training, Engagement, and Professional Development	Adina Silberstein Finding Your Unique Vale & Setting Boundaries for Greater Success	Courtney D. McWilliams You, Too, Can Be a Dog Whisperer: How To Help the Stressed, Anxious, and Depressed Pets in Your Care

THURSDAY, OCTOBER 3, 2019

SESSION/TIME	ROOM	ROOM	ROOM	ROOM
8:45 – 9:45	Doug Sandler From Now to WOW! Creating WOW Customer Service	Jamie Migdal One Size Does Not Fit All: How to Customize Your Staff Training, Engagement, and Professional Development	Adina Silberstein Finding Your Unique Vale & Setting Boundaries for Greater Success	Courtney D. McWilliams You, Too, Can Be a Dog Whisperer: How To Help the Stressed, Anxious, and Depressed Pets in Your Care
10:00 – 12:00	Jessica Finnigan The Trinity Effect: Three Layers to Create Legacy Success	The Dog Gurus Niche Daycare Services: Improve Care Quality & Grow Revenue	Pat & Jenna Quinn Your Marketing Campaign: How to Gain, Train & Retain Clients	Healthy Building, Healthy Business: How Your Pet Care Facility Impacts the Pets, Your Staff, and Your Bottom Line

PRE-CONFERENCE EVENTS
SEPTEMBER 29 – September 30, 2019

PRICING FOR PROFIT	PET FIRST AID & CPR	HUMAN CPR /MEDIC FIRST AID/AED	INFECTIOUS DISEASE	BUILD, DESIGN, & REMODEL BOOT CAMP
<p style="text-align: center;">SUNDAY 8:30 – 5:00 AND MONDAY @ 8:30 – 3:00 RHODES A & B <i>Pre-registration required</i></p>	<p style="text-align: center;">MONDAY 8:00 – 12:30 OR 1:00 – 5:30 VALENCIA I & II <i>Pre-registration required</i></p>	<p style="text-align: center;">MONDAY 8:00 – 12:00 OR 12:30 – 4:30 VALENCIA III & IV <i>Pre-registration required</i></p>	<p style="text-align: center;">MONDAY 8:00 – 12:00 OR 12:30 – 4:30 VALENCIA V & VI</p>	<p style="text-align: center;">MONDAY 8:00 – 4:45 ROOM TBD <i>Pre-registration required</i></p>