

PRE-CONFERENCE SCHEDULE

SEPTEMBER 29 – SEPTEMBER 30, 2019

PRICING FOR PROFIT	PET FIRST AID & CPR	HEROES FOR HEALTHY PETS: INFECTIOUS DISEASE	BUILD, DESIGN, & REMODEL BOOT CAMP
SUNDAY 8:30 – 5:00 AND MONDAY @ 8:30 – 3:00 RHODES A & B <i>Pre-registration required</i>	MONDAY 8:00 – 12:30 OR 1:00 – 5:30 VALENCIA II <i>Pre-registration required</i>	MONDAY 9:30 – 11:30 OR 1:00 – 3:00 VALENCIA IV & VI	MONDAY 8:00 – 4:45 VALENCIA I, III, V <i>Pre-registration required</i>
EVENT/TIME	IBPSA EXHIBIT HALL (CRYSTAL BALLROOM)		
5:00 – 7:30	MEET & GREET PREVIEW NIGHT		

TRADE SHOW SCHEDULE

IBPSA EXHIBIT HALL (CRYSTAL BALLROOM)

CONFERENCE BADGE REQUIRED FOR ADMITTANCE

MONDAY 5:00 – 7:30 PM | MEET & GREET PREVIEW NIGHT
 DAILY 7:30 – 8:30 AM | COFFEE WITH EXHIBITORS
 TUESDAY 5:00 – 7:30 PM | WELCOME RECEPTION & IBBY AWARDS
 WEDNESDAY 5:00 – 7:30 PM | TIME WITH EXHIBITORS

EXHIBITORS

- | | | |
|-----------------------------------|------------------------------------|--------------------------------|
| 1 Pacific Western Bank | 17 Direct Animal Products | 33 PetAirapy |
| 2 PetReserve | 18 Business Ins. of the Carolinas | 34 NVA Pet Resorts |
| 3 The Mason Company | 19 Health Technology Professionals | 35 Doxiworks |
| 4 PermaTek Coatings | 20 Spray Master Technologies | 36 Gingr |
| 5 CleanWise | 21 FMD Architects | 37 Broadly.com |
| 6 Ogena Solutions | 22 Market Hardware | 38 Kuranda |
| 7 Chosen Payments | 23 Kinn, Inc | 39 Fast Forward, Inc |
| 8 PACCC | 24 Black Diamond Radio | 40 Morton Buildings |
| 9 WatchMeGrow | 25 Kennel Pro | 45 PetExec |
| 10 Champion Puppy Training System | 26 PawOps | 46 Lone Star PEO |
| 11 Pet Tech | 27 K9Grass by ForeverLawn | 52 King Wholesale Pet Supplies |
| 12 Anubis Bio | 28 iDogCam | 53 Thornell Corporation |
| 13 Rubber Floors and More | 29 HUB/CNA Insurance | 54 World Pet Association |
| 14 Pathway Vet Alliance | 30 Blue-9 Pet Products | 55 pawTree |
| 15 FetchFind | 31 Blue-9 Pet Products | 64 Stone Mountain Pet Products |
| 16 Virox Animal Health | 32 The Dog Gurus | 72 Snyder Mfg, Inc |

DOWNLOAD THE IBPSA APP FOR CONFERENCE UPDATES AND REMINDERS



Thank you app sponsor, PetExec,
and app developer, Doxiworks,
for keeping our conference
convenient and cutting edge!

CONFERENCE SESSION SCHEDULE

7:30 – 8:30 AM (DAILY) | COFFEE WITH EXHIBITORS | IBPSA EXHIBIT HALL (CRYSTAL BALLROOM)

TUESDAY, OCTOBER 1, 2019

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

SESSION/TIME	VALENCIA BALLROOM			
8:30 – 9:30	State of the Industry			
10:00 – 12:00	Keynote: Dr. Rick Goodman			
SESSION/TIME	VALENCIA III & IV	VALENCIA V & VI	VALENCIA I & II	RHODES A & B
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	Todd Newton The Next Frontier of Healthcare: Exploring Options to Meet Employee Needs	Tara Crouse What Pet Parents Think	Jodi Clock Crisis Communication Management & Disaster Preparedness
EVENT/TIME	IBPSA EXHIBIT HALL (CRYSTAL BALLROOM)			
5:00 – 7:30	WELCOME RECEPTION AND IBBY AWARDS			

WEDNESDAY, OCTOBER 2, 2019

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

SESSION/TIME	VALENCIA III & IV	VALENCIA V & VI	VALENCIA I & II	RHODES A & B
8:30 – 10:30	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
11:00 – 12:00	Mark Cushing Legislation Challenges in the Pet Care Service Industry	Todd Newton The Next Frontier of Healthcare: Exploring Options to Meet Employee Needs	Tara Crouse What Pet Parents Think	Jodi Clock Crisis Communication Management & Disaster Preparedness
SESSION/TIME	VALENCIA III & IV	VALENCIA V & VI	VALENCIA I & II	RHODES A & B
1:30 – 3:30	The Dog Gurus Niche Daycare Services: Improve Care Quality & Grow Revenue	Jessica Finnegan The Trinity Effect: Three Layers to Create Legacy Success	Pat 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 Value & 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
EVENT/TIME	IBPSA EXHIBIT HALL (CRYSTAL BALLROOM)			
5:00 – 7:30	TIME WITH EXHIBITORS			

THURSDAY, OCTOBER 3, 2019

SESSION/TIME	VALENCIA III & IV	VALENCIA V & VI	VALENCIA I & II	RHODES A & B
8:30 – 9:30	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 Value & 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	The Dog Gurus Niche Daycare Services: Improve Care Quality & Grow Revenue	Jessica Finnegan The Trinity Effect: Three Layers to Create Legacy Success	Pat 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