

# 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 <b>AND MONDAY</b> @ 8:30 – 3:00 <b>RHODES A &amp; B</b> <i>Pre-registration required</i>	MONDAY 8:00 – 12:30 <b>OR 1:00 – 5:30</b> <b>VALENCIA II</b> <i>Pre-registration required</i>	MONDAY 9:30 – 11:30 <b>OR 1:00 – 3:00</b> <b>VALENCIA IV &amp; VI</b>	MONDAY 8:00 – 4:45 <b>VALENCIA I, III, V</b> <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

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