

April 2, 2010

2009 CAACO Animal Control Excellence Award

Name and Title of Nominee:

Katrina Schou
Field Services Supervisor
Centennial Animal Services

Address of Nominee:

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Nominee Contact Information:

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Dear CAACO Awards Committee,

Please accept my nomination of **Katrina Schou** as the 2009 CAACO Animal Control Excellence Award.

Katrina has been employed as an Animal Control Officer/Field Services Supervisor for four years. Throughout this period of time she has demonstrated extreme dedication and devotion to her duties and consistently produces outstanding results.

With relatively little experience, Katrina accepted the position of Field Services Supervisor for Centennial Animal Services in 2008 and since has managed all aspects of this enormous undertaking. She worked diligently to obtain equipment, create policy and procedures, prepare training materials, create new forms, etc. She helped immensely with the recruiting, hiring, training, and development of new staff.

During 2009, Centennial Animal Services completed 4,766 calls for service. These calls included 145 Potentially Dangerous/Dangerous Animal Investigations that resulted in 20 vicious animals being removed from the community and their owners being prosecuted. 335 Animal Cruelty/Neglect Investigations that allowed numerous animals to be removed from potentially lethal circumstances. 50 Animal Rescues preventing the needless suffering of multiple animals. Since this is a new Animal Services Program, Katrina responded or was personally involved in the majority of these cases. Furthermore, Katrina managed all aspects of the City's Animal Sheltering Program. Her efforts were directly responsible for over a **90% Animal Save Rate**. The amount and quality of her work is well above expectations and demonstrates her **EXCELLENCE**.

Katrina is very committed to the ongoing improvement of her skills and knowledge. Since joining Centennial Animal Services she has over 700 hours of formal training. Katrina is a Certified Equine investigator, Nationally Certified Animal Control Officer, State Certified Animal Control Officer, Bureau of Animal Protection Agent, Certified Pet First Aid Instructor, and Large Animal Rescue Specialist. Again this is a shining example of her pursuit of **EXCELLENCE**.

She is also dedicated to providing extensive knowledge and training opportunities for her staff and others. As a direct result of her efforts two CAS staff members are Certified through the National Animal Control Association and all staff attended CAACO and numerous other training opportunities throughout the year. Katrina's strong commitment to her employees has resulted in high moral and a dedicated team. She has also provided Pet First Aid Training to numerous members of the Animal Welfare Community and has agreed to provide this training for the CAACO Spring Conference. All additional signs of true **EXCELLENCE**.

Katrina has worked to promote the animal services department within the City and surrounding Communities. During this period she requested and acquired new educational brochures and materials to promote responsible pet ownership and to provide resources and ordinance information to citizens. Public education has always been a fundamental aspect of her management style and during this period 13 educational opportunities were provided in Centennial. Katrina efforts were crucial to enhance Centennial animal ordinances. This was accomplished and a greatly enhanced ordinance was passed. Improvements include a "fix it" ticket for licensing violations, new animal welfare laws, and more effective Dangerous/Potentially Dangerous Animal process.

Katrina is a very effective communicator and provides excellent customer service. She has utilized her skill and expertise to establish a tremendous relationship with the Arapahoe County Sheriff Office. As a result CAS Officers are well respected within the Community. Katrina has also built and maintains a professional relationship with Centennial Courts. The City prosecutor implicitly trusts her expertise and has provided positive comments on numerous occasions. This relationship has resulted in a **100% Conviction Rate** of all cases brought before the City Court.

Katrina has taken on increasingly demanding responsibilities. She is able to handle any task and produce a product that will exceed expectations. She shows unusual initiative, is a self starter and once given a task can be depended on to carry it through to completion. She works efficiently while remaining focused on the goal and is extremely productive. She is very knowledgeable and her subordinates and peers regularly seek her advice and respect her opinions. She works very effectively within her department and equally well within the City and Community. Katrina is an excellent problem solver and always can be counted on to make a well thought out decision that is in the best interest of the Community and Animals.

Katrina is an exemplary performer and embodies the term **EXCELLENCE**. Please accept my nomination for Katrina Schou as the 2009 CAACO Animal Control Excellence Award. Thank you for your time and consideration with this matter and good luck in choosing one individual to receive this highly coveted honor. Please feel free to call or email with any questions or comments.

Sincerely,

JOE

Joseph L. Stafford
Field Services Manager
Centennial Animal Services