



The Oregon Affordable Housing Management Association Presents

Tuesday Tail Talk

For *Maintenance Techs, Managers, and Resident Services Coordinators*

Tuesday, May 15, 2018, 9 am to 4 pm

Clover Glen Apts. Community Room, **La Grande**

“Demystifying Critter Classifications”

Fair Housing Council of Oregon alum Jo Becker will clarify the differences between pets and service/assistance/companion, (disability-aid), animals. She will review the basics of accommodating assistance animals under the Fair Housing Act and how it differs from the Americans with Disabilities Act.

“Proactive Disaster Planning for Residents’ Pets and Disability-Aid Animals”

The hazards that people face affect their critters, too! Our speaker will provide some win-win strategies for helping tenants keep their pets and disability-aid animals safe and cared for during emergencies and disasters, including low and no-cost suggestions for low-income households. By partnering with your tenants, you’ll demonstrate that you care while helping boost your property’s resilience when disaster strikes.

“Understanding Body Language to maintain On-the-Job Safety around Residents’ Critters”

Learn how to increase your personal safety around residents’ animals with Jo’s awareness-level body language training. She’ll help you translate animal communications to minimize scary and unfortunate encounters by diving into distinct and telling predator/prey traits. Jo will also discuss realistic expectations and tips for proper etiquette around working animals to enhance your professionalism and customer service.

Our Presenter: **Jo Becker** spent a decade working for the Fair Housing Council of Oregon. Her introduction to emergency preparedness, disaster response, and incident management came in 2005 when she graduated from a Community Emergency Response Team (CERT) program. Since then, Jo has completed over 180 courses, including completing FEMA’s Basic Academy for Emergency Managers, working with emergency animal sheltering operations, and helping plan and execute full-scale disaster exercises.

Location: Community Room, Clover Glen Apartments, 2212 Cove Avenue, **La Grande**. Signs will direct you to the community room. Please park across the street at the Senior Center on the west side of the lot near the Social Security Building. Clover Glen is a non-smoking facility. Please smoke OFF the property. If you get lost en route, please call Clover Glen Manager Charlene Paul at 541-963-0906.

Refreshments: Morning and afternoon refreshments will be provided. Lunch is on your own. (You are welcome to brown bag it and eat in the community room.) Coffee/tea service will be available throughout the day.

To Register: Please email the completed form to oregonahma@frontier.com or, fax the form to the AHMA office at 503-992-0853.

Class Fees: \$85 for AHMA members; \$130 for non-members

Payment Information:

- ◆ **WE DO NOT INVOICE.**
- ◆ Please send your check to Oregon AHMA, P.O. Box 1135, Forest Grove, Oregon 97116
- ◆ Or, pay by credit card by calling the AHMA office, 503-357-7140
- ◆ Or, pay by PayPal on this page of our website:
http://www.oregonaffordablehousingmanagement.com/education_schedule.htm
- ◆ **PAYMENT IS DUE BY THE DATE OF THE CLASS.**

Final Registration Deadline: Thursday, May 10. You're welcome to substitute a student anytime.

What to bring: Note-taking materials

Questions? Contact AHMA Director Maggie Meikle at oregonahma@frontier.com or, 503-357-7140

To Register for the May 15 Tail Talk Class in La Grande:

*This is a **fillable** form. If you fill out the form on your computer, save the form before emailing or faxing it so that the information doesn't disappear.*

Email to: oregonahma@frontier.com

Fax to: 503-992-0853

Name _____	Email Address _____
Name _____	Email Address _____
Name _____	Email Address _____
Name _____	Email Address _____
Name _____	Email Address _____
Name _____	Email Address _____
Company/Agency _____	Contact Person _____
Email _____	Phone _____

See you at the class!

