



Kelley Bollen Consulting, LLC

April 21, 2023

Washoe County Regional Animal Services Advisory Committee,

My name is Kelley Bollen, and I am a Certified Animal Behavior Consultant with a master's degree in animal behavior and I have specialized in shelter animal behavioral care for twenty-three years. I am a nationally recognized expert in this field and consult with animal shelters all over the country as well as teach a university class on animal shelter behavioral management.

I had previously consulted with NHS on a regular basis when Bonney Brown was the Executive Director. She flew me in from Massachusetts many times to provide staff training on all things behavior. I then moved to Reno in 2018 and approached Greg Hall to discuss my consulting services for staff training and public education. I started working with NHS providing trainings to the entire staff as well as hands-on training for the canine evaluation team. I also started presenting public seminars on animal behavior. All of that ceased when Greg refused to put resources into advertising my public seminars resulting in only a handful of people in attendance for what ended up being my last such offering. The first few, for which he advertised, attracted a standing room only crowd in the large conference room on site. I had a discussion with Greg about his lack of advertising and he told me that he didn't want to spend the money on the seminars anymore, even though they charged \$10 per person for the events and netted a profit for the first few talks that were full. That discussion and his lack of commitment to education ultimately ended my relationship with NHS. While I would have continued to provide staff training, he never requested my services again.

Shortly after my separation from NHS I befriended a woman who used to attend my public seminars. As a retired university professor, she was impressed with my background and approached me and asked me to lunch. She wanted my opinion on where to leave her money because she planned to leave at least \$350,000 to NHS and had a few discussions with Greg about the bequest but he stopped returning her calls and as a result she not only wrote NHS out of her will, she specified that NHS was to receive no money from her estate for which I was the trustee. She had only negative things to say about her experience with Greg.

Both the SPCA of Northern Nevada and Washoe County Animal Services use my services. I provide ongoing staff training to the SPCANN staff and volunteers as Jill Dobbs knows the value of an educated staff when it comes to animal behavior. Additionally, I started offering my public seminars through the SPCANN and I consult with their adopters experiencing behavioral issues with their new pets thanks to a grant that Jill secured for me to do so.

It is a shame that the staff at NHS cannot benefit from my expertise, especially since I live right here in Reno. A well-run shelter invests in their staff, and I believe both the staff and the animals at NHS are suffering because of a lack of training.

Sincerely,

Kelley Bollen, MS, CABP