

# Interactions

*A Publication for Members of Pet Partners, formerly Delta Society*

VOL. 30, NO. 1 – SUMMER 2012

**INSIDE:  
2011  
Annual  
Report**



**Pet Partners**  
*Touching Lives, Improving Health*

**Celebrating 35 Years!**

# Interactions

**A Publication for Members of Pet Partners, formerly Delta Society**

## Mission

Pet Partners is the leader in demonstrating and promoting that positive human-animal interactions improve the physical, emotional and psychological lives of those we serve.

## Vision

People are healthier and happier because companion, service and therapy animals enrich and positively impact their everyday lives.

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*Touching Lives, Improving Health*

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**ON THE COVER:** A young participant in Pet Partners' Registered Affiliate Paws & Effect's Abilities Through Agility program enjoys time with Wheaten Terrier Finn, pictured with handler Robert Henderson (see full story page 20). Photo by Dinko Ibukic.

### NOTE:

In the photos throughout *Interactions* the handler may be off camera. Pet Partners® policy requires animals be on leash and with a handler at all times. Handlers visit with one animal at a time.

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## From the President/CEO

Dear Friends:

Having started in my new role this past March, I can say with some assurance that taking the reins of this fine organization has been one of the high points of my long career in non-profit leadership. The reality of having such a tangible and heartfelt mission, coupled with the growing scientific and observational evidence of our work, brings a higher level of interest in our leadership role nationally and beyond.

I hope you have taken a moment to review our newly revised mission statement:

**Pet Partners is the leader in demonstrating and promoting that positive human-animal interactions improve the physical, emotional and psychological lives of those we serve.**

It sets the tone for our future growth, while honoring the compelling work done under our former name, Delta Society. Now that the launch of our rebranding is complete, we can move forward with a variety of operational plans to strategically focus our program of work.

During our wonderfully interactive board meeting in New York in March, we identified several key areas for attention this year. Among them is a complete revamping of our data information system that will improve and increase our ability to capture vital program, income, volunteer and facility information. Secondly, we will be taking a hard look at our overall program of work. What are we doing well? What are our constituents saying about us and how can we improve? What areas may need to be refocused,


*Steve Browning and his dog Buddy*

updated, redesigned or dropped completely? Our new Mission Task Force will be addressing those questions and more, with an October 1 date for recommendations. Stay tuned!

In September, we will hold our second annual gala in the Portland market. This year will introduce the annual Delta Spirit of Caring Award, an acknowledgement to our founders' vision and "birth name," presented annually to a person, group, company or organization that exemplifies and embraces our mission.

As the months and years progress, our goal is to build bridges and expand our presence across the country, both in collaboration with human-animal advocates and the donors and community partners who believe in this life-changing interactive relationship. We believe that we have only scratched the surface of the importance and value of companion and therapy animals in human health. Please join us in ensuring that we continue to serve those who need us most.

Sincerely,



R. Stephen Browning, President & CEO



## From the Chair



*Chuck Granoski and Brenda Bax*

As I close my one-year term as board chair of Pet Partners, formerly Delta Society, I look back on the past year and marvel at the amount of change that has taken place in our organization.

The most recent of these big changes is, of course, the selection of Pet Partners' new President and CEO Stephen Browning. I want to

thank my fellow board members on the Executive Search Committee for undertaking the thorough process that led to our selection of Steve. As an organization, we will benefit greatly from Steve's more than 25 years at the American Cancer Society and his knowledge of the health care field. Welcome aboard, Steve!

I also want to express sincere thanks to Jon Eastlake for his service as Interim CEO for almost a year. Jon presided over the organization at a time when we executed two monumental initiatives, the launch of online therapy animal training courses and the organization's rebranding. Both projects required enormous staff support and coordination, and Jon excelled in providing the leadership for them to launch successfully while also tending to the organization's financial health in his role as CFO. Thank you, Jon.

Another new leader for the organization was elected at our June meeting of the Board of Directors. Brenda Bax succeeds me as Chair of Pet Partners. I have had the honor of getting to know Brenda — both as a person and a professional — over the last five years. Brenda's passion for our cause and her intellect for helping us chart a course toward greater success are second to none.

At Purina, Brenda has championed the remarkable healing that positive human-animal interactions provide. The company has developed a model workplace therapy animal program that other employers can replicate and that will greatly assist us expanding our program nationally. And over the last four years, Purina has provided much needed support to our organization through our partnership, which continues to strengthen and grow.

It has been an honor and a privilege to serve as Board Chair of this outstanding organization. I have had the pleasure of meeting many of our caring volunteers — both two- and four-legged — and to hear stories about the lives they have touched through their visits. I have also had the pleasure of getting to know many of our donors, without whose financial support Pet Partners cannot survive, and the hard-working staff that makes this small organization with big ideas run. I am grateful for all these experiences, and I look forward to new and different opportunities to support Pet Partners in the future.

*Charles M. Granoski, Jr.*  
Chuck Granoski

## Profile of Delta Society Caring Community Member

# Carol Gonnella JD

### JACKSON, WYOMING

We asked attorney Carol Gonnella a few questions about her dedication to Pet Partners' vision and mission worldwide. Carol served on the Board of Pet Partners for many years, and she volunteered in the Therapy Animal Program with her dog **Lily** for six years, visiting a nursing home, a facility for disabled children and a school reading program. Carol and her husband John have included Pet Partners in their estate planning, making them members of our Caring Community. Carol's legal practice in Jackson focuses on assisting individuals with their estate, tax and business planning needs.

#### **Why did you choose to become a member of Pet Partners' Caring Community?**

**Carol:** John and I are members of the Caring Community because we realize how much animals have made our own lives better. When we saw that promoting and demonstrating this remarkable ability in animals was at the heart of Delta Society's, now Pet Partners' mission, we wanted to be a part of it.

When I was registered with my Golden Retriever, Lily, we visited a nursing home in Jackson and a home for disabled children. We also participated in a reading program at the elementary school. What I observed there was that kids wanted to read more when Lily was there than when she wasn't. It felt safer to them that Lily would not be judgmental. Through these experiences, Pet Partners showed me that interactions with animals, even in small doses, have the ability to change other people's lives in very powerful ways.

#### **What are one or two accomplishments of Pet Partners that you are most pleased about?**

**Carol:** I am most pleased that Pet Partners has the ability to register species other than dogs as therapy animals. I think this makes for a much more inclusive program — more people can get involved as volunteers, and we can reach more people who might respond better to animals other than dogs. I'm sure it would be more streamlined for the organization to limit the teams to just dogs. So I am proud of the recognition that all kinds of animals can touch our hearts, and we can touch theirs, too.

#### **What about the future of Pet Partners?**

**Carol:** I would love to see the organization grow by leaps and bounds. I was honored to serve on the Board of what was then Delta Society for many years in the early 2000s, and I have seen the organization grow a lot since then.

I look forward to a day when every town and city has therapy animal teams for its nursing home residents. I think it's slowly happening, but I would love to see even more acceptance of animals going into medical environments and schools. I think it would make all our lives a little more colorful and everyone would be happier.



Pet Partners' President and CEO Steve Browning says, "It was a delight to meet Carol and John at our recent Board Meeting in Jackson, Wyoming. Pet Partners is indebted to Carol for her contributions through her years as a volunteer in our Therapy Animal Program, on the Board of Directors, and as a member of our Caring Community."

*For information on how you can join the Caring Community, contact Co-founder Bill McCulloch DVM at 503-646-4884 or [billmacdvm@comcast.net](mailto:billmacdvm@comcast.net).*



# In Crisis Comes HOPE

Each day, Pet Partners' therapy animal teams provide comfort, healing and encouragement to thousands of people in hospitals, nursing homes, schools, libraries and other settings. Each interaction and visiting setting is unique, and the sites teams visit are screened through an initial site assessment process. This ensures that the environment is conducive to positive interactions between the teams and the people they visit.

But when teams are called upon to comfort people affected by local or national tragedies, environments are often unknown or unpredictable. That is when teams who have been provided additional training by HOPE Animal-Assisted Crisis Response step in.

Hope AACR is a national network of more than 115 trained canine and handler teams that partners with emergency response agencies across the country in times of disaster. HOPE AACR teams have been deployed to some of the country's most horrific disasters such as New York City following the 2001 terrorist attacks, Louisiana after Hurricane Katrina, Texas after Hurricane Ike, and to both the Virginia Tech and Northern Illinois University campus shootings. HOPE AACR teams primarily help in local, smaller incidents after fires, floods, tornados, plane crashes, or line of duty deaths.

According to HOPE's President Amy Rideout, "The dogs bring a very special component into crisis situations. They have the ability to serve as the bridge to draw people out of isolation and to reconnect with their communities and emergency response workers." Rideout is also a licensed Evaluator with Pet Partners and a therapy animal volunteer with her dog Eva, a Catahoula.

HOPE AACR teams receive three days of intensive training in order to obtain essential skills and knowledge of disaster relief operations. Rideout says, "About half of the training covers the mental health component of the work. Although many of our volunteers are involved in the mental health arena, many are not. We teach all our members how to apply the emotional equivalent of first aid, which doesn't require a mental health professional to perform."

The other components of the training involve developing handling skills; desensitizing dogs to the sights, sounds and smells frequently encountered in a disaster; and teaching handlers a process of introducing a dog to new stimuli. Training sessions are scheduled two to four times a year at locations around the country with pre-screenings for prospective teams held in advance.



*ABOVE: Amy Rideout and Janie visit the FEMA Joint Field Office in Baton Rouge, Louisiana, after Hurricane Katrina. Photo by J. Velenovsky, HOPE AACR*

*PREVIOUS PAGE: Cindy Eblers and Tikva bring comfort to relief workers at Ground Zero in the aftermath of the terrorist attack of 9/11. Photo by J. Whittaker, HOPE AACR*

“The initial training really is just the beginning,” says Rideout. “Since you cannot schedule a disaster, we hold drills throughout the year to allow our teams to use their skills and stay sharp.” These include disaster drills coordinated with relief agencies and the Coast Guard, as well as participation in the National Military Family Association’s Operation Purple camps for children of deployed service members (see sidebar). Teams must also continue working as therapy animal teams, making a minimum of 12 therapy visits per year.

Continuing education credits are required and can be satisfied through online training or other activities. “We are flexible about what activities fulfill the teams’ continuing education requirements. The basic rule is that the activity be organized and applicable to the work. For instance, an agility class would count, since the team is working together and building a stronger working relationship.”

When a crisis does occur and HOPE AACR is asked to provide teams, they are called from a list but participation is not mandatory. The size, location and magnitude of the crisis determine the number of teams that HOPE AACR deploys, with the desired ratio in most scenarios of 1 team per 25 people affected.

## Operation Purple Camps

Each year, the National Military Family Association (NMFA) hosts approximately 15 summer camps across the country for children of deployed U.S. servicemen and servicewomen. Established in 2004, the Operation Purple summer camps help military children ages 7-17 deal with stresses that result from a parent’s deployment and empower them to develop and maintain healthy and connected relationships with their peers.

Since 2006, crisis response teams from HOPE AACR and more recently therapy animal teams from Pet Partners have attended the camps to provide reassurance and motivation in order to help the children participate fully in camp activities. HOPE AACR’s and Pet Partners’ participation is through a collaboration with American Humane Association, which works with NMFA to provide teams.

According to American Humane Association’s Amy McCullough, “The teams aren’t formally incorporated into camp activities, but rather are present during down time. They are there to get children who are struggling to engage started in conversation and meeting other children.”

“Some of the children really have difficulty early on in the camp just with being away from home,” says Amy Rideout of HOPE AACR. “The crisis response teams can help them express those feelings and provide them the reassurance they need to make the most of their experience.”

Thus far in 2012, 18 teams from HOPE AACR and 26 teams from Pet Partners have attended the camps. McCullough, who is registered with Pet Partners with her Golden Retriever Bailey, participated in a prior year. “It was a great experience for us, and it was inspiring to see the way the children interacted with the dogs. The dogs create happy memories of camp for so many of these children.”

According to Rideout, the work is just one example of how teams registered through Pet Partners can use their experience as a foundation to open doors to different kinds of experiences. “My work as a volunteer and an Evaluator through Pet Partners led me not only to crisis response work, but also to becoming trained to screen and certify bomb-sniffing dogs for the Marine Corps. Volunteering as a therapy animal team can lead you in so many different directions.”

HOPE AACR has upcoming training sessions in two locations: August 4-6 in Columbus, Ohio, and October 6-8 in Irvine, California. For more information, visit HOPE AACR’s website at [www.hopeaacr.org](http://www.hopeaacr.org).

# Program News



*PICTURED: Pet Partners' therapy animal teams help people all over the United States and internationally. Ellen and Izzi of Las Vegas, Nevada, are just one such team. Read about their work on page 22.*

## Live Bordetella Vaccine Policy Update

A recent report from the Centers for Disease Control and Prevention discusses the common vaccine combination of a live, avirulent bacteria with a modified live canine parainfluenza virus. The zoonotic concern deals with the Bordetella (i.e., kennel cough) component. The vaccine is administered by spray through the nose and, as such, any dog receiving this vaccine must not visit immune-compromised people while any chance for contagion may exist.

While the overall risk is extremely low, to be cautious, Pet Partners requires that dogs avoid high-risk people for one week following vaccination because of the potential for exposure to high levels of the bacterium. The main concern lies in the period after administration when there would potentially be a significant amount of modified live vaccine around the muzzle. After that, the vaccine strain would be just one of many different potentially zoonotic pathogens in the nasal passages and of lesser concern than many. If the dog shows no signs of respiratory disease after the one-week period, it is as nonthreatening as any other dog.

We appreciate all your continued efforts to keep your community members safe and healthy!

## National Advisory Council Adds Members

Pet Partners is pleased to announce the addition of new volunteers to its Advisory Councils.

Five new members have joined the Therapy Animal Program Advisory Council. This Council was formed in 2008 to assist in achieving the goals of Pet Partners' Therapy Animal Program and in the delivery of the organization's mission by providing an additional source of knowledge and experience. The Council's overarching goal is to assist existing and potential volunteer teams while promoting and maintaining high standards for safety, quality and professionalism in all interactions.

New members of the Therapy Animal Program Advisory Council are Lynda Prejna of Lake Geneva, Wisconsin, who

serves as chair; Christopher Hellier of Elon College, North Carolina; Kathleen Kelley of Littleton, Colorado; Mia MacCollin of Bend, Oregon; and Sharon Malnar of Cabot, Arkansas. Pet Partners wishes to thank the following members who are leaving the council at the expiration of their terms: former chair Jackie Gunby, Shirley Lieb, Marion Nixon, Judith Peter, Laurel Rabschutz, Eric Shumate and Ray Ward.

Three new members have joined the Team Evaluator Advisory Council, which was formed in 2009 to make recommendations and take steps toward improving the Team Evaluator program. This Council also provides individual support and opportunities for professional growth to existing Team Evaluators.

The new members of the Team Advisory Council are Claire Peel of Homewood, Alabama, Jan Stice of Salem, Virginia, and Julie Yoder of Shawnee, Kansas.

## Task Force Formed

Pet Partners has formed a task force in order to develop recommendations for the practice of incorporating therapy animals in courthouses and other criminal justice settings. The Criminal Justice Task Force is chaired by Allie Phillips, Director of the National Center for Prosecution of Animal Abuse at the National District Attorneys Association and co-creator of the Therapy Animals Supporting Kids (TASK) manual. The task force also includes 10 other individuals with experience in the fields of criminal justice and animal-assisted interactions.

The task force will determine whether additional guidelines and standards should be created in order to better equip therapy animal teams working in the criminal justice system. It will also explore developing mechanisms for oversight and tracking of trained teams and a process for sharing information on these activities with teams registered with Pet Partners and other participating therapy animal organizations.

## Service Dog Placements

In November 2011 and March 2012, Pet Partners provided funding for two additional service dogs, marking the seventh and eighth dogs the organization has funded in recent years. The dogs were trained by NEADS ([www.neads.org](http://www.neads.org)), an assistance dog training organization that has set the industry standard for 35 years. Initial funding for the service dogs was received by Pet Partners through a grant from Independence Dogs, Inc.

**Tina Reid**, the minister of a church, was in need of another assistance dog after her beloved Trixie passed away. Trixie was a highly trained hearing dog who was indispensable for alerting Tina to her alarm clock, telephone, smoke detector, etc.



Tina was thrilled when she was matched with **Franklin** last November, a cute Schnauzer-Poodle mix. He was trained by inmates at Massachusetts Correction Institute in Shirley, Massachusetts, in partnership with NEADS trainers. Tina is now comfortable again with the frequent travel her job requires; Franklin accompanies her everywhere she goes. Franklin is the perfect example of how even very small dogs can perform valuable tasks for their handlers with “invisible” disabilities.

Without the funding from Pet Partners, Tina would not have been able to afford Franklin’s training. “I don’t know what benefits me most,” Tina says, “whether it’s knowing Franklin will wake me up when the alarm clock goes off, or alert me when the phone rings or to sirens or the smoke detector. I can only say, ‘Thank you, Delta Society, for rescuing me.’ Franklin will be my companion and guide for a long time. I am truly grateful.”

**Dean Westwood** is a quadriplegic, the result of a diving accident suffered when he was 17 years old. He overcame that disability along with other unfortunate life events, and now teaches at Oregon Health & Science University in Portland.

In spite of Dean’s success, however, he was gradually becoming less independent, more socially isolated and



depressed. Dean is the latest recipient of Pet Partners’ funding; he was matched with his service dog in March of this year, a large Labrador Retriever named **Badgett**. The dog’s service has proven not only to be beneficial, but in

Dean’s perspective, lifesaving. Because Dean lives alone, before Badgett arrived it was often difficult or impossible to summon help after a fall, once resulting in his being wedged between the bed and wall for more than 12 hours. The dog’s uncanny ability to know when Dean needs assistance has given Dean a heightened sense of security.

Aside from the physical tasks that Badgett performs (retrieving items, opening doors, summoning help, etc.), Dean claims that the incredibly strong bond they have formed is the reason for his current state of emotional well-being. “The tasks Badgett performs for me are indispensable, but I had no idea that our connection would be so deep. I’m fortunate to have incredible people in my life, but my life with Badgett is much richer and complete. At times it’s overwhelming; I get so much joy knowing that he cares for me unequivocally. I love him.”

## Trading Cards Coming Soon



Pet Partners will soon be offering trading cards to registered therapy animal teams nationwide. The program enables handlers to create personalized trading cards featuring their teammate with fun facts about

their pet’s personality. The high quality cards will be available for purchase by currently registered teams at Pet Partners’ cost, providing significant savings over comparable retail options.

The trading card program was piloted in Washington State, where more than 120 teams participated. The program consists of two components: first, a customizable webpage for the therapy animal containing an option to donate to the organization and, second, the trading cards themselves, which contain a link to the therapy animal’s webpage. Results of the pilot program led to enhancements to the cards, including the incorporation of Quick Response Codes that give smart phone users convenient access to the therapy animal’s webpage.

Pet Partners will send an email announcement to registered teams when the cards are available for order. For more information, visit [www.petpartners.org/tradingcards](http://www.petpartners.org/tradingcards).



# Saying Goodbye

*Thank you for your hours of unconditional love...*

## Retired

ABBY, Portuguese Water Dog, Patricia G. Tirrell, NC  
ACE, Staffordshire Bull Terrier, Lucille Perry, OR  
AMBER, Lhasa Apso, Marian Estelle, AK  
AMBER, Golden Retriever, Marla S. Sipes, NM  
ANNIE, Labrador Mix, Deborah Abbott, OH  
ANYA, Yellow Labrador, Bill C. Heede, IL  
ASHER, Feline - DSH, Kelli T. Agnew, AL  
ATLAS, Great Dane, Darlene Gill, IL  
BABE, Golden Retriever, Jennifer Donner, NM  
BEAU, Hovawart, Barbara Harding, VA  
BILLY, Terrier Mix, Lisa Karakostas, NH  
BIRDIE, Dachshund Mix, John Kurzawa, WI  
BOOKER, Swiss Greater Mountain Dog, Janet Ott, TX  
CALLIE, Shepherd Mix, Rosario V. Rogasch, CA  
CHAOS, Labrador, Beth Selthofer, WA  
CHARLIE BROWN, Golden Retriever Mix, Christine M. Callihan, OH  
DAISY, Great Dane, Jean Vafeades, CA  
DIVINITY, Cairn Terrier, Richard Lema, MN  
FAITH, Golden Retriever, Shirley H. Reynolds, TX  
INDY, Greyhound, Carrie Smith Harden, CA  
JENSEN, Pitbull, Kathleen O'Connor, NM  
KIBAR, American Mastiff, Deborah Reeder, NY  
LEO, Leonberger, Anne & Hendrik Lessle, MO  
LUCY, Goldendoodle, Maggie P. Winegarden, IA  
MAGGIE, Great Dane, Scarlett Harris, AR  
MAX, Yellow Labrador, Beth V. Woodrum, VA  
MAX, Goldendoodle, Denny Hovious, KY  
MAX, Golden Retriever, Jennifer Donner, NM  
MOLLY, Staffordshire Bull Terrier Mix, Marcey Sage, WI  
MONA MIA, Golden Retriever, Shirley H. Reynolds, TX  
OLIVER, Cavalier King Charles Spaniel, Paula Thompson, OH  
PEACHES, Terrier Mix, Ruth Wallace, AZ  
PILOT, Beagle, Paul F. Nelepovitz, AZ  
RITA, Border Collie Mix, Robert Higa, CA  
ROSCOE, Golden Retriever Mix, Toni J. Bach, MN  
RUGBY, Australian Shepherd Mix, Catherine A. Swift, AR  
SAM, Collie Mix, Barbara Dolce, TX  
SIR ELI, Feline - Ragdoll, Marilyn K. Barsaleau, CA  
SKYE, Standard Poodle, Douglas Specking, CA  
TEYLA, Australian Shepherd, Carol J. Maslansky, AZ  
TIBBOTT, Irish Water Spaniel, Ginny Spencer, NC  
TINKER, Sheltie, Laurel G. Perry, CT  
TOBY, Labrador Retriever, Marie-Josée Gatian, OH  
TRIXIE GRACE, Nova Scotia Duck Tolling Retriever, Marion G. Nixon, TX

## Deceased

ABBY, English Springer Spaniel, Clara Costello, IN  
ABBY, Great Dane, Darlene Gill, IL  
ABBY, Chihuahua, Katherine Albrecht, IN  
ALICE, Golden Retriever, Bonnie Kukula, ON  
ANGEL, Golden Retriever, Nancy Meyer, VA  
ANGIE, German Shepherd, Kathy Fogerty, OR  
ANNABELLE, Beagle, Michelle & Mark Cohen, MD  
ANNIE, Black Labrador, KerrAnne Ziprick, CA  
BAILEY, Yellow Labrador, Dianne Lahti, CA  
BAILEY ANN, Golden Retriever, Jacque McCullough, NE  
BALOO, Bernese Mountain Dog, Lance M. Williston, WI  
BANDIT, All American, Sharon E. Anderson, OH  
BANDITA, Greyhound, Jean P. Tashlik, FL

BEAR, Flat Coated Retriever, Cherie Maitland, CA  
BEE BEE, Chihuahua, Mary E. Walsh, FL  
BENJI, Rabbit, Amy Tomblin, VA  
BENNY, Samoyed, John Rice, OH  
BOGEY, Yellow Labrador, Raquel Lackey, WA  
BONDI, Golden Retriever, Janice Deringer, OR  
BRAEBURN, Golden Retriever, Ray Bower, NH  
BRANDY, Golden Retriever, Ellen Albright, OH  
BRANDY, Miniature Schnauzer, Sharon L. Reynolds, MT  
BUDDY, English Cocker, Clayton J. Hayes, IN  
CALI, German Shepherd, Carol Kelley, MA  
CARTWRIGHT, Chocolate Labrador, Patricia F. Pratt, NE  
CHARLESTON, Golden Retriever, Belinda Gaston, TX  
CHASE, Collie, Sharon Sopko, OH  
CHEVIS, Golden Retriever, Debi C. Hawkins, WA  
CINDERELLEY, Horse, Sister Barbara Margulies, NY  
CLYDE, Golden Retriever, Patricia Milford, TX  
CODY, Maltese Mix, Jonelle Dubois, IL  
COSMO, German Shepherd, Karen Merrill, IA  
COTA, Doberman, Rayanne Chamberlain, MI  
DANCER, Husky Mix, Barbara & Daniel Dombrowski, FL  
DANNY, Yellow Labrador, Marilyn Boynton, WA  
DIBBLE, Affenpinscher, Charles Myers, IL  
DODGER, Terrier Mix, Susan Savage, FL  
DOLLY, Cocker Spaniel, Cynthia K. Chandler, TX  
DORA, Beagle, Pamela & Gregory Kenep, OH  
DREIDEL, Standard Poodle, Nancy Goldberg, WA  
DUKE, Guinea Pig, Marilyn Letts, NY  
EMILEÉ, Labrador Retriever, Kathryn Redondo, CA  
EMMA, Newfoundland, Karen Watson, WA  
FANG, Black Labrador, Becki Moylan, WI  
FIRE MIST, Bouvier des Flandres, Shellie Yaseen, CA  
GABRIEL, Golden Retriever, Gill Engles, CO  
GIZMO, Brittany Spaniel, Liz Straube, WA  
GOOSE, Australian Shepherd, Kathryn, Zoe & Zachary Ross-Nash, NJ  
GRETA, Shepherd Mix, Colleen M. Toot, OR  
HEIDI, Golden Retriever, Helena Bunker, WA  
HERSHEY, American Staffordshire, Wendy S. Wooddell, AZ  
IRIS, Golden Retriever, Nancy Thorne Cahill, WI  
JAKE, English Setter, Dianna Hamilton, MN  
JAMIE, Beagle, Evi Smith, GA  
JELENA, Standard Poodle, Dawn Torine, MN  
JIMMY, Golden Retriever, Gloria J. White, OH  
JORDAN, Australian Shepherd, Myrna L. Eaton, AZ  
KAYLEIGH, West Highland White Terrier, Merrily T. Shultz, KS  
KELLY, Collie, Peggy Hickman, CO  
KILEY, Black Labrador, Catherine C. Cauley, WI  
KIPPER, Schipperke, Kim S. Smith, OH  
LADY, Mix, Heather White, NY  
LIBBY, Miniature Schnauzer, Susan Schultz, WA  
LODGE, Yellow Labrador, Carmen Moyer, CO  
LOLA, Boston Terrier, Janet A. Donahue, NC  
LOUEY, Boxer, Donna Melton, WA  
LUCILLE, Chicken, Tanya Bailey, MN  
LUCKY, Collie, Kathleen Wagner, WI  
LUCY, Pug, Ina E. Dunlap, OR  
LUCY, Golden Retriever, Rick Murray, VA  
LUCY, Basset Hound, Susan S. Davis, MS  
LUTHER, Great Dane, Mary Geneva Hall, WA  
MAGGIE MAE, Basset Hound, Rebecca I. White, AZ  
MALCOLM, Dachshund, Kathryn Eccleston, CO

# More Goodbyes...

MANDY, Shepherd Mix, Ray F. Ward, OH  
MARCIE, Golden Retriever, Darlene Kellerman, OR  
MAX, Black Labrador, Arlene Ann LeVan, OH  
MERLIN, Mix, Emily Curran, WY  
METOK, Australian Shepherd Mix, Marcus Thomas, OR  
MIA, Great Dane, Chris & Michele England, AZ  
MICAH, Siberian Husky, Cindy Carr, OH  
MIKEY, Pug, Sarah Lee Williams, FL  
MILLIE, English Springer Spaniel, Amy W. Rojo, WY  
MILLIE, Golden Retriever, Marion G. Nixon, TX  
MISS MOLLEE MUFFIN, Rabbit, Patricia Younglove, OR  
MISTY, Greyhound, Kathy Gilliland, IA  
MUGSY, Keeshond, Stefani Cohen, NY  
MULLIGAN, Standard Poodle, Denise J. Johnson, IL  
MURPHY, German Shepherd, Judy McCarley, TX  
NAOMI, Dachshund, Margaret E. Bird, AZ  
NEAT NEAT, Golden Retriever, Marla S. Sipes, NM  
NIGEL, Bulldog, Sarah Harmon, CO  
NIKKI, Pomeranian, Gail Parker, FL  
POOKHA, Golden Retriever, Wendyn R. Hitch, MN  
POPPINS, Mix, Kathryn Maulden, IL  
RANI, German Shepherd, Karol Brigham, FL  
RICO, Pembroke Welsh Corgi, Al Shadbourne, CA  
ROSIE, Bernese Mountain Dog, Ava & Christopher Kennedy, OH  
ROYCE, Springer Spaniel, Jodi Inman, WA  
SAMUEL, Saint Bernard, Christine M. Valigore, OH  
SARA, Chinook, Sue Anne K. Boettcher, OR  
SASHA, Siberian Husky, Kathryn Kilbourn, IA

SASSY, Dalmatian, Christina Coppotelli, NY  
SEAMUS, Irish Water Spaniel, Carolyn Archer, ON  
SEAMUS, English Cocker, Rob S. Woolard, CA  
SEGUGIO, Greyhound, Janice Zulkas, CT  
SHAYLA, Maltese, Miriam & John Melnick, SD  
SHILOH, English Setter, Kate A. Carlin, AZ  
SHORTY, Australian Shepherd, Abby P. Wilson, TX  
SHUG, Golden Retriever, Christi Dudzik, WA  
SIENA, Golden Retriever, Art Lipski, OR  
SIENNA, Doberman, Diane K. Virdee, CA  
SIERRA, Yellow Labrador, Diana Corry, AZ  
SITA, German Shepherd, Scott Raymond, OR  
SOPHIE, Rottweiler, Jackie Gunby, CA  
STUART, Black Labrador Mix, Karla S. Miller, IA  
SWEET PEA, Miniature Schnauzer, Briley Culton, AZ  
TANNER, Terrier Mix, Karla M. Foley, OH  
TESS, Golden Retriever, Fred Nelligan, OR  
THEDA, Yellow Labrador, Joan & Bill Truncali, OR  
THORNDYKE, Golden Retriever, Elizabeth & Lewis Hall, CA  
TIMMY, Mix, Neil A. Young, PA  
TOBY, Miniature Schnauzer, Mike W. Cooper, AZ  
TOBY, Golden Retriever, Sharon Selvy, AZ  
TORRIE, German Shepherd, Diane Anderson, NY  
VICEROY, German Shepherd, Mary C. Holmes, OH  
YANCY, Boxer, Barbara Renaud, WI  
YUKON, Alaskan Malamute, D. Lynn D. Murdoch, ID  
ZOE, Black Labrador Mix, Julie R. Audi, NY  
ZOE, Golden Labrador, Katherine Putensen, NE

## Therapy Animal Teams at Work — State by State



### Alaska

#### ANCHORAGE

“**Simone** has always had an intuitive sense in her interactions with groups and individuals during our visits,” notes **Peggy Swanstrom** of her Chinese Crested. Recently, one visit was much more memorable than any that preceded it when Simone demonstrated her usual calm and attention to a vulnerable and dying elderly woman.

Peggy explains, “Erma was an acquaintance and friend of only a few years. I enjoyed chatting with her, and she would tell me about her beloved little dog from years ago. Age, disease and self-neglect eventually caught up with Erma in April 2011. Her strength failed and her breathing became more difficult; eventually she was sent to the hospital via ambulance. In a little more than eight hours, her condition deteriorated and the nurses on the floor called to tell me that Erma had taken a turn for the worse and asked if there were any family members who should be contacted. Unfortunately, her family lived several states away.

“Erma held on for nearly 40 hours more; I suspect that she had lived life on her terms and she would put the last period on the last sentence in the book of her life when she was ready. It was the third day of her hospitalization; she was now in a palliative-

care room with all life-support measures removed. We heard only the click of the IV pump that delivered comfort measures as we entered Erma’s room that morning. I laid a towel on the bed so Simone could lie against Erma. As Simone settled in, there was no response from Erma, only her labored breathing. I told Erma we were there because I thought she might enjoy a visit from a sweet little dog. There was still no response but Simone stood up to give a quick kiss on Erma’s chin, and then re-settled close to her.

“Simone sensed that this was a quiet moment and she needed to be her quietest and stillest. With no coaxing on my part, she lay quietly next to Erma. I stood bedside, stroking Erma’s head, telling her what a neat lady I thought she was and how fortunate I had been to know her. It was just a couple of minutes of this quiet interaction when Erma roused to some level of consciousness to look around her. She looked straight into my eyes, and I told her a happy “Hello!” I told her that Simone was right there beside her, and Simone got up to sit beside Erma. Erma then glanced out the window. After looking about, Erma settled back into labored breathing but each breath was farther apart. As the apnea stage became apparent, I was overwhelmed and honored to be present, to be a witness. The transition of one life to the next is really a very quiet departure and I doubt there could ever be a more spiritual experience than what I witnessed that morning.

## **Arkansas**

### LITTLE ROCK

In December 2010, Sherrie Wilson, Rehab Instructor at Arkansas State Hospital, approached her supervisor to suggest “Pawsitive Visitation Animal Therapy” as a great activity for their patients. Upon receiving approval, she began doing research. “I knew Arkansas Children’s Hospital offered this service using Delta Society registered teams,” says Sherrie. “Everything I researched led me back to Delta Society.”

As soon as her proposal to the hospital was approved, she began looking for therapy animal teams to participate. The first visit took place in March 2011, with **Steve Brackins** and Australian Shepherd **Lulla Belle** doing the honors.

When that first team entered the room, there was laughter and smiles on the faces of both patients and staff. Questions flew around the room: What kind of dog is she? Does she do tricks? Can we pet her? Steve answered them all as he went around the room so everyone could pet Lulla Belle.

“Patients loved it,” notes Sherrie. “Every day a patient would ask, ‘When are we having animals visit again?’” In July, **Jackie Amadeo** and **Cooper** were added to the roster, and along with them came more smiles and laughter. By August, the facility was having teams visit once a week.

Wilson was impressed by the professionalism of the teams, noting, “Steve Brackins and Lulla Belle helped our facility greatly by handing out business cards and spreading the word. Arkansas State Hospital became registered on our local A.B.L.E (Animals Brighten Lives Everywhere) website as a visiting facility.”

Now, three additional teams visit on a regular basis: **Stacy Mullins** and **Dixie**, **Jeanie Calhoun** and **Scarlet**, and **Mary Armstrong** and **Hobie**.

Sherrie Wilson is completely sold on Animal-Assisted Therapy, saying, “Animals can reach a part of us that no one else can. They know when we are sad and can make the simplest gesture, give us the will to smile, and help us feel safe and comfortable. I am fortunate to be able to witness the change in patients when they are around an animal. Sometimes it is a simple demeanor change, or a complete change in which a patient will sweet-talk and caress the animal and begin to show love again. I have witnessed many patients who fear animals overcome their fear. With each visit, they will move closer to the animal and eventually touch them. They always smile, and I can see a sense of accomplishment in their eyes.

“During family visitation, many patients will share stories about having an animal visit them. I believe Pawsitive Visitation Animal Therapy has made a huge positive impact on our patients and I am grateful to play a small role in this activity.”



After being diagnosed with a rare form of breast cancer, **Rebecca Morriss**, EdD, found the road to recovery paved with the care and prayers of family members, friends, co-workers, doctors, nurses, staff and volunteers. “The volunteers and medical staff I have had the pleasure to meet have touched my life in profound ways. All of them, in their own way, were able to keep me moving forward through the healing process,” says Rebecca. “One volunteer in particular, Ray, was instrumental in providing support during my initial chemotherapy treatments. A

cancer survivor himself, Ray was always there with a kind word and a warm smile. He inspired me to find a way that I could make a difference in someone’s life.”

Shortly after her final round of chemotherapy, Rebecca adopted a Yorkshire Terrier puppy she named **Maddie**. “From the beginning, we shared a special bond,” says Rebecca, “and I wanted others to know how special she was.”

Rebecca heard about the TAILS (Therapeutic Animal Intervention Lifts Spirits) program at Arkansas Children’s Hospital (ACH). With doctors’ and parents’ approval, Child Life Specialists arrange for the children to interact with therapy animals. “I thought it might be the perfect fit for Maddie and me,” she said. They soon took the Pet Partners’ Team Training course, passed their evaluation and became a registered team and official volunteers at ACH.

Rebecca tells of their work: “Currently, Maddie and I average two, 30-minute visits a week — many of those with children who have cancer. A sheet is placed on the bed, and the child has the opportunity to interact and play with Maddie. After these visits, the child often has reduced anxiety and pain, and a more positive outlook on their hospital experience.

“Often, the children with limited mobility are more motivated to move, by doing such things as petting and brushing Maddie. While these outcomes are all positive, there is so much more to the visit than that for me — like finding out the child smiled for the first time in days (or weeks), and seeing the relief or gratitude on a parent’s face because the child is experiencing some joy. Every time I leave the hospital, it is with a deep sense of satisfaction that I was able to make a difference, even if only for a brief period.

“As the process of healing continues, I have come to a deeper understanding of how this blessing has impacted my quality of life. Giving back — especially to those children experiencing difficult circumstances — is such an important part of healing, not only for the body, but for the spirit.”

## **Arizona**

### PRESCOTT

When Miller Valley Elementary School student Nathan Price wants to tell someone a secret and be sure it doesn’t get spread around the school, he knows he can trust the sympathetic ear of **Sonnet**. Along with her handler **Bonnie Barnett**, Golden Retriever Sonnet makes weekly visits to Miller Valley to participate in the school’s program to discourage bullying. “The dogs make me feel happy,” says second-grader Nathan.

The team meets one-on-one with students such as Nathan in the office of the school’s social worker, Ann Chavez. Although bullying is a rare occurrence at Miller Valley, Chavez appreciates having the dogs as one way to help students. The hope is that the comfort and unconditional love that dogs bestow on the bullies might help them to develop compassion and empathy toward their victims. Students who have been victims of bullying can receive a boost to their self-esteem and the self-confidence to know it is not their fault they were bullied and that, through Sonnet’s nonjudgmental acceptance, they are okay in the eyes of the rest of the world. Bonnie believes Sonnet is making a difference. “Sonnet’s best behavior is with kids. Sometimes children have a hard time verbalizing things, but they can open up with dogs.”

## TUCSON

The sound from within the room at the University of Arizona's law library was in sharp contrast to the general mood just beyond its glass door. Outside, students pored through stacks of papers and books and were diligently typing on their laptops or speaking softly in their study groups. But inside, students chatted with volunteers who, during finals week, had arrived with their pets to help remedy — if only for a brief time — the natural stress that comes with finals.

"Other universities have just started bringing pets into the libraries to de-stress the students," said **Jan Hutchinson**, who was volunteering with her Yellow Labrador **Augie**. Fellow volunteer, **Joan Leslie**, had tucked Starbucks gift cards into the vest worn by **Latus**, her 4-year-old American Staffordshire Terrier/Pit Bull mix. As students came in to pet Latus, she urged them to peek into the vest pockets. "You can just see the stress levels go down," Leslie said.



The animal-handler teams are members of Therapy Animals of Southern Arizona, a resource and support group for volunteers and their dogs, cats, horses

and other animals. Hutchinson and the group connected with the UA law school through the UA School of Information Resources and Library Science graduate student Cindy Hirsch, also a library fellow with the law school.

Rachel Corrigan, a third-year law student, recalls having learned that George Mason University had a comparable program, introducing puppies to students during finals. Wishing the UA did the same, Corrigan was surprised to later come upon a Facebook posting about visiting animal sessions being offered on campus. "I thought it would be so fun, and it's such a good idea," said Rachel, who had a paper due and four finals coming up. "You're just sitting there so long looking at your computer screen and studying. I honestly do feel very happy right now. It's a nice break from the books."

*ABOVE: A law student gets to know Latus during the session held at the James E. Rogers College of Law.*



In December 2011, a number of Tucson-area registered therapy animal teams banded together to establish a new group: Therapy Animals of Southern Arizona. Their purpose is to better support one another and the facilities they visit, provide assistance to new and prospective teams, and to help educate the community about the work they do. Since then, the group has created a website ([www.therapyanimalsaz.org](http://www.therapyanimalsaz.org)), published its first quarterly newsletter, begun a local mentoring program, and staffed informational booths at four community events.

The teams have participated in a variety of Animal-Assisted Activities, including Read to the Dog programs at the Tucson Festival of Books and local elementary schools and visiting law students at the University of Arizona to help them cope with the stress of finals (see story at left). This spring, they also helped second- and fifth-graders de-stress before taking their AIMS/Stanford tests.

Members also took part in their own Holiday Social and Spring Seminar & Social where they got to mingle and attend mini-seminars on topics such as canine body language and the Tellington T-Touch method — fostering the sharing of knowledge and camaraderie among the 180+ therapy animal teams in the area.

## California

### CALABASAS

On November 11, 2011, **Victoria Nodiff Netanel** and Miniature Horse **Pearl** were honored at the 12th annual Malibu Veterans Day Celebration, along with members of the Armed Forces and other dignitaries. Victoria says, "I was so honored to be a speaker in the program with these brave men and women. The ceremony gave me an opportunity to share information about Pet Partners and the wonderful benefits of Animal-Assisted Therapy. I stood at the podium with Pearl by my side and spoke about some of my experiences while visiting the veterans in the Los Angeles VA Hospital.

"One experience I shared was about a patient who had a meaningful visit with Pearl at the main VA hospital. Pearl reminded him of a positive time in his life when he was a child on a farm that had horses. When he was moved to hospice, his last wish was to see Pearl one more time. We visited with him and shared some very special time together. I was told he died two days after our visit and that we helped him feel peaceful before he passed."

The team received a certificate from the Malibu Chamber of Commerce for their ongoing work with weekly visits at the VA Hospital.



*Victoria Nodiff Netanel and Pearl with other honorees at the Annual Veterans Day Celebration in Malibu.*

## CANYON COUNTY

The stress of finals week can undo even the most solid student. The Cougar Mentor Program at College of the Canyons' Valencia

campus helps students de-stress with treats such as free bagels, candy, stress balls — and the wet nose and wagging tail of therapy dog **Sumner**. Along with his teammate **Ralph Steger**, the Australian Cattle Dog-Corgi mix offered unconditional love to calm nerves and take students' minds off the high-stakes papers and tests. Though many students had finished their finals, they still enjoyed the opportunity to pet Sumner. "I'm feeling good," said Tyler Pohl who had just completed his English and economics finals.

## COSTA DE CAZA

The American Kennel Club (AKC) featured this story to launch its title, **AKC Therapy Dog**, which is open to all breeds of dogs, including mixed breeds.

*Chemotherapy treatments left the boy with little energy and even less appetite. A visiting dog did her best, but she could not raise the 10-year-old's spirits. "He looked at Kacey and was just lying there and petting her head a bit while she had her head on the bedside," recalled **Kacey's** teammate **John Smead**.*

*When the boy's mother began reading Kacey's bio card that shows the dog's picture and tells a bit about her, the visit turned into an amazing connection. The mom said, "Well look, Michael, Kacey is just like you. She is a very picky eater!"*

*The boy perked right up and said to Kacey, "You are like me? You don't feel like eating sometimes either, huh?" Then he got out of bed and got on the floor beside her and shook her paw, saying "I'm glad to meet you, Kacey." He gave her a few hugs and, in return, Kacey just leaned over and rubbed her head against his thin, worn-down body.*

*John says, "The nurse and Michael's mom shed a few tears. She said they can never get him out of bed. I guess that's what it's all about.*

The AKC noted: "Kacey may have never soared over an agility jump or taken home an obedience trial ribbon. But every week, the 3-year-old mixed-breed dog wins hearts as a therapy dog."

## LAGUNA HILLS

A rescued shelter dog named **Jenna** has been touching people's lives as a therapy animal with her teammate **Janell Keider** for more than eight years. Currently visiting two children's hospitals in Orange County and Mission Regional Hospital, she provides AAA and AAT visits, cheering up staff, hospital patients and their families with her sweet and empathetic personality. Jenna, probably a Sheltie mix, enjoys doing tricks for people — everyone's favorite is when she is asked if she is allergic to cats, and she promptly produces a huge sneeze! Jenna has also comforted the children of deployed Marines, calmed abused children leaving for summer camp, and encouraged children at multiple schools and libraries by reading with them. Jenna has helped Janell give presentations on Animal-Assisted Therapy to classes from pre-school through university level and they were honored to be included in the book, *To the Rescue: Found Dogs with a Mission*.

Recently Jenna and Janell had a very special visit with a young patient at Children's Hospital of Orange County. Jenna jumped up into a hospital bed and snuggled with Jordan, a little girl who was recovering from surgery for a rare hip disease. Jordan's face lit up in a beautiful smile while she petted Jenna. Then, with the promise of a chance to "walk" Jenna around the

pediatric floor, Jordan was enticed to eat the meal she had been ignoring on her tray. Jordan's mother said later, "Jenna is Jordan's miracle dog — she helped her get out of bed after four days of not eating or wanting to move." When Jordan recently traveled to Maryland for surgery, she brought

Jenna's trading card with her, and the nurses taped it to her hospital bed. The night before her surgery, Janell sent Jordan a video of Jenna waving to her and wearing a "Hi, Jordan" sign. Jordan is now back in California, and Jenna will soon be visiting her classroom so Jordan can feature Jenna in her show-and-tell. Her mother says that Jordan was thrilled to hear that Jenna is coming to her school and said, "Now my friends can see my miracle friend who got me out of bed and walking again."

*ABOVE: Jordan happily does her physical therapy when Janell Keider and Jenna walk alongside her.*

## MALIBU

Pepperdine students Kerri Cissna-Heath and Katy Yasick wrote the following article about a recent event at the school that featured team members **Nancy Lefkowitz** and her Golden Retrievers **Annie** and **Sadie**:

*As a senior at Pepperdine University, Katy Yasick is far from home. She left her family and her beloved Cockapoo Chester on the East Coast to pursue her dreams and an education at Pepperdine University. It didn't take long for her to realize that something was missing on a college campus that does not cater to pet lovers. While students are restricted from having pets, this did not deter Katy's commitment to canine companionship that can increase the morale and quality of life for the entire Pepperdine community.*

*In the fall of 2010, Katy introduced therapy animals into the lives of university students and the campus has never been the same. As a student leader on campus, Katy was looking for a way to address the increased stress that students face around the end of the semester when students are studying for their final exams. In the fall 2010 National College Health Assessment, 25.4% of student respondents reported that stress affected their individual academic performance. Others studies have shown that animals can reduce anxiety and stress levels and create a sense of community among a group of people.*



In partnership with the Housing & Residence Life Office and the Counseling Center at Pepperdine, Katy was able to start a new tradition during finals week by bringing in Pet Partners' therapy dogs to help students relax. Students were allowed to pet the dogs and take pictures with them. Several hundred students stopped by to see the canines and this event became the "buzz" on campus. The program started with three dogs and then invited four dogs for a second event.

Pepperdine hosted its third "Paws to Relax" event during finals week in December. The program has expanded, and eight therapy dogs visited with the students on a beautiful Friday afternoon under the giant outdoor Christmas tree. Thrilled by the company of the volunteers — dogs and humans alike — students were overheard saying, "If I can just get through these finals, I'll soon be able to go home to see my own dogs, but being able to visit with these pups will help me this week" and "Wow, this event is like Disneyland — I go to the best college ever!" Thank you Pet Partners for helping make Pepperdine a little more magical!

## PASADENA

In preparation for their weekly rounds at Huntington Hospital, **Maggie Crawford's** Golden Retriever **Kai** dons a harness and bandana festooned with four gold stars, along with her ID badge as a member of the Pet-Assisted Therapy team.

Maggie and Kai visit the pediatric unit and brain-mapping department where patients' seizures are tracked. They stop by the medical records office to give clerical staff a break from their filing. "When a dog walks in, the world becomes more normal," says Maggie. "It brings a piece of the outside world into an otherwise sterile environment — the mood in the room totally changes."

Co-founded by Maggie 24 years ago, Huntington Hospital's Pet-Assisted Therapy program has teams that include 35 dogs. Their volunteers visit nearly every department except the ER and maternity.

Dawn Witte, a psychology student who shadowed Maggie and Kai during a visit to pediatrics had this to say: "It is truly magical. There were three separate visits where either the nurse or family member told us that it was the first time the child had smiled the whole time they had been there. Kai was so gentle and well-mannered; it literally gave me goose bumps."

## SEBASTOPOL

When **Diane Virdee** would announce, "Let's go to school and read a book!" to her red Doberman, **Sienna**, the dog excitedly yipped and jumped around — eager to go. She expressed the same enthusiasm as the team pulled into the Sunridge School parking lot.

Every Monday and Tuesday, the team worked with the third- and fourth-graders in Ms. Mallery's special education classes. Most of the students needed help with reading but were ready to choose a book to share with Sienna. They looked for the books that they thought she would like best — stories about animals. As the school year progressed, the chosen books become more and more difficult. By spring, most of the children were reading at grade-level.

After registering as a therapy team in 2006, Diane and Sienna volunteered at a variety of facilities until Sienna suffered a fatal heart attack in December 2011. Diane recalls, "Sienna

proved to be outstanding in Animal-Assisted Activities with people of all ages." Sienna's resume includes assisted-living homes, rehabilitation centers, Sonoma Humane Society summer programs for children and teens, and elementary school education outreach programs. In 2008, Sienna was given the Jeannine Willman Service to Seniors award by the Sebastopol Area Chamber of Commerce.

Diane notes, "She will always have a special place in our hearts and in the hearts of the many she so lovingly touched."

*Emilee Schumann improved her reading ability by practicing with Sienna.*



## Connecticut

### HEBRON

Since May 2011, German Shepherd **Lumis** has accompanied **Marsha Lodge** to her middle-school classroom every Friday. Marsha says, "The kids love to see him and are disappointed if he can't come in that week." The team has visited in a variety of places — a residential facility for teenage boys, a program for autistic children, the local library, and at the University of Connecticut during finals week for a program called Paws to Relax.

A recent turn of events brought them to their first hospital. Marsha explains: "Last week, my dad was a patient at a hospital in New Haven. I took Lumis in for a visit. We passed by the room of an elderly woman, and her family called us in. Lumis is a big boy, but they said she was used to dogs. I brought him over to where she was sitting in a chair. She petted him and told him how beautiful he was. We then had a conversation about how big he was for a 3-year-old. As we were leaving, her family told me it was the first thing she had said that day. He does bring joy to all he visits!"

## Florida

### PENSACOLA

Her name is Julie and she is improving every day. Although Julie might not remember her first visits with Standard Poodle **Punkey** and **Cheryl Graham**, Cheryl says her life has been blessed by watching Julie's struggle to regain many aspects of her life.

As Cheryl tells it, "We were on our first visit to the Haven, a nursing home. The activities director walked us through the facility and introduced us to various patients. As we moved through each area, Punkey became more and more comfortable in this new environment. Reaching one of the last areas, the director turned to tell me about a young lady reclining in a chair in the TV room. Her name was Julie and she was mostly non-responsive since having a stroke during childbirth. The director was sure Julie would like Punkey because she had previously worked at our local



**Pet Partners**<sup>®</sup>  
Touching Lives, Improving Health

# 2011 Annual Report

## *Introduction*

In 2011, Pet Partners, formerly Delta Society, brought the comfort and healing of a therapy animal visit to more than one million people in need across the country and around the world.

We provided vital information to nearly 60,000 people in need of a service animal or people with service animals who have encountered obstacles to public access.

And we have continued to spread the word of the remarkable power of the human–animal bond to improve our health and enrich our lives. This global impact would not be possible without the generosity of our donors, the caring work of our volunteers, and the dedication of our board and staff.

*ABOVE: After researching therapy animal organizations, Philip Wisbchkaemper discovered that Pet Partners is the only national organization that registers cats. After becoming trained and evaluated, Dakota became the first therapy cat in Lubbock, Texas, where he now makes weekly visits to a children's hospital and is happy to sit and purr for as long as each patient wishes.*



# Notable Accomplishments

- Surpassed 11,000 in the number of registered therapy animal teams — people and pets who are trained and screened to visit in hospitals, nursing homes, schools and other settings.
- Funded the training of a service dog for one new recipient, providing a hearing dog for Tina Reid.
- Added 49 new Evaluators to our Therapy Animal Program through eight practicums held around the country. These added evaluators will enable us to screen and register 735 new teams each year.
- Completed development of online courses for our Therapy Animal Program so that anyone, anywhere with an Internet connection can become trained to volunteer.
- Conducted a pilot program to connect beneficiaries of therapy animal team visits with our organization to increase awareness and support.
- Achieved a record 12 annual added and awarded estates through our Caring Community, a circle of supporters who have named Pet Partners in their estate plans.
- Completed and prepared for the launch of an organizational rebranding to convey our mission more effectively to potential supporters and volunteers.
- Conducted a national executive search to identify new staff leadership for the organization.

We reached these milestones in a fundraising environment that continues to be challenging. The organization adapted by cutting expenses, streamlining operations, and making some difficult decisions, including staff reductions. Despite these adjustments we have continued to improve our service and training for therapy animal teams and increased their numbers. This has led to more visits and a greater impact on the improvement of human health.

Thank you to the donors, volunteers, strategic partners, board and staff of Pet Partners. You played a critical role in supporting the organization in a year that saw great change and that resulted in new energy, leadership and focus. In 2012, we will celebrate 35 years of remarkable accomplishment in demonstrating that positive connections with animals improve human health, and we look forward to a future of even greater success.

## Statistics...

**11,000**

Volunteer Therapy Animal Teams

**1,000,000**

People Visited by Therapy Animal Teams

**2,200,000**

Total Volunteer Hours

**58,750**

People Served by National Service Dog Resource Center

**22,850**

Visits to the Human-Animal Bond Resource Center

## In Gratitude...

In Spring 2010, Pet Partners said goodbye to a very committed supporter of the human-animal bond and of our organization, Mrs. Edith Taylor. Mrs. Taylor embodied grace, charm, style, and wit, and was fiercely devoted to her beloved dogs. She left the organization a tremendously generous bequest, received in December 2011, for which Pet Partners is eternally grateful. Mrs. Taylor's legacy in her belief of the powerful benefits of the human-animal bond will live on through Board-approved special projects.





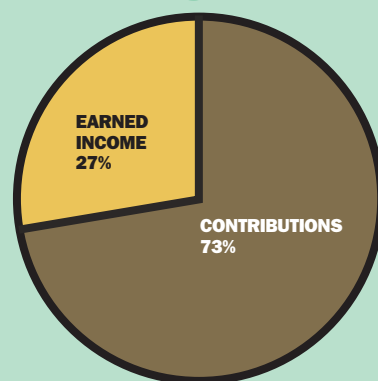


# Summarized Financial Information

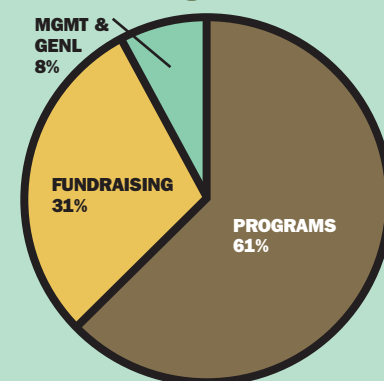
(For Years Ending December 31, Unaudited, Amounts in \$000's)

	2011	2010
<b>Statement of Financial Position</b>		
Assets		
Current Assets	\$ 1,934	\$ 1,399
Land, Building & Equipment	3,346	3,363
Other Assets	2,593	2,750
<b>Total Assets</b>	<b>\$ 7,873</b>	<b>\$ 7,512</b>
<b>Liabilities</b>		
Current Liabilities	\$ 291	\$ 294
<b>Net Assets</b>	<b>7,582</b>	<b>7,218</b>
<b>Total Liabilities &amp; Net Assets</b>	<b>\$ 7,873</b>	<b>\$ 7,512</b>
<b>Statement of Activities</b>		
Revenue Excluding Unrealized Gain on Investments	\$ 2,488	\$ 2,539
Expenses	2,019	2,196
Change in Net Assets Before Unrealized Gain on Investments	469	342
Unrealized Gain on Investments	6	124
<b>Change in Net Assets</b>	<b>\$ 475</b>	<b>\$ 467</b>
<b>Statement of Cash Flows</b>		
Net Cash Provided (Used) by Operating Activities	\$ (422)	\$ 3
Net Cash Provided (Used) by Investing Activities	115	93
Net Cash Provided (Used) by Financing Activities	(12)	0
<b>Net Change in Cash</b>	<b>\$ (319)</b>	<b>\$ 96</b>

## Operating Revenue



## Operating Expenses



# Thank You to Our 2011 Donors

## GRANTMAKING ORGANIZATIONS

ASPCA  
Helen Close Charitable Foundation  
Cross Charitable Foundation  
DoveLewis  
The Frank M. & Gertrude R. Doyle Foundation, Inc.  
Mill River Foundation  
The Powell Foundation  
The Josephine Stedem Scripps Foundation

## FOUNDER'S CIRCLE

Animal Charities of America  
Eugenia M. Colman Estate  
Stephanie G. Denniss Trust  
The Charles Engelhard Foundation  
Marguerite U. Lachs  
Local Independent Charities of America  
Nestle Purina PetCare Company  
Edith Lee Taylor Estate

## LEADER'S CIRCLE

Kris Bergen  
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zoo. I placed Punkey in a sit-stay command right next to Julie's chair and had him lay his head in her lap. With a great deal of effort, Julie was able to lightly stroke Punkey's fur."

Since then,

Punkey and Cheryl have continued their visits with Julie for almost five years. Cheryl says, "You can't imagine the thrill the first time Julie said 'I love you' to Punkey. The joy of seeing Julie give Punkey a treat when he does a trick for her, and seeing her get to know the child she paid such a great price to bring into this world, has been immeasurable."

D'Ann Downey says, "How fitting, on Veterans Day, to have the room at the home decorated in red, white and blue and festooned with American flags. As I scanned the room, I wondered why we were there. Were we there to make ourselves feel good for honoring veterans who had served our country? Were we there to give honor and recognition to those who served and are serving our country in the military? My guess is it was some of both — for when we give, we receive. I think that on some level, we were there also to honor the dogs that have served in the military — those that lead the way in military missions and might not even be mentioned in the media or receive recognition. But on this Veterans Day, we honored those 15 veterans in the room and our dogs represented the dogs in our military that have given and continue to give of themselves to our country. I hope we honored veterans — human and canine — that have given of themselves to preserve our freedoms."

*BELOW LEFT: Kemme visits with a military veteran at Etowah Landing Nursing Home*

## ♥ Georgia

ALPHARETTA

Since 2004, **Holly Raus** and her Golden Retriever **Ben** have visited nursing homes and schools. They implemented a "Tales for Tails" reading program at their local library. The experience inspired Holly to write a children's book about the places she and Ben went and the people they met while working as a therapy animal team. The book, *Ben, The Very Best Furry Friend*, depicts the role of a therapy dog and helps to illustrate the differences between a therapy dog and a service dog.

Illustrated in a simple watercolor style by Preston Pysh, the book shows the various "jobs" Ben does as a therapy dog. The jobs cover everything from walking with someone while they do physical therapy, reading with schoolchildren, and brightening the day of nursing home residents.

## SOUTH ROME

On Veterans Day, November 11, 2011, the Xavier Chapter of the Daughters of the American Revolution (DAR) partnered with Pet Partners Registered Affiliate Compassionate Paws, Inc. to visit Etowah Landing Nursing Home in South Rome. There were eight teams (**Sue**

**Lagermann** and **Leon**, **Rany Logan** and **Bailey**, **Jan Greene** and **Kemme**, **D'Ann Downey** and **Noah**, **Laurie Angel** and **Auggie**, **Bobby Mixon** and **Mary**, **Cathy Varidel** and **Gryphon**, and **Lynn Todino** and **Pogo**) with dogs ranging in size from a small Rat Terrier to an English Mastiff that made even the Rottweiler look small.



## ♥ Indiana

GREENFIELD

It was a routine day for **Judy Brown** and Giant Schnoodle **Reggie** at the hospital in 2010. They had finished their rounds early and were on their way out when a nurse called them over to the nurses' station, saying there was someone who wanted to see Reggie. They encountered a slender young woman pushing a wheelchair. Sitting in the chair was a petite woman with short black hair, holding a tiny "designer" dog. Judy remembers, "From the puppy's little brown nose to her cropped ears (tipping over slightly) to her tiny stub of a tail, she looked like a Schnoodle. Wearing a pink Barbie 'hoodie,' she seems more like a bedroom decoration than a real dog — but Reggie knew she was real!"

Judy recognized the woman in the wheelchair immediately. For the past two weeks, the team had visited her in the hospital's IRU until she was recently released. Judy recalls the first time they met.

"As we entered her room, the woman exclaimed, 'A Giant Schnoodle, I have two little Schnoodles at home! See their pictures.' She pointed to two large, framed photographs. One was a portrait of her and two tiny puppies, one of which was a miniature version of Reggie. The other photo was of four small dogs, all small Schnoodles. Scattered about the room were several toy dogs, very lifelike and very Schnoodle. She moved to the edge of the bed, reaching out her arms to Reggie. He moved in close. She encouraged a smooch and Reggie complied.

"The following Wednesday, a therapist alerted us to be sure to visit Room 264. We knocked and entered the room to find the same tiny woman waiting impatiently for our arrival. 'I am so glad to see you,' she crooned to Reggie. He reacted by moving in closer and responding to her small talk with a wagging tail and smiling face. She grabbed her cell phone and I heard a one-sided conversation. She was asking her daughter to come over now to see Reggie. She had a lot of questions, 'How often do you come here? How long do you stay? How much does he weigh? How old is he?' We stayed longer than usual and chatted about her and her daughter's dogs, and she told me she was going home this Saturday. I gave her my card and suggested her daughter check our website to see Reggie's pictures.

“On the day she returned, bringing her daughter and one of her Schnoodles (the tiniest I had ever seen), the woman in the wheelchair explained that her daughter brought her in that day just to see Reggie, adding, ‘We may come back to see you again sometime.’” The woman was true to her word and sought out the team whenever she needed to be at the hospital for follow-up visits.

Once the visits were over, the woman’s daughter wrote to Judy and sent her a photo of the woman at Easter with their four Schnoodles. In December 2011, Judy received a last card from the woman’s daughter, it read:

*I don't know if you remember my mom and me, but she loved Reggie. I am sorry to report that she passed away May 6th, 2011. Bandit and Nellie (Reggie's miniature "twin") were her two Schnoodles, and have now joined my "pack." I came across your address during x-mas cards and wanted to tell you how much you and Reggie brightened her last days/weeks in rehab ... she even came back every chance she could to see Reggie once she was released, which made all those follow-up appointments in the hospital something to look forward to. Her suffering is now over and she is once again with my Dad. You made a real difference in her life.*



COLFAX

**Lynia Ghormley** says of her teammate **Toby**, a Shetland Sheepdog, “He has the natural reserve of a Sheltie, which at first worried me, but I’ve come to understand that there is a special calling for dogs like Toby. He isn’t the kind of boy who runs up to a stranger and begs for attention. Rather, he is a very gentle soul with the gift of calming quiet for those who need comfort and consolation. He is a wonderful R.E.A.D. dog, lying peacefully beside the children who attend our ‘Pawed Pages’ summer reading programs in two local libraries. And he is the picture of tranquility as we minister to residents in care facilities, sitting or lying next to them, offering his paw to shake, or performing tricks for those who need a livelier visit or physical therapy.”

In January, Lynia and Toby made their regular monthly visit to a nursing and rehabilitation center. It had been a normal meet-and-greet. “We were just about to leave when we passed by a lounge with several wheelchair-bound residents watching TV,” says Lynia. “The Activity Assistant accompanying us realized that one of the women there was shaking and sobbing uncontrollably. She explained that the woman, Ginny, ‘gets like this sometimes, and doesn’t stop crying for hours — sometimes all day. We’ve never been able to stop her; she just has to get it out of her system.’”

“Toby and I had visited with Ginny several times before, and she always enjoyed spending time with him. Watching Nancy try to comfort her, I had an idea. Ginny’s wheelchair had an attached tray table spanning it, and I asked Nancy if she could put Toby’s towel on the table. I lifted his 20-pound body up onto the narrow table and positioned him in a ‘down,’ directly in front of Ginny. He just fit, if he didn’t move.

“I told her that Toby had celebrated his sixth birthday a few days earlier, and she began singing Happy Birthday to him between sobs. She put out her hands to pet him, and said in a querulous, tear-filled voice, ‘I ... want ... kisses.’ Now, Toby is not a very ‘licky’ dog, and seldom gives kisses to strangers. But he suddenly started licking her hands and didn’t stop until she



calmed down and stopped crying. It took less than 10 minutes for Ginny to change from total devastation to grins and laughter. It seemed that we had witnessed a small miracle.

“We took our leave of a smiling Ginny with a deeper awareness of the human–animal bond, knowing that Toby had made a difference in the quality of her day. Nancy expressed her heartfelt thanks, on the verge of tears herself. We both felt we had experienced something very profound.”

*ABOVE: Lynia's son Xander takes his turn reading to Toby during the Pawed Pages reading program at the Mitchellville Public Library.*

## DES MOINES

Inspired by a television program that featured a boy who has autism and his dog participating in agility trials, Pet Partners Registered Affiliate **Paws & Effect** founder **Nicole Shumate** and physical therapist Anne Bates launched Abilities Through Agility, a program at the rehabilitative-services facility, ChildServe. The program, which was featured in the January-February edition of *Bark* magazine, serves children who have autism, severe injuries, or degenerative, developmental, chromosomal or other disorders.

In just more than five years, the program has grown to four sessions each week. With three children, three therapists, two to three dogs and their handlers, three rehab technicians and a few parents in attendance, the sessions are “exercises in controlled chaos,” according to Anne. “It’s structured, but that structure is hidden underneath.” In this setting, agility obstacles mask sometimes mundane or frustrating therapy obstacles, and the dogs motivate the children to overcome them.

This session starts with setting up the jumps, which requires physical and occupational skills. Alex, a 14-year-old with purple- and blue-streaked hair, wheels the upright poles down the sidewalk in her wheelchair. “You’ll have to use your muscles,” says her therapist. “I left ‘em at home, sorry!” calls Alex. Alex, who has ataxia-telangiectasia (A-T), a rare genetic neuro-degenerative disease, doesn’t actually mind the difficult task of transporting and handing off the uprights. She’s motivated to set up so that she can direct a dog through the course. “You don’t notice you are actually working as much,” adds Alex.

Part of the program consists of the participants simply keeping up with their four-legged therapists as they dash through the course. While some children run alongside their dogs, Alex pushes herself down the sidewalk that cuts through the course.

At one point, Wheaten Terrier **Finn**, Paws & Effect member **Robert Henderson's** therapy partner, scampers to the top of the dogwalk, then halfturns to check on Alex. Seeing her far behind, Finn freezes, and Alex shakes her head and laughs as she propels herself toward him.

Therapists capitalize on surprises and routine tasks to incorporate the agility course into the kids' overall therapy goals. Even the dogs' well-deserved water break provides the children with opportunities to develop their skills and abilities; they have to manipulate water-bottle caps and squeeze hard to fill the bowls. The children seem proud to be able to offer their special partners a cool drink.

As the teams conquer the course, they're really overcoming the real-life challenges the children face. Improvement in the young handlers' abilities and the loving bonds that they develop with their canine therapists are part and parcel of their success.

*Editor's note: Teams working off-leash in Abilities Through Agility are covered under Paws & Effect's insurance rider. Off-leash activities are not covered under Pet Partners' general commercial liability insurance.*

## ♥ Kansas

### LAWRENCE

On October 26, 2011, **Bitsey Patton** and German Shepherd **Cody**, **Sandy Collins** and German Shepherd **Rocky**, and **Anthony Barnett** and Pitbull **Liam** visited the University of Kansas as part of the Strong Girls program. Approximately 90 upper-elementary school girls visited with the teams in small groups to learn about Animal-Assisted Therapy.

Strong Girls is an after-school program for young girls; it emphasizes physical activities and life skills to enhance their fitness, positive thinking, goal-setting skills, confidence and social skills. The leaders are University of Kansas faculty, staff and students.

The handlers of the therapy animal teams told the girls about their dogs and the process of training the dogs. They shared the characteristics of a good therapy dog and handler, some of the

challenges of visiting, and stories of their experiences in schools, hospitals and libraries. The girls were encouraged to pet the dogs and ask questions.

"I didn't know much about therapy dogs so it was interesting. I definitely see how it could help people in hospitals and it seems like a really important field," Carolyn, a Strong Girls leader said. Vera Petrovic, a fifth-grader, wrote the following after the teams' presentation: "Rocky's owner said that sometimes just seeing a dog can make you feel better. I agree. I think that this is a great way to enliven people. At home, I have a feeling of such joy when one of my dogs comes into my room, or jumps up onto my bed. I can only guess how wonderful it would make someone in a hospital feel."

## OVERLAND PARK

Every Tuesday, a Dalmatian named **James Brown** and his handler, **Shirley May**, visit at TLC, a home in Kansas City for children who had been abused. The team works primarily with teenagers — many of whom are wards of the state and have been surrendered by their families. At Christmas, some go home on a pass, though many have to stay since they have no place to go. Accompanied by three of Shirley's grandchildren and her son-in-law, the team went out to the home on Christmas Day with goodies and gifts. Her oldest son contributed sweatshirts and sunglasses for the 20 teens left at TLC. Shirley explains, "This was in lieu of a Christmas gift from me. James, of course, was the hit of the day! He can't wait to receive all the pent-up love these kids have to give. This was the first time my grandchildren had seen the other side of life. After we left, my grandchildren thanked me for including them and allowing them to know why they should be thankful. I was so pleased that a lesson of life had been learned by my grandchildren and that the kids at TLC received a Santa visit. James was thrilled, and me, well ... I had a heart filled with memories I will never forget."

## ♥ Massachusetts

### RAYNHAM

Hearts were soaring when teammates **Marsha Craig** and Miniature Horse **Lily** made a special Valentine's Day visit to Waltham Crossing Assisted Living. During their visit, the team went from room to room to visit all the residents. "Fortunately, Lily is potty trained," notes Marsha, "and at intervals we'd take her out for 'pit stops.'"

She continues, "Each resident was thrilled, but one visit really touched all of us — as it really touched this particular resident, Gertrude. Our escort knocked on Gertrude door's (a private suite) and entered while we waited in the hall. The escort asked, 'Gertrude, we have a horse visiting; would you like to meet her?' Gertrude replied, 'A what?' After asking several times and getting the same response, the escort asked us to come into the room. Oh, I forgot the most important thing — Gertrude is 102 years old!

"We entered Gertrude's room and as we approached her bed and she caught sight of Lily, she began to tear up with joy. After talking, patting and getting kisses from Lily, Gertrude settled down. Gertrude then shared this story with us: 'When I was young, I had an operatic voice. I would rent horses from the Blue Hill Stables.' I interrupted and told her that I was old enough to know exactly where those stables were. She then



*Bitsey Patton and Cody visit with Strong Girls.*



and Izzi have become a profound presence in his life and the long-term impact can only be positive. Ellen and Izzi are members of Love Dog Adventures in Las Vegas, a therapy animal group made up exclusively of teams registered through Pet Partners.



Though **Sandy Gardner** has three dogs who participate in Love Dog Adventures with her, she wondered if her Thoroughbred horse could become a Love Dog too! **Rygambo** (a.k.a. Gummy Bear) tried racing but that didn't work. Then she tried having foals and that didn't work either. Sandy purchased her when Gummy was 10 years old and now Gummy is 23 and has finally found her true calling as a therapy horse.

Gummy is the first therapy horse working in Las Vegas. Her stride is still stately and her look is intense and warm. She loves nothing more than spending time with older people and is exceedingly patient as they give her carrots and apples and her favorite: peanut butter sandwiches.

When she visited with the long-term residents at Boulder City Hospital, she met more than 50 people and gave each and every one of them her special Gummy smile and snuggle. For many of the clients, horses had been a part of their lives, and spending time with Gummy was extremely emotional for them. Sandy explains the appeal of Gummy. "She has those extra special qualities that all therapy animals must have — a love for people, a steady and reliable temperament, and exquisite manners." Gummy is now



in demand in the Las Vegas area and visits with children as well as at health facilities. She might even become part of the Love Dog Adventures' "Be Cool, Not Cruel" anti-bullying program because her past has shown that you can persevere and overcome all obstacles to find your true calling.

## **North Carolina** ASHEVILLE

Two days after her birthday, **Dawn V. Crouse** took her teammate, a cat named **Jefferson**, for their first official visit as a therapy animal team. They participated in a community work/visitation day at Dawn's church. "Jefferson remained calm as 200+ volunteers gathered for breakfast and team assignments," says Dawn. "On that day, Jefferson and I visited two seniors who were homebound. He delighted both by settling into their laps and dozing as he was petted. Jefferson ended his day enjoying attention from the other volunteers."

Recently, Jefferson totally re-wrote his job description. Dawn explains, "We sat beside a very impaired woman in a geri-chair. I planned to hold Jefferson in one arm and gently place her hand on him. Jefferson had a different plan. He suddenly stood up, eased carefully over into her lap, slowly imploded, and remained in place until I picked him up for his next visit. To the delight of

continued, 'Sometimes I'd ride the trails at night and I would practice my highest and best operatic notes. But this one night, this particular horse did not appreciate my voice and without my permission promptly brought me back to the stables.'

"Of course," says Marsha, "we all had a good laugh over this, as did Gertrude. As we left Gertrude's room, we all knew Lily had indeed made everyone's day — but in particular, that of Gertrude Brown. As we walked down the hall, we couldn't help but wonder when the last time that story had entered her mind."

## **Nevada** LAS VEGAS

When a volunteer team participates in Response to Intervention Animal-Assisted Therapy programs, they have to be prepared for anything. Some visits might be still, waiting for that one moment of clarity. Some visits might be extremely stressful, and some visits can be so incredible that the spirits of the client, health professional, volunteer and animal soar with pride.

**Ellen Glaz** and her Bichon Frise **Izzi** experienced one such visit recently. The team has been visiting with six young adults and teens living in a group home run by Danville Services. The residents experience life through a different set of challenges. Only one is minimally verbal and none are mobile. Most cannot eat food on their own and spend their days sitting or lying down. The staff is extraordinary, respectful, encouraging, proactive and loving.

One particular young man has been visiting with Ellen and Izzi for weeks. A health professional is always there to guide, support and document the visit. The young man has progressed from sitting close to the dog, doing hand-over-hand petting of the dog, turning toward the dog, "listening" to the dog's handler and on occasion even smiling in the dog's presence.

What was different this time? Ellen describes the event: "He actually giggled over something Izzi did — he totally remembered us, and it was truly apparent he was glad to be with us." Showing this level of recognition and emotion was incredible for this young man. This leap from tolerating the animal next to him to cognitively participating in the visit was the end-result hoped for. This relationship between human and animal brought about something so much greater. Over time, this young man's isolation has been unlocked, one paw at a time.

Will he think about Izzi when she is not there? Will he remember her the next time? Will he reach out on his own and smile and want to play with her? Only time will tell, but Ellen



“All of the time spent with the students was delightful, but it was especially fun to watch my French Bulldog **Izzie** with a large group of students,” says **Barb Brothwell**. “As new people would join the group, she would immediately get up and go greet the new folks — one at a time — and then come back to pick up where she left off so that she could get all the petting and kisses possible. She sensed she should include everyone immediately. It was fun to watch.”

Also participating in the event were ElderPet teams **Heidi Kuell** and German Shepherd **Sizzle**, **Doris Irwin** and English Cocker Spaniel **Tango**, **Kathleen Kelly** and Golden Retriever **Enzo**, and **Stacey Bender** and Chocolate Labrador **Bailey**.

Finals aside, ongoing visits by ElderPet Teams to the UNH library will continue at a less frenzied pace for the remainder of the academic year.

## ♥ Ohio

### MASSILLON

The team of **Sheila Stumbo** and Great Pyrenees **Hope** has provided one-on-one Animal-Assisted Activities to residents of Sunnyslope Nursing Home in Bowerston, Ohio, for several years. The residents look forward to their arrival. The team has been an integral part of the activity program, assisting residents with everything from the emotional stress of nursing home transition to an opportunity for multi-dimensional communication. “Hope provides stimulation for participation in other types of therapy and motivates the withdrawn residents to begin a renewed interest in the world around them,” says Sheila.

Hope gives each resident she visits a bracelet with her name inscribed on it and it often is the impetus for interaction. “I told one elderly man that Hope had a little something for him,” Sheila recalls. “This grabbed his attention. I showed him the bracelet that had Hope’s name on it and explained that I had one just for him. He did not answer verbally, but his communication was ‘loud and clear.’ With a big smile, he held his arm out for me to put it on his wrist!”



*Hope visits with a resident of Sunnyslope Nursing Home in Bowerston, Ohio.*

seniors and staff, Jefferson decided that my job is to simply sit close and his is to do all his own transfers.”

But seniors are not his only specialty; Jefferson also loves children and has visited four preschool classes. “Our first anniversary of visiting together comes in August. I am continually amazed by this rescue who went from a stray to a very seasoned visitor in 17 short months,” says Dawn, explaining, “Jefferson is a very rowdy, dominant cat at home. When the harness and therapy vest go on, he becomes a totally different cat — quiet and docile.”

### DURHAM

Pet Partners Registered Affiliate **ElderPet** participated in “Frenzy-Free Finals,” a program at the University of New Hampshire in Durham. Eleven volunteer teams provided the “Study Buddy” aspect of the program that took place in mid-December at the UNH library. ElderPet member **Stacey Bender** writes, “Each team was given a choice of day and time as well as a complete debriefing. The collective assignment: Provide stress relief! The dogs took it all in stride, and their partners were more than happy to take part.”

“Combined, my wife **Holly Roche** and I did three visits with our Greyhound **BoomBoom**,” said **Mike Cicchese**. “As he typically does in a group setting, BoomBoom would cozy up to the students, lean on them as they were petting him, and then a few minutes later move on to the next student. One student came up to BoomBoom, and while petting him, asked me, ‘Is this supposed to make us feel better about studying?’ I told him, ‘Yes.’ His response: ‘Well, it’s working!’”

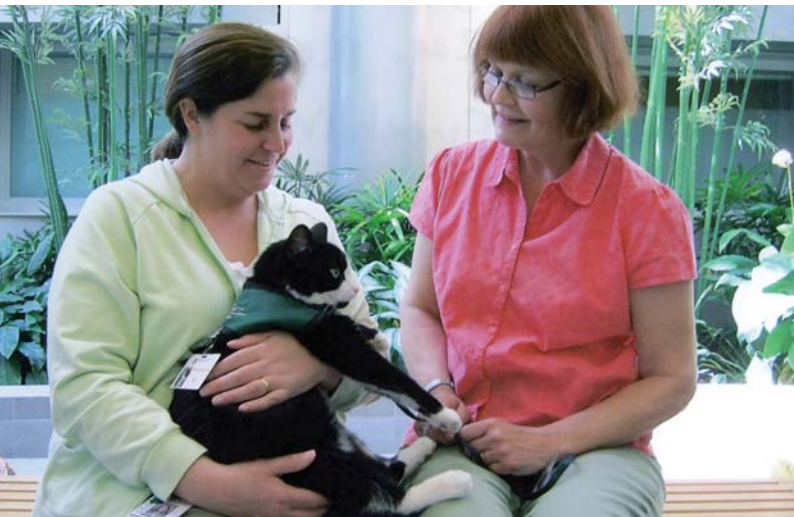
“A member of the library staff told me that her hope was that the dogs’ presence would ease student tension enough to help prevent past behavior by stressed-out students. She said that many times toward the end of finals week, students would get a little punchy and start building pyramids with books or sometimes furniture. It was nothing too destructive, but still something that library staff had to clean up.”

**Sara Gardner** said of her 9-year-old Golden Retriever **Mia**, “She had a smile from ear to ear when 30 students crowded around her and all gave her pats, hugs and love at the same time. I think she enjoyed her time there as much as the students enjoyed her. We can’t wait to go back for the next round of exams!”

“One Sunday, we visited him and I did not see the bracelet on his wrist. I mentioned to him that I had Hope’s bracelet on today. He looked down and fingered around his long-sleeved shirt and pulled his bracelet out from under his sleeve. As he looked up at me he smiled, and said ‘I have one, too!’”

## NORWALK

Abandoned when his family moved, **Tux**’s future looked bleak. Luckily, an animal rescuer found him and saw his potential for therapy work. Knowing that **Janet Freehling** was looking for another therapy cat, the rescuer connected them. The two quickly became a working team, volunteering in the Behavioral Health



*L to R: Char Landino, volunteer supervisor at Firelands Regional Medical Center; with Tux and his teammate Janet Freehling.*

Unit of Firelands Regional Medical Center. “Tux has become a favorite of patients and staff,” says Janet. “Medical students also spend time with him to observe his interactions with patients.”

Char Landino, volunteer supervisor at Firelands, is one of Tux’s biggest fans. Though she was completely sold on the idea of therapy dogs, she was skeptical about cats until she met my first therapy cat, Cosmo. As Tux follows in Cosmo’s footsteps, Char sees the difference he is making, one person at a time.

“Although Tux touches many lives, one visit stands out,” says Janet. “A young man known to avoid staff and other patients was lying quietly in bed. Walking into his room, I sensed his overwhelming sadness. Char asked him if he’d like to meet a visiting cat. Slowly turning toward us, the young man smiled. Sitting up in bed, he reached for Tux and started petting him. Before long, he was asking questions and talking about his own cats. As he visibly reacted, I could see the dramatic change in his demeanor. Leaving the unit, it was my turn to smile. Not all prescriptions come in a bottle; some are wrapped in fur and walk on four feet.”

## WADSWORTH

Bichon Frise **Sammy** and **Barbara McKelvey** have been visiting Akron Children’s Hospital as part of Pet Partners Registered Affiliate **Doggie Brigade** since January 2009. Sammy joined Barbara’s family in 2007 from Small Paws Rescue, and from the moment they met she knew he was special. “Sammy is assigned to the oncology unit at Children’s Hospital because he loves to snuggle with the patients,” says Barbara. “The joy this little guy

has given the patients, staff and families, and me, is beyond remarkable. Many times I have left the hospital in tears because my heart is so overwhelmed with the love and happiness he gives to these children.”

James, one of Sammy’s hospital friends, is home-schooled because of his cancer. He wrote the following story about Sammy for one of his school assignments:

*I was diagnosed last April with leukemia. The only part I liked about being in the hospital was the visits from the Doggie Brigade. Sammy was and is my favorite Doggie. At the end of June the doctors told me that I wasn’t responding the right way to the protocol treatment. I would have to get a bone marrow transplant. The hospital stay would be long. I was worried about missing my dog, Willow. I was admitted at the end of September. The rules for bone marrow transplant patients are that the number of visitors is limited and no doggie visits are allowed — more than a month without any contact from a dog made me sad. The BMT was a struggle. I was depressed and just wanted to go home. I missed my dog. My wonderful BMT doctor and nurse thought I would perk up a little bit if they allowed a dog to visit. That dog was Sammy. I was so excited that he was allowed to visit with me, I cried after he left. He lifted my bad spirits. The nurses on the floor were surprised that the doctor allowed the visit but it did make me feel better and gave me hope that I will be going home. Sammy is a great dog and helped me feel better with my recovery.*

## ♥ Tennessee

### NASHVILLE

Standard Poodle **Hinckley** and **Dianne May** volunteer as members of Lovie’s Legacy, an animal welfare group in Nashville. Their education program — Creature Care — incorporates a progressive curriculum designed to teach children (pre-kindergarten to second grade) about the basic needs of animals, being kind to animals, how to avoid being bitten, and the many wonderful jobs that animals have in our community. Now in its second year, Creature Care has reached more than 2000 children in programs from public schools to the Girl Scouts, delivering the message of respect and kindness to animals. “During the class, we engage children by asking them questions,” says Dianne. “‘Amazing’ is the word that describes our discussions. Their questions are serious and their interest in the care and work of therapy dogs is sincere.”





Dianne created a book — *Hinckley Goes to School* — written from Hinckley's perspective, to use in their classes with early elementary-age students. Every child who hears their presentation receives a copy of the book. "The book is an important tool to improve information retention," explains Dianne about the reason for the book. "It also takes our message home and beyond. Creature Care is reaching into the future by teaching kindness to our animals today."

## ♥ Texas

### DENTON

Red and white American Cocker Spaniel **Dolly** worked as a therapy dog for 7½ of her 9 years alongside **Dr. Cynthia Chandler**, Professor of Counseling at the University of North



*Dolly made a difference for troubled youth.*

Texas (UNT). Dolly came to live with the Chandler family when she was seven weeks old. She assisted Dr. Chandler to provide individual and group counseling services at the Denton County Juvenile Detention Center on a weekly basis for 6½ years. Because Dolly was trained to be around horses, she also accompanied Dr. Chandler to work with

juveniles at Rocky Top Therapy Ranch in Keller, Texas and was present during equine-assisted counseling sessions. "She served as a role model to troubled teens who might at first be afraid of the horses but found comfort in Dolly's confidence and calm demeanor at the equine center," says Dr. Chandler.

In 2005, the team comforted displaced survivors of Hurricane Katrina for two weeks at two Dallas shelters, Reunion Arena and the Convention Center, providing comfort and nurturing to hundreds of traumatized children and adults. Throughout her life, Dolly assisted Dr. Chandler in teaching graduate students how to provide animal-assisted counseling by demonstrating her skills in the classroom at UNT. In 2006, Dolly, Dr. Chandler and Dolly's older brother **Rusty**, who at age 12 is a recently retired therapy dog, won the prestigious Delta Society Beyond Limits™ Award for Instructor and Evaluator. Dolly's therapy work is featured in a professional book written by Dr. Chandler, published in 2005 and 2011 (2nd edition) titled, *Animal Assisted Therapy in Counseling*.

Sadly, Dolly recently died, ending her illustrious career. She was much loved and is greatly missed.

### WACO

**Sharon Raabe** and her Black Labrador **Frank** have been members of Pet Partners Registered Affiliate **Angel Paws** for six years, visiting at a family abuse center once a month. Sharon recalls, "On one of our visits, there was a lady having a really hard time. She had been crying in her room until she heard the dogs were there for a visit. She came out of her room, saw Frank

and sat on the floor, whispering in his ear. She sat with Frank for quite a while hugging him around the neck.

"The next month, Frank and I were unable to visit but other members of Angel Paws went. When they got there, they were confronted by the lady who had visited Frank the month before and asked where he was. When told we were unable to visit this time, she seemed saddened and she was asked by the visiting team if there was anything they could do for her. She responded that she had wanted to thank Frank for being there for her and for listening to her problems, and that because of our visit she made the decision not to go back to her abuser and to put her life on track. This woman was able to stand up for herself, get a new job, and find a new home, all because she had discussed her decision whether to return to her abuser with Frank."

## ♥ Utah

### OGDEN

When Pet Partners Registered Affiliate **Therapy Animals of Utah** (TAU) volunteers began visiting at Ogden Regional Medical Center (ORMC), Director of Volunteers Sally Gale provided an alternative solution to the traditional gear bag: a three-tiered cart that ORMC stocks with all the items that are typically carried in a gear bag. ORMC also assigns a hospital volunteer who accompanies the TAU teams, pushes the cart and greets patients. For patients who want a visit with the animal, the hospital volunteer places a sterile sheet on the bed, distributes hand sanitizer and moves equipment out of the way so the handler and animal can safely approach the patient. This enables handlers to focus on the well-being and placement of their animals.

Three TAU teams who currently volunteer at ORMC are **Susan West** and Saint Bernard **Dazzle**, **Vickie King** and Golden Retriever **Bert**, and **Marian Evans** with Terrier mix **Toby**.

"It's gone very well, and we frequently have staff ask us to send the dogs to visit specific patients," says Gale. "One such patient was a truck driver who became ill while passing through the state. He was alone with no family nearby. When asked if he'd like a visit from a dog, the man bolted to the edge of his bed, wrapped his arms around the dog's neck and cried. He confided that his boyhood dog had been his best friend. 'This visit meant so much,' he said, 'it was the best medicine I've had.'"



# Pet Partners News

## Celebrating 35 Years

On March 7th, Victoria and Sy Newhouse hosted a fundraising event honoring Pet Partners' 35th anniversary. Held in their beautiful UN Plaza apartment in New York City, the event included special guest Isabella Rossellini, who shared stories about her love of animals and mingled with guests like Sherman, the pot-bellied therapy pig.

As a recently registered therapy animal team, Victoria and her Pug, Virgil, were presented with their ID badge, welcome letter and bandana. Pet Partners President & CEO Stephen Browning spoke about the passion and dedication of Pet Partners' 11,000 volunteer teams, and Board Chair Chuck Granoski welcomed guests from New York City and around the world. Volunteers Priscilla Merta (with Sherman) and Addie Walsh with her Standard Poodle, Monkey, touched the audience with heartfelt stories from the field.

Pet Partners is grateful for the Newhouses' generosity in hosting the event. Since it took place, Victoria and Virgil have begun their volunteer work at Mary Manning Walsh Home, bringing smiles to the residents and staff.



*ABOVE: Hosts Victoria and Sy Newhouse with guest, photographer Todd Eberle*

### *OPPOSITE COLUMN, FROM TOP:*

*L to R: ASPCA President Ed Sayres and wife Michelle Sayres with former Pet Partners Board Chair Mal Brett Schwartz*

*President & CEO Steve Browning and actress Isabella Rossellini*

*Sherman smiles for the guests*

*Photos courtesy of James Salzano Photography*

# In Recognition of Dianne Bell

## PET PARTNERS EMPLOYEE FROM DEC. 1990–MAR. 2012

On March 30th, Therapy Animal Program Manager Dianne Bell retired after more than 21 years as an employee of Delta Society and Pet Partners. Dianne will be missed by her co-workers, members of our volunteer community, and the many others who have been touched by her dedication to the Therapy Animal Program over the last two decades.

The words of a few of Dianne's colleagues over the years sum up the many outstanding contributions she has made:

*"To me, Dianne Bell was Pet Partners before there was a Pet Partners program! I met Dianne at the first Pet Partners seminar that Maureen MacNamara and I co-taught — back when the program was a gleam in Maureen's eye. I remember Dianne listening intently and offering her support from the very beginning. Little did we all realize then what a pivotal role Dianne would play in the program and within what was then called Delta Society. Dianne's cheerful face and attitude kept us going when times were rough. She was willing to take on any project, no matter how challenging. And she wouldn't let anyone forget that rabbits and cats could be great therapy animals, too! Here's to you, Dianne!"*

—Ann R. Howie, Former AAT Services Director

*"I have known Dianne Bell for 22 years when she started with the newly created Pet Partners' Program for Delta Society in 1990. She has been a wonderful staff member who has helped Delta Society, now Pet Partners, become the standard of excellence and professionalism with the curricula, including online, and many publications that she helped create. During my many monthly talks in the Portland/Vancouver area, I showed many of these publications as visual aids to emphasize that we were a professional human-health services organization.*

*"Dianne, these efforts serve as a wonderful foundation and legacy for you as you officially retire. (I am sure you are not yet destined for the rocking chair!). Over all of these 21 years you have been a wonderful friend and colleague through thick and thin with the many challenges we have faced as the leading organization in the human-animal interactions field. May your retirement be a wonderful time to reflect on all you have accomplished."*

—Bill McCulloch, DVM, MPH, Co-founder and Honorary Board Member

*"My first introduction to Dianne was by Linda Hines at a Delta Society conference in 2001. I vividly recall sitting on the floor next to one another, sharing our box lunches and discovering we shared much of the same vision for an ever-expanding animal-assisted interaction field. That simple lunch was the beginning of a longtime professional collaboration and treasured personal friendship that has spanned almost 12 years and continues just as vibrantly today. I have always been impressed with Dianne's dedication to Pet Partners and especially her strong advocacy for the volunteers. The Therapy Animal Program would not be the success it is today without Dianne Bell. Her solid work ethic and high standards infused it with excellence and nurtured it daily. A competent, caring and knowledgeable professional, Dianne retires from Pet Partners leaving a legacy of uncompromising service and compassionate leadership.*

—Diana M. McQuarrie, Executive Director, Denver Pet Partners

*"Dianne is one of those people we have the rare opportunity to meet in life's journey. I met her when I was a young therapist, ready to tackle the world of Animal-Assisted Therapy and the human-animal bond. I contacted her with questions, needing understanding, guidance, acceptance and assistance.*

*Dianne offered all of this and more, displaying a great passion for these things as well. Her dedication to the field and her to colleagues is something to be embraced.*

*You always feel a smile when communicating with Dianne, by phone or email, as you consult her with questions that she always seems to find answers for. After knowing Dianne for more than 20 years through the Delta Society, and later Pet Partners, I have learned the importance of truly loving what you do. She is the epitome of unconditional love and acceptance. She is a special lady."*

—Sherry Kirwin, Therapy Animal Handler, Instructor, Team Evaluator and AAT Instructor

*"Dianne Bell has been a dear friend and colleague for many years. She has been a dedicated organizer and manager of the Pet Partners Therapy Animal Program for many, many years and, needless to say, has done a great job. She has graciously welcomed the students I bring to headquarters every year for as long as I can remember. She has watched over them, given them sound advice, and has been the person who ceremoniously hands them their certificate of completion at the end of their program. Thank you, Dianne, the students you have helped will remember all that you have done for them. My hope is that you will continue to share all you have seen and learned during your years in the world of human-animal interactions."*

—Keiko Yamazaki, Master Instructor, Tokyo, Japan

*"I feel so fortunate to have had the genuine pleasure of knowing and working as a volunteer with Dianne for the last 15 years. Dianne is the ultimate professional. She is extremely knowledgeable and dedicated to the values and mission of Delta Society/Pet Partners. I always enjoyed her ability to be calm and peaceful during all sorts of circumstances. Dianne was a very good listener and I very much appreciated her wonderful knack of making me feel like I really mattered both as a volunteer and a valued friend. During Delta Society/Pet Partners events, Dianne was quite gifted in facilitating interesting conversations and making sure everyone was introduced. I am grateful for Dianne's wisdom and guidance and for her dedication to the connection between animals and people."*

—Megan Wolf, Former Therapy Animal Handler and Beyond Limits Award Winner



Dianne Bell  
and Ramsey

# Staff Updates

## Pet Partners' New President & CEO

### R. Stephen Browning

Stephen Browning began as President and CEO of Pet Partners on March 15, following a nationwide executive search.

Steve comes to Pet Partners from The American Cancer Society's California Division, where he served in several leadership roles over 25 years. Most recently, he served as Vice President for the organization's Border Sierra and Orange County Regions, the Society's largest. In that role, he led the region's fundraising, program development, communications and media relations, operations, administration, advocacy and training efforts.

"I am excited to lead the staff team and to work with the board and volunteers of Pet Partners as we expand our presence as a renewed, rebranded and re-energized organization," he said.

According to Board Chair Chuck Granoski, "We are delighted to have an executive with Steve's long track record of success join us at a pivotal time of opportunity for Pet Partners. His love of animals and knowledge of the health-care field through many years at The American Cancer Society combine to make a perfect fit for our new leadership."

### Kelly Schnitzmeier

#### OPERATIONS COORDINATOR

Kelly began with Pet Partners as a "temp," but proved to be such an asset that she was hired permanently! Her position involves processing registrations for therapy animal teams, data entry, maintenance of records, and superior customer service.

Kelly earned two Bachelor's degrees in accounting and business management from Hannibal LaGrange College in Hannibal, Missouri. She has lived in the Seattle area for three years, relocating from St. Louis. "I love getting to work somewhere that is changing the world for the better. I enjoy



near Seattle that provides transitional housing, support services and child care for the homeless.

ABOVE: Kelly and Solo

directly helping our volunteers so they can make a positive impact in their communities." Kelly enjoys spending her free time with friends, taking long walks and volunteering with Vision House, a social service agency based

### Staff on the Move

As a result of Dianne Bell's retirement (see previous page), Pet Partners has reconfigured our Therapy Animal Program staff in order to better serve our volunteers, Registered Affiliates and Facilities. **Tess Beasley** moved from Marketing Coordinator to the position of Curriculum Coordinator. In this role, Tess is responsible for maintaining the new online courses and supporting documents. She also provides support to online course participants to ensure courses are successfully completed.

**Jayne Ryan** took on the role of Program Coordinator for Facilities and Affiliates. She supports facilities with starting, implementing and maintaining a visiting animal program. She also helps Registered Affiliates maintain and expand their groups, addressing the specific needs of each affiliate.

**Paula Scott-Ginn** stepped into the open Marketing Coordinator position. She is now responsible for updating Pet Partners' website and marketing materials, providing promotional materials for outreach events, and assisting volunteers with marketing-related requests. She also continues in her role as Service Dog Resources Specialist.

## Introducing ISAZ

Those of us who spend our lives with pets don't need science to convince us of the many benefits our pets provide. Across the globe, however, scientists from numerous disciplines are working hard to document these benefits, and to provide us all with more information about human-animal relationships. This information is critical if we are to obtain funding and community support for pet-support programs and if we are going to make the best choices possible about how and when to involve pets in the lives of those who need them most. Leading scholars in the field of human-animal interactions are represented by the International Society for Anthrozoology (ISAZ), which also welcomes professionals and practitioners as Society Affiliates. Society Affiliates receive all of the benefits of a traditional ISAZ membership, which include eligibility for membership in the ISAZ listserv and discounts for conferences, scientific journals, and books. In addition, Society Affiliates receive a subscription to the Society's quarterly journal *Anthrozoös*, now 25 years old, which includes electronic access to the full archives of the journal, dating back to 1988. *Anthrozoös* was started by Pet Partners, then Delta Society, which ran the journal for 12 years before passing it to ISAZ.

To learn more, visit ISAZ's website at <http://www.isaz.net>, or contact Marty Bryant at [mebryant@ucdavis.edu](mailto:mebryant@ucdavis.edu).

# Honor and Memorial Donations

Special thanks to the following donors who remember the special spirit of an animal or person that touched their lives by contributing to Pet Partners.

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Hillsboro Dog Association

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# Angel on a Leash:

## Therapy Dogs and the Lives They Touch

**BY DAVID FREI**

ISBN 978-1-935484-63-9, BowtiePress, 208 pp.

From the opening lines of this book to the final page, one thing is clear: David Frei has devoted his life to dogs and the tremendous power of the human-canine bond.

This book comes packed with touching stories about therapy dog visits, hard-won wisdom for handlers, and Frei's defining moments in founding his organization, Angel on a Leash.

Whether describing the lives his dogs have touched or how he navigates cab transportation with a dog with curmudgeonly New York City cab drivers, Frei paints a picture of what it's like to be a full-time canine representative and devotee. Frei captures both the challenges

of establishing therapy animal programs as well as the unparalleled joys of witnessing the impact of a dog in its calling.

As the voice of the Westminster Dog Show, Frei has had the opportunity to spread the good word for dogs far and wide — from *Sex and the City* to NBC News and beyond. While he is quick to sing the praises of his canine friends and encourages

others to do the same, this book makes it clear that Frei has successfully brought the gift of “four-legged angels” to life.

—Tess Beasley

# Reading to My Buddy

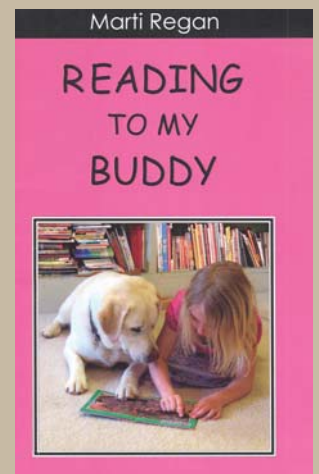
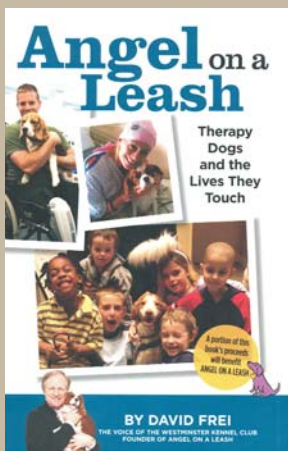
**BY MARTI REGAN**

ISBN 978-1-461125-78-5, self-published, 26 pp.

Former Pet Partners Therapy Animal Program volunteer Marti Regan captures the essence of what therapy dogs visiting in schools can accomplish. Marti tells the story of Nicki, a young girl who is made fun of for stuttering and who considers stopping talking altogether — that is, until therapy dog Buddy visits her school. By reading with buddy, Nicki gains confidence in her reading skills. When she shares her reading experiences with Buddy with her classmates, Nicki receives an overwhelming positive response, even from those who had previously teased her.

If you know of someone who works with children or needs a reason to start a great program working with children, this is a quick, heartwarming, feel-good book that can inspire us all.

—Lisa Zeiner





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**BECAUSE OF DONATIONS TO PET PARTNERS® OUR THERAPY TEAMS ARE ABLE TO MAKE A DIFFERENCE IN PEOPLE'S LIVES ALL OVER THE UNITED STATES AND AROUND THE WORLD!**



*Therapy animal team Janell Keider (holding leash out of frame) and Shepherd mix Jenna share time with Jordan as she recovers from hip surgery at Children's Hospital of Orange County (see story, page 13).*