

September 1, 2011

Dogs On Call Inc.

Note from the President

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As summer is slowing down and fall is fast approaching, I look forward to the coming Dogs On Call events and look back at all we have done in the past few months. Boy, have we been busy!

We are having our first, ever, fundraiser at the Barnes and Noble Bookstore at East Towne Mall in Madison. Whether you are a new Pet Partner or have lots of experience, we need your help at this one. If you are a little hesitant to bring your dog to this event, we need lots of members to volunteer without an animal. See pages 2 and 3 for our event flyer, event coupons and much, much more information about how you can help and how you can volunteer.

We've always had a booth at the Badger Kennel Club Dog Fair and this year is no exception. The event is on November 6th and again we'll need your help with or without your Pet Partner. We'll be sending out an email for volunteers as the date gets closer.

Liz Morrison is busy working on our UW Madison visits for college students during finals week late this fall. Dogs In the Dorms is a fun event for everyone and the students are so appreciative of us and our dogs. This event is growing every year so we do need lots of volunteers. More information will be sent to you as the time gets closer. (Also look at pages 14 & 15 of this newsletter for an article about a doctor, how he copes with his blindness and how our own Liz is involved.)

For the past three summer months, many of our members have been involved with Safety Town where we teach young children about dog bite prevention and dog safety. We've also had various R.E.A.D. camps throughout the area as well as many public awareness events. For a longer story on Safety Town, see page 16.

September 18th is the date for our Dogs On Call picnic. This is a fun day for all Pet Partners, humans and dogs alike. I hope many of you will attend this picnic as it will also be our annual meeting. More info about the picnic on page 5.

As our organization grows, we seem to continue to be busy with events, classes and of course, visiting at nursing homes and hospitals. So, please join us for an event or help with a class or an evaluation. Come join the fun!

Laura

**SAVE
THE DATE**

Dogs On Call, Inc.

Barnes & Noble Bookfair



Saturday, September 17th, 12-4pm

**Dogs
On Call Inc.**

**Barnes & Noble
#1 East Towne Mall
Madison, WI 53704**

Schedule of Events:

12:00pm: R.E.A.D. Activity
1:00pm: Dog Safety (first session)
1:30pm: Dog Safety (second session)
2:00pm: Meet Biscuit!
3:00pm: Dog Safety (third session)
3:30pm: Dog Safety (fourth session)

*Dog Safety sessions are limited to 15 children.
Please call ahead to reserve a spot!

Come learn what a "therapy animal" does!

Watch a R.E.A.D. dog team and learn what they do!

Learn about Dog Safety!

Have fun coloring!

Participate in a Scavenger Hunt!

Meet Biscuit!

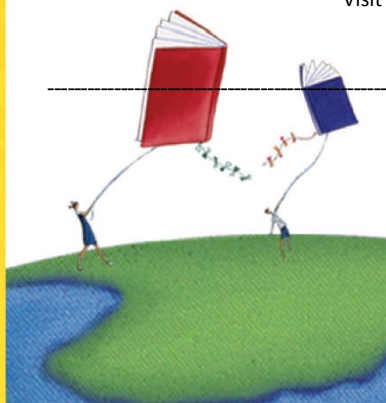
And most importantly: our dogs' jobs are to make you happy – COME VISIT WITH THEM!

Can't attend our bookfair at Barnes & Noble?

Visit bn.com/bookfairs to support us online from 9/17/11 to 9/21/11

by entering **Bookfair ID 10530905** at checkout.

Can't make it on the 17th? Mention our Bookfair ID **10530905** in-store at ANY Barnes & Noble store between 9/17 and 9/23 to support Dogs On Call, Inc.!



A percentage of your Barnes & Noble purchases will benefit Dogs On Call, Inc.
THANK YOU for your support!

DOGS ON CALL FUND RAISER AT BARNES AND NOBLE

We need YOU!!! We need you and your pet partner, we need you without a pet partner and we need your family and friends. This is the first fundraiser Dogs On Call has had – ever! And this is going to be BIG. So we need as much help as we can get.

The fundraising event will be at the Barnes And Noble, East Towne, On Saturday, September 17th from 12 to 4PM.

We need Pet Partner teams to greet people at the entrances of the store and to walk around the store explaining DOC to patrons. We need folks at our information booth. We need teams who have participated in any of the Dog Bite Safety sessions as we'll be giving four of those sessions during the day. And, finally, we need R.E.A.D. teams because we'll be doing a R.E.A.D. demonstration.

We also need folks without a pet partner who can explain Dogs On Call and R.E.A.D. to Barnes and Noble patrons. (We'll give you a cheat sheet) But your family and friends can help us here, too. We also need face painters, people who can help with the craft area for kids and folks who can help with a scavenger hunt. So if you can talk your friends or family into helping, please bring them along. We need people to help and not only those with animals.

Most shifts will only be two hours long so if you, your friends and/or your pet partner can help, please contact Jen at: godgirl1019@yahoo.com If you can volunteer, let her know your name, when you're available, pet's name (if your animal is coming) what kind of training – R.E.A.D.?, Dog Bite Safety? Please include a contact number or email. Also if you have friends/family helping out, please include their names.

ANOTHER WAY TO HELP: Buy books/textbooks, holiday gifts, birthday gifts, cards, etc. at any Barnes and Noble AND on-line between the days of September 17th and September 21st using our book fair ID number: 10530905 and we'll get a percentage of the sale!! Please tell everyone you know about our fundraiser and please include our Barnes and Noble ID number.



Barnes & Noble Bookfair

Supporting

**Dogs
On Call Inc.**

Celebration: Sat, Sept 17th, 12–4 pm

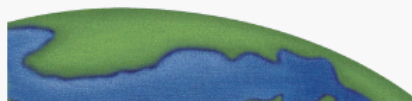
B&N #1 East Towne Mall Madison, WI

Use your Bookfair ID in-store from 9/17 to 9/23 and
online from 9/17 to 9/21!

10530905

Please present this voucher prior to making your purchase. A percentage of the net sale will be contributed to your school/organization.*

*The purchase of gift cards, Barnes & Noble memberships, textbooks, magazine subscriptions, video games, purchases made at Cafés owned and operated by Starbucks, and other items Barnes & Noble may exclude from time to time in its sole discretion are not eligible for bookfair sales. Institutional discounts may not be applied. See BN.COM/bookfairs for more details and to shop online.





4 Paws Up For Artie Berning

Artie Berning is usually the first contact anyone has with Dogs On Call. It's her email address that is the website. She's the one who answers questions from the website, directs inquiries to appropriate people and guides prospective new members through the procedure of applying for classes and then helps them set up evaluation times. For most of us at DOC, she's the glue to the many layers of our organization. She's always there for all of us and she's always at every event, every class and every evaluation.

Although from the paragraph above you'd think Artie didn't have another life but Dogs On Call, yet as a mother of three and a grandmother of four, her life is very busy outside of therapy dogs. Retired from banking as a branch supervisor, head teller and teller supervisor, she still keeps her hand in doing the books for her son's business and sitting with her grandkids. And she loves to bake. She told me when she starts making pies she might make 25 at a time or 80 loaves of zucchini bread. Hopefully, we'll get a chance to taste test her baking at the DOC picnic.

Artie has been a member of Dogs On Call, Inc. for eight years and treasurer for four. She sets up the Delta pet partner classes and then organizes evaluations for teams after the classes. This isn't an easy job. Besides sending all the paper work to prospective class participants, getting speakers, demonstration teams, making sure all the equipment is in the room, etc., there are lots of questions from those participants and she answers quickly. Once the class is over, Artie schedules evaluations for the classes and also evaluations for current members up for recertification.

She started with Dogs On Call and Delta through her son, Donnie. He was a pet partner with Billet, a Newfoundland, and was a vice president of DOC and he urged his mom to get in the group with him so she could sub at the nursing home when he was traveling. Artie said she went with Donnie one day and that one visit sold her on the program. When she attended the pet partner classes, her son-in-law took the class with her plus her niece, Gina, is a Pet Partner too. It's a family affair with Dogs On Call at Artie's house. Artie has had some great dogs during her time with DOC. She tested with her son's dog, Billet, then tested with her dog, Brandy, and when Brandy passed away, she tested with Henry, her other son's dog. Just recently she tested with her Newfoundland, Sachiawea, and passed complex.

Artie is also a Delta evaluator. When the rest of us have questions about an evaluation, we turn to Artie. Her experience and guidance is an incredible asset to our organization. You'll see Artie at almost every event from the Badger Kennel Club Dog Fair to Gilda's Club. She volunteers at Meriter, Walnut Grove Nursing Home in Baraboo, and the Veteran's Hospital in Madison. She also does Dog Bite Safety presentations with Safety Town, and other schools and day camps throughout the area. Plus she and Henry are a R.E.A.D. team.

One of the most valuable people in Dogs On Call, 4 Paws Up for Artie and all she does for our organization!

Jan Hoffman (Griffin and Ryder)

Dogs On Call Annual Picnic - September 18 10:00-?

This is a fun day for DOC members and their families! And of course, your Pet Partner is invited too! The picnic is held at the home of Don Machnik, S185 Lyndon Road, Wisconsin Dells 53965. Don has a huge fenced in back yard and ten acres of woods and fields. Plenty of room for everyone. There will be fun prizes, too.

Don is supplying the brats, hot dogs, hamburgers, and veggie burgers. We also have all the plates, cups, etc. along with soda, water, tea, & coffee. We ask that you bring a chair and a dish to pass - anything you want - from past experience I can tell you that this crowd is easy to please.

If you google Don's address, the pointer does not take you quite far enough down Lyndon Road. He lives almost at the corner of Lyndon Road and Raedel Lane. There will be signs. If you come 90-94, get off at exit 87. If you come Highway 12, you might want to get on 90-94 just when you get into Lake Delton and get off at exit 87 to avoid the tourist traffic - this is the same week-end as the Wo-Zha-Wa fall festival in the Dells.

Please let me know if you plan to come so we can estimate the brats, etc., but if you decide to come at the last minute, that's fine too!

This is also our Dogs On Call, Inc. annual meeting and our newly elected board will be introduced.

Your Dogs On Call Board

Please rsvp to: Artie.deltadogs@gmail.com

New and Renewing Members—April, May, June and July 2011

New Members

Carolyn Peterson and Mini Horses Smokey, Promise, and Tink
 Carolyn Peterson and Ruby – Golden/Lab
 Marisa Welch & Billie – Beagle
 Ben Welch & Billie – Beagle
 Pauline Witte & Lady – Collie
 Chris Wollenziehn & Tiki – Pomeranian

Renewing Members

Donna Rasmussen & Izzy – Sheltie
 Jan Hoffman & Griffin – Westie
 Kay Stevens & Derby – Border Collie
 Jen Nehls & new dog Calli – Goldendoodle
 Terry Tyson & Kiwi – Havanese
 Lynn Malayter & Tootsie – Chocolate Lab
 Jen Phipps & Eva – Lab/Vizsla
 Joy Bennett & Moses – Italian Spinone
 Andrea Stein & Shayna – Havanese
 Betty Burges & Amelia – Dachshund
 Paula McDermid & new dog Coda – Australian Shepherd

DOC now has 101 members

Giving Back, My Journey With a Therapy Dog

by Sheldon Schall



This is the second installment of an article written by Sheldon Schall, member of Dogs On Call, Inc. since 2001. The next installments will be in following newsletters. Sheldon was also a board member and the developer and editor of the first DOC, Inc. newsletter and only 'retired' from that position two years ago. Currently he is Chief of the Storage Regulation Section (flammable and hazardous materials) with the Department of Commerce. (For part one of his remarkable story, please see the June edition of this newsletter found on our web site, www.dogsoncall.org)

During one visit at a nursing home, the tornado sirens sounded and the staff moved the patients into the hallways of the building. Patients were asking what was going on and many were crying or moaning. I began to walk Presley among the beds, and because she was a large dog, most could see her from their reclining positions. It did not take long for the focus to be on Presley and the chatter and crying noticeably subsided. We spent about another hour touring the hallways. Several of the staff thanked us for staying and commented about what a difference the dog made in reducing the level of stress. As I was leaving I realized the staff may have also been referring to reducing their level of stress as much as that of the patients.

Interacting with your canine pet partner while performing animal assisted activities or animal assisted therapy develops a very strong bond between you and your dog. Through this training and experience you become very aware of your dog's emotions, competencies and feelings. The dog begins to understand your expectations and a strong team relationship is developed. The smiles from children and the aged as a result of a visit radiate back into tremendous personal satisfaction and the dog picks up on that too.

While walking through facilities or entering a room, Presley was usually at the heel position or slightly ahead of heel. We had visited an elderly couple for several months that were very much fans of the television show, *Walker, Texas Ranger*. If Walker was on TV the conversation consisted of, "Hi, we're watching Walker." And that was it until Walker was over. On our last visit to the couple, Presley put the brakes on at the door and did not want to go inside. I noticed a few family members around the bed of the husband. Sue, the daughter, turned from the bed and stated that her dad had just died. She knelt down and extended her hand to Presley, thanking her for visiting her dad and then Presley entered the room. Presley had a slight tail-wag as she approached Sue, but was noticeably not as socially engaging as she usually was when visiting. I have often wondered if Presley's reluctance to enter the room was triggered from her ability to pick up the smell of death, the sounds of sorrow or sensing the emotions of grief radiating from the room.

Giving Back, My Journey With a Therapy Dog—Cont.

The Mendota Mental Health Institute, located in Madison, Wisconsin, provides mental health services to adults, adolescents and children. This large complex is a series of Psychiatric Hospitals that provide inpatient service to both civil commitment and forensic patients who are committed as a result of a criminal proceeding. Judy Johnson and her Ashley, an Old English Sheepdog, were the first therapy dog team to work at Mendota and were also pioneers in therapy dog activities in Wisconsin. Judy asked if Presley and I would be her back-up at Mendota. After our second visit I was asked by the staff if Presley and I could commit to a regular bi-weekly visit because I brought a positive male role model into the environment. Many of the children in the facility did not have a male figurehead, such as a father, in the home or the child had been sexually or physically abused by the father, the mother's boyfriend or another male relative or friend. This was not openly divulged by the staff but after repeat visits I sensed this was an issue of some of the children. There are fewer men who are involved with their dog in animal assisted therapy possibly because of time restraints or that it doesn't appear 'macho' as hunting with a dog. I have always been conscientious about physically touching a child that is not my own, but I have not been afraid to place a hand on a shoulder or take a child's hand to show them how to pet my dog.

After a year, a third Dogs On Call, Inc. team, Sue Heidrich and her lab, Molly, were incorporated into the children's unit. The visits at Mendota were my favorite. The physical appearance and nature of the institution resembles a correctional facility because the interned residents cannot be treated in conventional mental health facilities. The buildings are secured with bars and ten foot fencing and barbed wire very similar to a prison because the residents are incarcerated. The professional staff at Mendota was psychologists, psychiatrists, clinicians, occupational therapists, clinical specialists and social workers. The residents were there at the direction of the courts and there was always either a security officer or a staff person accompanying us at all times. We worked with boys and girls. The youngest child was 6 years and the oldest was 13. The dog visits served two purposes: a reward for the child if he/she accumulated a specified number of plus points during the week and an opportunity for psychologists to perform a clinical observation. Some interaction was with a single child and some in groups from two to four. Prior to some visits the professional staff would ask me to set up a certain situation for a clinical evaluation. After the child was escorted out of the room I would ask the professional staff to give me an overview of the session. At first they were reluctant to divulge much information but I convinced them that I needed to anticipate potential problems or reactions and manage my dog. In order to do that I needed an idea of the kind of interaction that took place during the evaluation.

I had a variety of games and quizzes, all with some element of dogs or dog breeds that I would use to get the child involved in conversation and many times Presley was the focal point of a quiz. Many of these children were very smart, which to me was the mystic of why these kids were incarcerated. One twelve-year-old boy was impressively smart and I commented to that fact to the staff. They said the boy was committed a few months before because he burned down his father's house and stabbed his grandmother. The staff continued that this same boy had almost escaped within 30 minutes of being admitted because he had figured out how to by-pass the security system.

Giving Back, My Journey With a Therapy Dog—Cont.



Liz, Jon and Presley

One afternoon upon returning to my office from a meeting I had a voice mail from Robyn, a social worker who also had a Berner and was a DOC member. Her message was she had an emergency that needed me and Presley as soon as possible. I called her back when I was driving home at 4:30PM because I thought, "Ya, right – an animal assisted therapy emergency." Robyn explained that Jon, a 20-year-old with many mental health issues had been taken from his home the evening before and placed in Mendota because there was nowhere else that could accommodate him. Robyn explained that the staff was having difficulty with him and thought Presley and I might be able to help before the situation got explosive. We arrived about 45 minutes later and heard but did not see the commotion down the hall. Robyn arrived and we were escorted to a room where we were to meet Jon. After several minutes a staff person came back to tell us that Jon was not cooperating and the situation had deteriorated beyond the point of Jon meeting us and that we should just leave. Robyn suggested I go meet Jon without Presley and I was escorted down the hall. Jon, 6'2" and 360 pounds, was sitting on the floor wearing shorts and a T-shirt mumbling and drawing on a sheet the staff had draped over a couch. I approached Jon and introduced myself and stated that I had a puppy I wanted Jon to see. After a few minutes of persuasion Jon stood up and walked down the hall with me along with four staff people. Jon did not make any eye contact with me. Jon's mother had given permission to the staff for a therapy dog visit but warned that Jon was afraid of dogs. My first thought was, "What am I getting us into?"

When Presley saw me kneel down beside Jon she barked, something she seldom did, and pulled away from Robyn's hand to join me. Jon's eyes almost ruptured when he heard the bark and his body turned to stone when Presley stuck her nose onto Jon's exposed bare skin. Just as I grabbed her collar she put a paw up on Jon's knee. I placed my right hand on his hand lying on the table so I could sense what tension or energy was flowing through his body. I quickly said to Jon, "My dog's name is Presley and she really likes you. Can you pet her so she knows you are not afraid of her?" I continued to talk to Jon and after some time I could feel his tension level decrease, although it was obvious the staff were prepared to intervene. Jon would not look at me or Presley, but he did let me take his hand and rub it across Presley's shoulders. Jon didn't speak a word for quite some time and after about ten minutes Jon wanted to go to his room. Because his pronunciation was poor and he spoke very softly it was difficult for me to understand what he was saying. When he stood up he made the first eye contact with me and looked down at Presley. As he turned and walked toward the door he continued to repeat, "Presley, big dog, big dog." I asked Jon if we could visit him again and he shook his head yes. That was the lead-in to many therapy visits with Jon over the next few months.

The third installation of Sheldon and Presley's journey will appear in the December issue of the DOC newsletter.

UW Hospital Program Continues to Grow

Welcome and a big **THANK YOU** to these new teams who joined us at the UW Hospital this spring and summer! Many of these teams are driving to Madison from far corners of the southern Wisconsin area to participate. But no matter where you're from, we really appreciate everyone's effort to help!

Michelle Duke and Melody
 Michelle Falleck and Kenny
 Sue Heidrich and Molly
 Vicki Hugill and Riley
 John Kelly and Gypsy
 Kay Lysne and Daisy
 Adam Mielke and Princess
 Donna Rasmussen and Izzy
 Karen Smith and Zombie and Shaka
 Pat Wende and Button

There are now 13 DOC teams visiting at the UW Hospital. The program has grown to the point that we're looking at adding additional nursing units to the visit schedule. Watch for additional news on this. We always have a need for new DOC teams as the program continues to expand. If you'd like to get involved in hospital visits, think about joining us in this unique setting.

Visits are in the hospital unit dayrooms – no walking room-to-room. In the two units we're currently visiting, Inpatient Rehab and Psych, while there are always new patients to visit, many times you'll see the same patients from week to week. When we arrive, the patients are frequently already waiting for us in the dayroom, eager to see which DOC teams will be there that day. Or when the announcement is made "The dogs are here!" there's a stream of smiling people coming down the hall, heading our way. How could you not like that?

Here's a funny thing that happened a few weeks ago:

It was late Saturday afternoon during a DOC visit in the UW Hospital Psych unit. Vincent (Polly Cisco's Labrador Retriever) was snoozing on the floor, snuggled against a middle-aged male patient who was stretched out next to Vincent. Both were totally quiet, with the man dreamily petting Vincent. Unfortunately, our visit time had ended and we had to disturb this peaceful setting. As I announced that we'd have to end our visit for today, Vincent opened his eyes, got to his feet, stretched, and shook-off. The man, being middle-aged, stiffly struggled to a hands-and-knees position next to Vincent, instead of standing up completely. The man looked at Vincent and said, "Come on, Vincent. Let's go," and he gave a little "woof" for good measure. They started slowly walking toward the door -- Vincent and Polly and the man on all fours, just to be silly. The man stopped, smiled, and turned to us to say, "I'm supposed to get out of here tomorrow. If they see me walking like this, they may change their minds!"

If you'd like more information on how to join us, contact Karen Peckham at kpeck.k9s@gmail.com

Meriter Hospital Remodeling

It seems like Meriter Hospital is in a constant state of construction or remodeling. Currently, the main lobby is undergoing changes, with a new pharmacy addition and new flooring. The new surgical waiting area on the main floor gives Meriter teams a new place to go, visiting with people who have a family member in surgery. Those visits are a welcome distraction to pass the time. And all Meriter volunteers welcome the refurbished volunteer locker room, with new larger lockers, new carpet, and a floor-length mirror.

Amid the construction tape and "wet paint" signs, we still find plenty of patients, visitors, and staff who want a visit from our therapy dogs. The visiting schedule at Meriter is very flexible – weekdays or weekends, days or evenings – and there's bound to be something that meets your personal availability. Some teams don't visit patient rooms and limit their visits to the common areas. Some teams may visit the same floors each visit, while others vary their choice of floors each time. There are lots options and it's lots of fun!

If you'd like to expand your therapy visit experience and investigate visiting at Meriter, contact Karen Peckham at kpeck.k9s@gmail.com

Announcements

We need your heartfelt and warm stories about your experiences during visits as a Pet Partner. We're going to put them on our web page. Please keep the length of your story to about a paragraph. If needed, we will edit your article so it will fit within the confines of the web site. Send to: Artie Berning deltadogs@gmail.com

Dogs On Call, Inc. has three new facilities that have joined our group: Walnut Grove in Baraboo, Northwoods, Inc. of WI in Portage and Hyland Park in Fitchburg. Northwoods, Inc. currently needs another team to visit once-a-month. This is a good facility for a more experienced team. If you would like to start visiting any of these facilities please contact Jan Hoffman deltadoglv@gmail.com

Please see the August edition of 'Brava' magazine for an article (page 57) about R.E.A.D., Dogs On Call, Inc. and our president Laura Kuchta.

AKC Recognizes Therapy Dogs with Title

A lot of registered therapy dogs are also registered through the American Kennel Club (AKC.) DOC dogs are no exception. There are DOC members who pursue titles in conformation, agility, field work and obedience while they are also volunteering as Pet Partners. No couch potatoes here! Well, there's good news for them - AKC now has a designation that can be added to your AKC dog's name - THD for "Therapy Dog!" Why Did AKC start a Therapy Dog title? AKC says that they received ongoing requests from dog owners who participate in therapy work who wanted to acknowledge the temperament, training and dedication it takes to perform as a therapy animal. And titles added to your dog's AKC registration are a formal and permanent recognition of their hard work.

This is not an independent training, testing and registration program. AKC recognizes that therapy dog organizations are the experts in this field and they worked with a number of organizations on the criteria, including Delta Society. Visit the AKC website which will give you an introduction if you are interested in adding *THD* to your dog's title (s.) See www.akc.org/akctherapydog for more information. Be sure to click on the header "Program Spotlights First Titleholders" to open up a news release for some great stories. If your dog meets the qualifications and you would like an AKC Therapy Dog title, you complete an application and mail it to the AKC. There is a \$20 recording fee.

Not just any dog that passes an evaluation and is registered with a therapy animal organization gets a title, it takes a little more. So, what are the criteria?

1. Certified/registered by an AKC recognized therapy dog organization,
2. Perform a minimum of 50 visits, *
3. And, the dog must be registered or listed with AKC in one of the following 3 ways:

With an AKC registration number used for purebred dogs.

Enrolled in AKC's Purebred Alternative Listing (PAL) Program. This is a program that allows unregistered dogs that meet purebred qualifications to compete in AKC Performance and Companion Events. PAL dogs include the many wonderful purebred dogs who may have come from shelters or rescue without AKC registration.

Enrolled in AKC Canine Partners Program – used by mixed breed dogs. A special Canine Partners enrollment form is available for mixed breed Therapy Dogs.

*Your 50 visits must be documented with time, date, location, and a signature of a staff person at the facility (e.g., nursing home, school, hospital, etc.) So if you are not currently keeping track of your visits or signing in at a facility every time you visit, it's a good time to start. This documentation can be achieved by submitting the AKC Therapy Dog Record of Visits form (you may use the AKC form or one of your own) or, a certificate from a certifying organization indicating the dog has made 50 or more visits or, a letter from the facility where the dog serves as a therapy dog. A sample letter is included on the website.

If you aren't familiar with the AKC, it started out (in 1884) primarily as way to keep track of breed pedigrees and sponsor shows in which good conforming specimens could receive points toward championships. But the organization is now so much more. They are interested in the health and well being of all dogs, and promote responsible dog ownership. Dogs no longer have to be purebred to register and compete in obedience, rally and agility.

VA Hospital Visit

Zombie, Shaka and I are one of several DOC teams that are part of a pilot program at the Vetrans Administration Hospital in Madison. Our turn to visit people in the Psychiatric Unit was Saturday, July 23. I decided to take Zombie since he is a Dutch Shepherd and their primary use is with the police and military.

Things were very quiet at the VA Hospital on a Saturday afternoon as compared to the activity during the week when we were doing our orientations. Despite fewer people being around we had a nice conversation about dogs helping people in hospitals with a woman outside the hospital near where we had parked the car. Inside we met a police officer on duty who happened to be standing by the front desk. He was a K9 handler in the service so he was very familiar with a Zombie type dog.

Lunch was running a little long on the ward so Zombie and I went to the front lobby to wait. While we were waiting a mother and toddler came by and the toddler really wanted to pet Zombie so we spent some time with them talking about dogs and kids.

We went back to the ward where the nurse let us in and helped us find our location which was an alcove directly across from the nurses' station. A nurse/orderly stayed with us the entire time and several staff stopped by to meet Zombie.

We had about five guys with us the entire time. A couple of them actively played with Zombie and the others were happy to be close by. One gentleman was very fascinated with Zombie's face and mouth. I decided to show him how Zombie is trained to take and release toys on command. I placed a dumbbell shaped squeaky toy in Zombie's mouth and we played a game of okay (Zombie released to take the toy) and spit (Zombie releases toy to person's hand). Spit is a command my Mother taught Zombie when I left him with her for a few hours as a puppy. It is not exactly the typical release command for obedience but it certainly makes judges (and everyone else) laugh.

The gentleman really loved dogs and the ward nurse asked him if he had ever thought about volunteering at the Humane Society. He said he had and we suggested that maybe he could help walking some of their big dogs.

They seemed to enjoy the dumbbell trick so I explained obedience skills and then showed them some of Zombie's basic obedience stuff. I talked about the training needed for Delta dogs after a piece of toy model fell on the floor and I had to quickly tell Zombie "leave it" until I knew what it was.

We talked a lot about the dogs that they had now or had in the past. One gentleman was big into reptiles earlier in his life so we talked about the ball pythons and monitor lizards that he had in younger days. It was amusing that his daughter wanted a pocket dog instead of reptiles or big dog.

It was a very nice visit for a population that really could use some cheer especially on a rather slow moving Saturday afternoon. Afterwards I learned that several people had been looking forward to the visit all day. In their survey comments afterwards they made it clear that they were very appreciative of people taking time from their weekend to come with their Pet Partner to visit them at the hospital. Zombie and I definitely enjoyed the visit, although it seems I can get lost at the VA Hospital about as fast as I can in the UW Hospital next door.

(Or at Touched Twice—see Karen's story of being lost at Touched Twice in the last issue of the DOC newsletter—editor.)

by Karen Smith, Zombie and Shaka

Mini-Horses Visit Nursing Home



Smokey and Carolyn

Carolyn Peterson and her mini-horses, Smokey and Promise, recently made their first visit to the Good Samaritan Home in St. Croix Falls, WI after passing their Delta evaluation this past May. Carolyn took the Delta training last November when her mother-in-law was a resident at the nursing home and it was Carolyn's wish to visit her with the mini horses. Sadly, her mother-in-law passed away in January. But, Carolyn said, she had met so many of the residents who lived at the home that once her horses passed their evaluations she promised herself she would go back and visit.

On her first visit to Good Samaritan, Carolyn started with Smokey, her 12-year-old mini horse. She and Smokey started in the commons area of the nursing home and several residents gathered to see him. Carolyn said Smokey was wonderful and the residents loved him. After about 20 minutes she took Smokey back to the trailer and brought in

Promise, the two-year-old mini horse. Promise whinnied a few times and the residents laughed as it was certainly not something heard echoing down the halls of the nursing home very often. As Promise was a little younger, Carolyn said she only had her in the commons area about ten minutes. Then she went back out and got Smokey again.

The two of them then walked down the halls of the nursing home. As they approached, a man motioned for Carolyn and Smokey to come into the room to see his frail mother. When his mother saw the little horse her face lit up like you wouldn't believe, said Carolyn. The son took a picture of Smokey and his mom with his cell phone to show other family members. She was so grateful for the visit. As Carolyn headed down the hall she noticed there were more and more staff people coming to see Smokey. She said the staff was as thrilled to see the horse as were the patients. A son of another resident invited them to visit his mom. The patient was sitting up in bed and Smokey walked right up to the edge of her bed to meet her. Then the patient snuck him a cracker!

Their last round of visits was past the physical therapy area and everyone had to meet and pet Smokey there too. They all thought both horses were wonderful. And Carolyn? She can't wait to go back and visit with her pet partners.

Carolyn also got feedback from the staff at the nursing home. They said the buzz all afternoon was about those horses that visited that day. Even the patients with dementia were reminiscing about the horses they had on the farm. One staff member said she couldn't believe how just having the horses in the nursing home could bring that much talk and happiness to the residents. One patient said, "Did you see the horses that came to see me today?" Carolyn said she was so thrilled with all the compliments she didn't dream she would feel this great after just one visit. And the residents are all waiting for Carolyn, Smokey and Promise to visit again.

Carolyn Peterson is a Dogs On Call, Inc. member and all three of her mini horses, plus her chocolate lab mix, Ruby, passed their Delta evaluations. Smokey is 12 years old and stands 37" tall, Promise is a 32" filly and Tink is a one year old, 30" gelding. Carolyn said she has also visited the Pioneer Home in Luck, WI and all three minis were at a carnival held by the nursing home.

Jan Hoffman (Griffin and Ryder)



Seeing Potential

Susan Lampert Smith



Portions of this article are reprinted with permission from 'On Wisconsin' Magazine.

When the UW's medical school gave Tim Cordes a chance, he exceeded expectations, teaching others that being blind needn't destroy one's dreams.

"See the patient" is an inadequate phrase when applied to Cordes, who has been blind since boyhood. Yet colleagues insist that Cordes, who has an outpatient caseload of about one hundred and thirty patients and oversees psychiatry interns at two hospitals, has unique insight into the minds and bodies of his patients. A third-year medical student says that Cordes is an adept listener who picks up things from his patients that others rely upon body language or other visual cues to identify. For instance he can realize that a medication is creating side effects based on the sound of a patient's voice.

With guide dog Bella leading the way, Tim Cordes talks with physician Michael Peterson, left, and medical student Dhaval Desai, behind, as they do a morning round of patient consultations at UW Hospital.

Dean Krahn MD'80, chief of psychiatry at the [William S. Middleton Memorial Veterans Hospital \(VA\)](#), says that Cordes "does excellent physical exams." Using just his sense of touch, Cordes has discovered potentially life-threatening blood clots that others had missed.

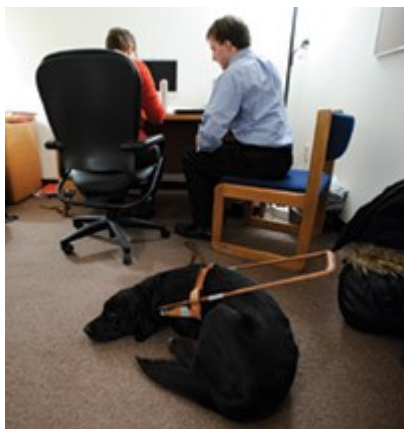
But more important, Krahn says, is his ability to connect with his patients. At the VA, Cordes streamlined the process of getting a psychiatric consultation so that patients could be seen more quickly, and he is currently researching better ways to deliver addiction treatment to military veterans in rural areas of Wisconsin. This fall, he will begin a fellowship in addiction treatment at the Veterans Hospital. Perhaps some of our Dogs On Call members who volunteer at the Veterans Hospital will 'see' him there.

"Tim is a great role model for patients with addiction issues," Krahn says. "With everything he has had to overcome in his life, it makes it more difficult for patients to tell him that they want to quit, that it is just too hard."

Tim Cordes was just a toddler when his mom, Therese, heard from doctors at the University of Iowa that her son had a rare genetic condition called Leber's disease. He will eventually lose all of his eyesight, and he will never drive a car or pilot a plane, they said. And they told her to think seriously about putting him in a special school for blind children.

Cordes graduated as valedictorian of his Notre Dame class in 1998, after earning a degree in biochemistry and doing research on antibiotics. Then he encountered another group of people who told him he couldn't achieve his next dream: going to medical school. Although he had a resume that would make anyone else a shoo-in, eight medical schools rejected him. Only the [Wisconsin School of Medicine and Public Health](#) gave him a chance — and then only after some rather intense debate by the admissions committee.

Seeing potential—Cont.



Wisconsin made a number of modifications for him. The school supplied an Optacon, a machine that converts visual images into raised lines, and a computer that reads notes at a frenetic clip of five hundred words a minute. The Iowa Department for the Blind, from Cordes's home state, hired "visual describers," assistants who went through the clinical rotations of medical school with him, describing what they saw and fulfilling duties such as guiding him into the operating room while he held his sterile hands aloft to avoid contamination. They also accompanied Cordes through his stints at rural and specialty clinics, including neurology and family practice. And when he was on twenty-four-hour call at the hospital, they slept there, too.

As guide dog Bella patiently waits, Tim Cordes reviews patient records and dictates notes, working with Liz Morrison, (Dogs On Call board member) a retired nurse and one of Cordes's visual describers.

Liz Morrison, Dogs On Call board member, is a visual describer and a retired nurse, and was there the night Cordes delivered his first baby. The delivery went fine, except that Vance, Cordes's German Shepherd service dog, wanted to be in on the action.

"Basically, Tim delivered the baby and I held back Vance," says Morrison, who still works part time with Cordes, helping him fill out medical paperwork for his patients.

But what Vance lacked as an obstetrical assistant, he more than made up for during Cordes's psychiatry residency. Krahn, at the veterans hospital, recalls that he initially worried about Cordes's vulnerability, because residents can encounter seriously mentally ill patients who can be unpredictable, and occasionally, violent. He needn't have worried.

"Vance was the second-best observer in the room when it was Tim, Vance, and me," says Krahn, who ranks Cordes first. He said the dog was "uncanny" at being completely alert to any unusual movements in a room, while looking like he was totally at rest.

"I didn't have to worry that anything or anybody would get past Vance," Krahn says. "Vance seemed to know when the interview was coming to a close and would stand, but remain right at Tim's side."

But medical school, followed by residency, was hard on the old dog, who wouldn't eat when he was at the hospital because he knew he was still on duty. Vance retired in summer 2010, and now lives with Cordes's parents. His new dog, Bella, a young golden retriever-Labrador cross, has a decidedly different therapy style. She bangs her tail enthusiastically on the floor whenever people enter the room. And when Cordes gives her the hand signal, she rubs her head on his lap, giving him a full body wiggle of affection.

Cordes says that Bella likes everyone, which helps put patients at ease. So far, he has yet to encounter a patient who didn't want to be treated by a blind physician, but he says he would be fine with a patient requesting another doctor, saying simply, "It's about them getting the best care; it's not about me."

If you would like to read the complete article about Tim Cordes, go to <http://onwisconsin.uwalumni.com/features/seeing-potential/>

Safety Town is Fun For Kids and Dogs, Too



Front Row:

Barb Wolf, Lydia Zeller & Daisy Mae, Moses, Virginia Wolfe & Amy, Gina Smith & Button

Back Row:

Karen Peckham & Raider, Joy Bennett (Moses in front), Karen Smith & Zombie, Artie Berning & Henry, Andrea Stein & Shayna

Dogs On Call, Inc. again participated in the Madison area summer Safety Town program designed for children entering Kindergarten this fall. Taking place at the Edgewood High School, Safety Town is sponsored by the Madison Fire Department, the Madison Police Department and the Safe Kids Coalition. It's a week-long program that teaches children how to be safe in their community using hands-on activities. Dogs On Call, Inc. is a supporter of Safety Town and volunteers and their dogs help kids learn about animal safety. Artie Berning and Barb Wolfe were speakers at the four sessions and explained to children how to not approach a dog on a chain, a dog inside a fence or a dog in a car so the kids could avoid a dog bite. They also told the kids how to 'be like a tree' or 'be like a rock' if a strange dog came near them. After their talk, the kids had an opportunity to pet all the DOC dogs by first asking, "Is your dog friendly?" and, "May I pet your dog?" This is an annual fun experience for DOC members and we look forward every year to this event.

Besides animal safety, Safety Town offers other activities during the week such as bicycle safety, electrical safety, fire, playground, school bus and traffic safety, water safety, poison education and weather safety. Safety Town is very popular as there is a waiting list every year for all four sessions.

DOC, Inc. members who volunteered at Safety Town were: Barb Wolf, Sue Heidrich and Molly, Lydia Zeller and Daisy Mae, Karen Peckham and Raider, Joy Bennett and Moses, Bonnie Shattuck and Snickers, Jan Hoffman and Ryder, Gina Smith and Button, Andrea Stein and Shayna, Kay Lysne and Daisy, Pat Wende and Buttons, Terry Tyson and Kiwi, Karen Smith and Zombie, Artie Berning and Henry, Virginia Wolfe and Amy.

Other Dog Bite Prevention Safety presentations:

At Sauk Prairie High School, members volunteering were: Sue Reid & Sammy, Gina Smith & Button, Artie Berning and Henry, Karen Smith and Zombie.

At Hawthorn School: Terry Tyson & Kiwi, Pat Wende & Buttons, Ginny Wolfe & Amy, Karen Smith & Zombie, Artie Berning & Henry, Gina Smith & Button.

At the Wisconsin Youth Family Camp: Karen Peckham and Raider, Artie Berning and Henry, Jan Hoffman and Ryder, Karen Smith & Zombie, Gina Smith & Button.

Jan Hoffman (Griffin and Ryder)



Gina Smith & Button

Gilda's Club

Responding to a request from Carissa Metcalf with Gilda's Club, four experienced DOC members made an initial visit to the facility in Middleton, WI. The members used this first visit to see just what involvement was needed at the organization. The group didn't visit any of the Gilda's Club members, but did meet and talk with some of the children of families visiting. The kids loved the dogs and the dogs had a great time meeting the children.

Inspired by Saturday Night Live comedian, Gilda Radner, who died of ovarian cancer in 1989, Gilda's Club provides a gathering place where people of all ages touched by cancer – of any kind- can join with others to actively involve themselves in building social and emotional support. Gilda's Club offers lectures, workshops, classes, groups and social activities in a non-residential, homelike setting at no cost to members...ever.

Carissa and their group want our dogs to return on a regular basis and we're asking if any members of Dogs On Call would like to visit at Gilda's Club. The Club has a 10 week support group called "Kid Support" and they would like to add a visit by Dogs On Call to their activities.

Carissa and Gilda's Club want our dogs to return during their Kid's Support sessions occurring four or five times a year. We've also been asked to think about a workshop that includes adults. We already have enough volunteers for the next session but will be sending out an email for future events.



Jan Hoffman and Ryder,
Laura Kuchta and Kooper,
Artie Berning and Henry,
Gina Smith and Button

Jan Hoffman (Griffin and Ryder)

Dogs Days on the Plaza, Janesville, WI

On Saturday, August 13th, Dogs On Call set up a small booth at Dog Days on the Plaza to support OccuPaws The group, OccuPaws, trains and provides guide and service dogs for people with vision and other handicaps. OccuPaws was holding a benefit to celebrate International Assistance Dog Awareness Week, and invited a number of vendors to participate, as well as holding a silent auction, raffle and a scavenger hunt for the kids.

This was a unique event for us - Dogs On Call had never participated in an event in Janesville before, and we were able to educate a lot of people about what we do! Our dogs loved it as well; they received lots of love from the visitors. Our booth was in front of Book World and greeted visitors of all ages. So many of them were curious about what we did and where we went. I'd like to give a big thanks to Deb Schoene and Swing for bringing this to our attention and helping us out all day. Thanks to all our volunteers: Donna Rassmussen and Isabelle, Jen Peterson and Cooper, Michelle Duke and Melody and Carol Mahlik and Montana! I'm hoping we can do more events south of Madison!

Jen Phipps and Eva

Want a DOC logo on your shirt or Jacket? Here's how!



0473391W



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The logo on the left is used on shirts, jackets and larger items.
The logo on the right is one inch smaller for hats and personal coolers.

The website is landsend.com. Click on Business Outfitters at the bottom of the page. The Business Outfitters section has most of the shirts, but they will put our logo on almost anything on the website or in the catalog. In addition to the cost of the garment add the logo fee which is \$ 5.95 per item, plus tax and shipping.

The logo looks best on darker colors, but Lands End can change some parts of the logo such as the lettering to look good on some of the lighter colors. When you call Lands End, the sales rep can see the logo on the color you pick, be sure to ask them how it looks. If you are picking a lighter color ask them to change the white lettering to a darker color! The dogs white jacket cannot be changed to another color. I do recommend calling because they can answer any questions about color and size of the logo and can tell you what is in stock, and if the color you choose is not available, what colors are on hand. The logo attracts a lot of attention, and is a great way to start talking to people about Delta, Dogs On Call, and your Pet Partner!

Here are the details:

After making your selection:

Call Lands End Business Outfitters - 1-800-587-1541

DOC Customer Number - 3947055

Large Logo - 0473391W

Small Logo - 0750895

**Dogs
On Call Inc.**

Order this design from Golden Needle

Lands End also has the Delta Society Logo. It is logo number 0233374K. Inexpensive Delta Society items can also be ordered from Café Press: www.cafepress.com/DeltaSociety

We also have two logos at Golden Needle in Baraboo. One is above on the left and you and also get just the words Dogs On Call Inc in the same font as the header on our website. Golden Needle offers clothing or they will embroider on clothing you bring to them. Their phone number is 522-3385. Laura or Artie might be able to get it to them and pick it up for you.

If you have any questions or need help ordering contact Artie deltadogs@gmail.com 963-7802

Gypsy

Being the human half of a pet partner team with my big old furry collie, Lucky, was like hanging out with a perpetual Walmart greeter. No matter who was near, Lucky had no problem introducing himself and charming everyone who met him. He was in our family's life for a very short 5 years and a Delta/R.E.A.D. for only a year, but is remembered and loved by the kids who read to him, the assisted living residents he visited, and the patrons of the Lodi Farmer's Market, where he was a regular Friday visitor.

Today I took Gypsy to the Farmer's Market for her first visit. Gypsy is a 3 year old Australian cattle dog/Catahoula Leopard dog who chose me back in December when I was looking for the "perfect" therapy dog. I went to Affinity Rescue to check out an older gray lab who was well trained, friendly and knew several cute tricks, and was highly recommended by the rescue owner. I left with a semi-feral, hyperactive, fearful young girl who had taken one look at me, walked away, then came back, curled up on my foot and fell asleep.

In the 8 months we have had Gypsy, she has learned to enjoy our twice daily walks, having been terrified of a leash; has attended obedience class and overcome her fear of big noisy men with hats; has started agility group; has discovered that kids can be lots of fun even though they are loud and move quickly; and, most importantly, learned to trust people. She is quickly becoming my partner and checks with me if she is not sure what to do, rather than running away and hiding. Rather than reacting with fear, she stands back and observes her world as a safer and loving place. She has the typical Catahoula crazy energy, which when combined with a quick learning ability has challenged me like no other dog I have had before.

I am looking forward to taking Gypsy through Delta testing at the end of this year. If we are successful in passing, she will have completed an incredible journey from an unwanted stray to a new beginning as a Delta Dog.

Kathy Wagner



Gypsy

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DOC Newsletter

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Subscriptions

The DOC Newsletter is published quarterly and is available by E-mail to DOC members and representatives of organizations associated with DOC activities.

Submission Deadlines:

News and Articles are as follows:

February 15 **Done**

May 15 **Done**

August 15 **Done**

November 15 **Dec 1**

Articles written by members of the DOC on any topic/subject that may be of interest to DOC members are welcome. Non copyrighted articles or those that can be reprinted with permission are welcome as well.

Any article that is submitted may be edited for proper grammar or clarity.

Send all to: Laura Kuchta

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