

## ***LETTER FROM THE PRESIDENT***

As I sit in front of my fireplace on these cold evenings, I enjoy the warmth and the mesmerizing glow. I usually have Oliver, Shadow, Aysia, and Kooper enjoying it with me. They choose their spots carefully and often push a laptop or other schoolwork off of my lap so they can have my undivided attention. Do we take this for granted, this unconditional love that our pets give us? I know mine have gotten, and continue to help get, me through some very stressful times in my life.

It is with these thoughts in mind that I send my sincere thanks to all of our members that are out there visiting. Whether it is in a hospital, nursing home, assisted living, or a dorm. If you are involved in the reading program or the prison visits. All of the people in each of these situations benefit from our visits. For some of these people, our visit may be the only good thing that happened for them that day.

If you are struggling to find a place that is the right "fit" for you and your Pet Partner, please contact our facilities person at [Karenp@dogsoncall.org](mailto:Karenp@dogsoncall.org) and she can help you find a facility that will be a good fit for both of you.

Keep up the good work.

***Laura, Kooper, Oliver, & Shadow***



## ***SUGGESTION BOX***

We completed our list of the major volunteer opportunities that are available through Dogs On Call. This list has a brief description of each opportunity as well as who to contact if you have questions about the event or facility. This list is posted in the Members Only section of the Dogs On Call website.

Please remember that our Suggestion Box is open to all members, and is accessible through a link in the Members Only section. It is through suggestions from our members that our group can improve and become better volunteers.

***The Dogs On Call Board Of Directors***

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## ***TIME TO REVIEW***

Since DOC began in 1999, we have never had an incident to report to Pet Partners. Excellent track record! The facilities and groups we serve count on Dogs On Call for our professionalism and thoroughness. That's because of the high standards we have and the conscientious members who adhere to those standards.

With the start of the new year, this is a good time to review some important Pet Partners and DOC rules that contribute to our high standards and the reasons behind those rules. While many of these rules deal with infection control issues in health care facilities, they also apply to safety concerns in all situations. If an incident happens because rules weren't followed, you will not be covered by Pet Partners insurance.

-- **Always hold on to your animal's leash.** (This means in your hand, not standing on it or tied to a piece of furniture! And YOU have to hold it, not someone else. If a client is helping you walk your dog, using two leashes is OK as long as you hold one.)

-- **Animal should be bathed within 24 hours before a visit with low- or no-fragrance shampoo and be well groomed.** (Infection control for at-risk populations and general cleanliness for others.)

-- **Animal should not visit while on antibiotics or having open wounds (e.g., hot spot, lick sore).** (Infection risk for all visitors and your animal. Plus, if your animal isn't feeling well, he may not like having people bother him.)

-- **Don't allow animal to "shake paws," do "high fives," or "kiss."** (Risk of scratch from nails and infection control concerns. Animals can pick up germs from floors and transfer to client, especially if you're not using hand sanitizer with every person. Dog kisses spread germs to patients and from patients!)

-- **Handler should dress in business casual style. No blue jeans, but other color jeans are OK, depending on facility rules. No shirts or sweaters with advertising or sports team logos.** (Shows professionalism and respect for the population we are visiting. As for blue jeans, there are many styles of blue jeans that are less than professional looking. A blanket policy covers them all.)

-- **Handler should wear closed-toe shoes and socks.** (No sandals or flip-flops! Infection control, both to and from the facility and patient, and safety.)

-- **No treats for animals while visiting.** (In health care facilities, patients giving treats to an animal is an infection risk. In other situations where there are several teams visiting together, one person giving treats to their animal is a distraction for all the animals! Give treats to your animal only if all handlers attending the event agree that treats are OK.)

-- **No animals on a patient's bed.** (While Pet Partners allows this with a barrier, currently Dogs On Call does not because of the risk to the patient such as snagging IV or catheter lines or pressing against a surgical site or wound.)

## ***COLUMBIA CORRECTIONAL INSTITUTION NEWS***

Inmate visits at the prison in Portage have expanded to include another unit. We are now visiting twice a month – the second Thursday of the month in one unit and the last Tuesday of the month in another unit, from 12:15-2:00 p.m. The well-supervised visits take place in a common room, with two or three teams per session. The inmates cycle through for 10-minute visits with a team. Would you like to join us in these meaningful and appreciated visits? It is about an hour's drive from Madison, but the visits won't necessarily be every month as we cycle through teams. The rewards are worth the drive! Contact Karen Peckham at [karenp@dogsoncall.org](mailto:karenp@dogsoncall.org) for more information.

***Karen & Pete***

## ***DOC RECEIVES GRANT FROM FRIENDS OF UW HEALTH***

The Friends of UW Health is an organization that funds programs and services to improve the lives of the patients and families they serve and also supports health-related needs in the Dane County area. The Friends group offers grant money for funding projects that benefit UW Health patients and families. DOC is the recipient of a \$1,250.00 grant targeted to subsidize the cost of Pet Partners Handler Guides for new students. We hope the reduced cost for the Pet Partners class will help make the class more affordable to students that have financial challenges preventing them from taking the class. Thanks to Friends of UW Health for their generous grant!

***Karen & Pete***

## ***CHILDREN'S MUSEUM EVENT COMING SOON***

This event at the Madison Children's Museum, sponsored annually by partners of Safe Communities, is designed to provide fun, interactive education to youngsters and their families about how to be safe. There will be approximately 10 stations throughout the museum for kids to visit, one of which will be Dogs On Call. Handlers will give tips on how to properly greet a dog and, of course, the dogs are there for petting.

An email will be going out in February, asking for volunteers to take one-hour shifts for this fun, busy event. It will take place on Wednesday evening, March 1, from 5:30-7:30 p.m. This would be your dream event if your dog likes children and can remain calm through lots of activity and noise. Watch for the email call for volunteers!

***Karen & Pete***



## ***HOSPITAL NEWS***

### **That's Clout!**

The other night at the UW Hospital, two DOC teams and the two visit captains that accompany them were walking down a long hall toward the Neuro ICU. The double doors of the unit swung open revealing two nurses wheeling a patient in a hospital bed down the hall toward us. As they came closer, the teams and visit captains stepped to the side of the hall and stopped so the nurses could pass. But the nurses, too, stopped close to the wall. They told us we should go ahead so we could go visit the unit – people needed us! That's impressive, when a patient moves aside for the therapy dogs!



Rooster and Pete relaxing before their UW Hospital visit.

Picture credit Jessica Gorzelitz-Liebhauser.

### **Welcome New Teams!**

Meriter Hospital:

Kristin & Max

Leeann & Griffey

Leslie & Emma

UW Hospitals & Clinics:

Ruth & Ike

### **UW Hospital “Lite” Visiting Option**

The volunteer services manager at UW Hospital and Clinics came up with a creative visiting option that I call UWHC-Lite. Teams can visit JUST in the Surgical Waiting Area (SWA) on the main floor - no visits to patient rooms. This is a great opportunity to make a huge difference with stressed and worried families and friends of patients undergoing surgery. SWA is very busy during the day and frequently is occupied evenings and weekends. Also, we are working on getting permission for visits in another family waiting area. Team visiting under this option do not have to attend the UWHC volunteer orientation and can visit on their own schedule. Contact Karen at [karenp@dogsoncall.org](mailto:karenp@dogsoncall.org) for more information.

## ***HOSPITAL NEWS– Continued***

### **Thanks for Your Commitment**

As the dark, cold, and snowy months descend upon us, it's easy to cocoon inside and not go out unless absolutely necessary. But remember, there are patients who are spending these gloomy months in a hospital bed. How easy to make a positive difference their day by a visit from our therapy dogs! Thank you to our many hospital volunteers who venture out in the brutal Wisconsin winter to keep their commitment to the hospitals. They visit at least once a month and often accommodate special visit requests, to brighten the day for patients, family, and staff.

Art created by a young patient at Meriter's Child & Adolescent Psychiatric Hospital. Can you tell which team was visiting?



***Karen & Pete***





## ***MEMBER PROFILES – WINTER 2017***



**Eileen and Bryan B.** searched for Irish Wolfhound puppies for over a year. Then, when they were living in the state of Washington, they found a breeder in central Oregon with a litter of eight-week-old puppies. They took Desmond home! This big boy is two years old now and shares the household with adopted cat Jackson, who is eight years old.



Eileen would like to visit the VA Hospital or libraries. Bryan also is interested in the VA Hospital because he is a veteran himself and the UW campus visits because he is a graduate.

Bryan likes a variety of activities including exercising at the gym, hunting, reading, and board games. Eileen, too, likes reading, plus watching sports, hiking, and playing with their (human) baby.

**Lydia K.** from Sun Prairie had an adopted St. Bernard who passed away, but she and her family missed him so much they adopted Tucker, a seven-year-old St. Bernard, from a farm.

She and Tucker have no particular venues in mind to visit and will explore what Dogs On Call has to offer.

Lydia enjoys gardening, stamping, and work-out classes such as body pump and P90X.



**Courtney W.** lives in Middleton with Chopper, her five-year-old German Shepherd. Chopper came from a breeder in Sun Prairie; he's the sixth Shepherd Courtney has owned, but the first male. Courtney also has Wheels, a "very enthusiastic two-year-old Golden."

Visiting goals for this new team are UW campus visits and the Paws & Pages program.

Courtney favors spending time with dogs and her two teenage boys. She also teaches yoga and Pilates, gardens, and travels.

## ***MEMBER PROFILES – WINTER 2017***



**Cecelia T.** originally got Mabel, a two-year-old Great Pyrenees, to guard their sheep and livestock but says, “Her personality was destined for therapy work.” Other pets are cats Coconut, Zero, and Bling, and dogs Luther and Annie.

Cecelia would like to bring Mabel to hospitals, campus visits, and Paws & Pages events.

A small farm in Edgerton keeps Cecelia busy, with sheep, chickens, ducks, bees, cows, dogs, cats, fish, hops, and grapes. Somehow she finds time to travel.

**Ruth O.** rescued Ike, an 11-year-old mixed Terrier, and he is “a wonderful addition” to the family.

Ike will be a busy boy, as Ruth has plans for them to visit the VA Hospital, UW Hospital, and the Sylvan Crossing facility, where Ruth can visit a long-time friend.

Ruth is busy herself, with photography, reading, traveling, working with Ike, and other volunteer work.



**Sue S.** lives in Platteville with her five-year-old Golden Retriever, Lucy. When Sue’s family lost their Golden, Ellie, they wanted to get another Golden, but this time a puppy from a breeder. Their search took them all the way to northern Wisconsin. Lucy has plenty of company at home: Maggie, a 14-year-old Golden; Felicia and Henrietta, mother and daughter rescued cats; Gus, an 11-year-old Haflinger Horse; and Goldilocks, a 21-year-old Quarter Horse.

For her therapy dog work, Sue wants to try visits at nursing homes, schools, and hospitals.

Spare time activities for Sue include horseback riding, traveling, gardening, reading, and skiing.





## ***MEMBER PROFILES – WINTER 2017***



**Mimi L.** of Madison met her 4 and 1/2-year-old Lab mix, Nemo, at the Dane County Humane Society. Mimi says, “We asked to take him on a walk and he just put his head in my lap and looked up to say ‘Take me home’!” That lucky dog joins Scrappy, a long-haired dilute calico cat.

Mimi says Nemo loves children so she would like to participate in the Paws & Pages program, visit at the children’s hospital, and do UW campus visits. She also is interested in Meriter Hospital and maybe hospice.

Playing with her dog ranks as a favorite hobby, but Mimi also enjoys reading, cooking, and being with friends and family.

**Donna G.** adopted Cheyenne, a seven-year-old Golden Retriever, from Wisconsin Adopt A Golden Retriever. She was a breeder’s dog who was surrendered to WAAGR.

Cheyenne will be busy with Donna, who is interested in visiting nursing homes and assisted-living facilities, and possibly participating in the Paws & Pages program. Donna says she is almost through the Agrace Hospice volunteer process and will soon be taking Cheyenne there to cheer patients, families, and staff.

Donna has interests both inside and outside – walking, camping, playing games, quilting, and being with her family.



**Kris J.** was training Journey, a Golden Retriever, for the Wisconsin Academy for Graduate Service Dogs (WAGS) program. Journey was released from the program, but WAGS’ loss was Kris’s gain as she adopted her. Journey, now eight years old, is joined in the family by Nickels, also a Golden, and Saul, a Golden/Lab, who Kris is training for Canine Companions for Independence. She’ll have Saul until July 2017.

Participating in the Paws & Pages program, visiting nursing homes, and doing campus visits are at the top of Kris’s list for things to do with Journey, but she is open to other opportunities.

Kris enjoys running, biking, service dog training (she is a puppy raiser), “dogs,” and, when she finally sits down, reading.



## ***PET PARTNERS AT THE AIRPORT***

My 13-year-old miniature poodle and I have been a pet therapy team for 11 years. We've been registered with Pet Partners via DOC for the past three years. Pierre and I spent several years reading with kids at an after-school community center. When the kids' after-school schedule changed, we started visiting a nursing home in Madison. After 4 years of weekly visits there, our favorite woman died and it was too hard for me to go back and too confusing for Pierre. So, I looked for another way to do pet therapy.

As a member of Pet Partners, I read via their newsletter about pet therapy teams that visit airports to calm stressed passengers. The program started after the September 11, 2001, attack because people were so stressed about flying. I contacted Pet Partners and they directed me to a wonderful woman in San Antonio, Texas, that had started the program at their airport. She was wonderful. She filled me in on details of a start up, ways to ensure safety for animals and people, problem solving, etc.

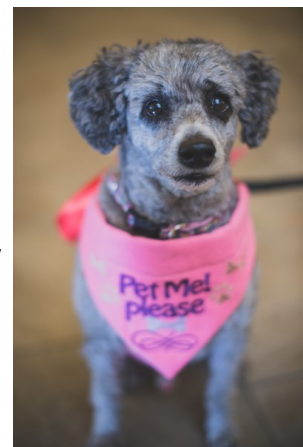
I contacted the communications director at our Dane County Regional Airport. He was interested but reluctant. Pet Partners helped by sending him literature and I pursued the proposal. One year later, we became the first ever volunteers at the airport and started the first airport pet therapy team.

Pierre and I have been visiting the airport one or two times a week. We have added three other teams that visit less frequently and mostly mornings. We go in the afternoon. We had to have a security clearance and now we go through security every time. Sometimes they "pat down" Pierre.

I am thrilled at how successful the program is. So many people love seeing a dog at the airport. They miss their dogs or love dogs. Not many are stressed since Dane County Airport is a low-stress airport, but still we get an overwhelming reception. The security people love seeing us and so do the airport staff. So many people show me photos of their dogs, talk about them, talk about the pet therapy work they do or run into, and mostly love giving Pierre a bunch of pets. Pierre loves it. He gets lots of attention and love. It is a little stressful at times since people do not expect dogs at the airport except for service dogs, which they know they cannot approach. The airport found us a bandana off of the website Etsy that says "Pet Me Please," so that people know they can pet him.

I am very proud of this program. It has been going for over one and one-half years and the airport is really pleased with how well it has been received. Pierre loves it and I enjoy meeting and talking with all sorts of people. If anyone is interested in checking it out, Google "Pierre the poodle." There are news stories about the introduction of our program.

Anyone interested is welcome. There are no rules except Pet Partner rules, but everyone must go through security clearance, fingerprinting etc. and each time they visit must go through airport security. It is a wonderful option for pet therapy teams looking for different choices. If you are interested, please contact me, Dana S., [danaschreiber@charter.net](mailto:danaschreiber@charter.net) and I will forward you to the right people to go through.



***Dana & Pierre***



## ***Pet Partners' Cancer Care Fund***

Did you know that Pet Partners has a care fund for animals that have a confirmed cancer diagnosis and are being treated by a veterinarian? Pet Partners website explains, "Qualifying cancer events will receive a benefit of up to \$3,000 per animal for direct expenses incurred on or after February 1, 2016." There is a lifetime limit of \$3,000 per therapy animal.

Eligibility is dependent on whether:

-- The therapy animal is part of a currently registered Pet Partners team, regardless of species;

OR

-- The animal is a retired Pet Partners therapy animal that has completed at least two consecutive registrations with Pet Partners;

AND

-- The animal is not registered with a different therapy animal organization.

The application form (for you and your veterinarian) and instructions for the procedure is on the Pet Partners website. You must first log in to the Volunteer Center, then search for "Cancer Care Fund."

***Karen & Pete***

## ***Look What You'll Find on the Members Page!***

The Members Page on the Dogs On Call website has lots of information and resources for teams:

-- A Suggestion Box – You can make comments, suggestions, requests, or ask questions. Include your name if you want a direct response or your entry can be anonymous. We will publish each response in the DOC Newsletter if it's beneficial to all teams.

-- Facilities and Events list – Major facilities we visit and events we attend as well as the name of the coordinator. If you're looking for someplace new to visit or just want to see what DOC has to offer.

-- Ordering information for trading cards, business cards, bookmarks, logo clothing for handlers, and vests and bandannas for your Pet Partner. You'll also find info about the reimbursement program for cards and bookmarks.

-- Latest versions of the DOC Member Handbook, DOC By-Laws, and Photo Release Form.

-- And if you have trouble sleeping, a sure-fire cure is all the minutes from DOC Board of Directors meetings!

For all this GREAT info, click on the Members tab at [dogsoncall.org](http://dogsoncall.org)!

***Karen & Pete***

## ***This Is Why We Do This - Kathy & Gypsy***

Gypsy and I had the MOST amazing visit at Central Wisconsin Center with a little girl with cerebral palsy being one of the clients. She was in for evaluation and had not responded to anything all week. When they brought her to meet Gypsy and asked if she wanted to pet the dog, she made a face and shook her head no, but the therapist wisely waited. Within 2 minutes, she was smiling and laughing and ended up petting Gypsy with her hands which were totally fisted up due to CP and reaching out to her. Gypsy took it all in stride with her usual calm incredible perception. This was the first time S. had responded to anything with a smile. This is why we do what we do (:



### ***Kathy & Gypsy***

## ***Barnes & Noble Gift Wrapping***

Once again DOC teams wrapped gifts at Barnes & Noble at East Towne for donations. We do this to add funds to our account to reimburse members for a portion of their business/baseball cards, or bookmark purchases. Many people just give money without having a gift wrapped because they love what we do, or they had a relative in a hospital or nursing home who was visited by dogs. It's really fun to see people's reactions when they unexpectedly see animals when they enter the store.

We did not make as much as we usually do, but still made a little over \$300.00. We scheduled four dates, but one was really bad weather so not many shoppers at the mall, and one date was cancelled all

together because of the weather.

Barnes & Noble loves when we are there. They actually have employees asking what dates we are there, then volunteering to work that date. The employees tell us that not only do they enjoy the animals there for themselves, but they feel it puts customers in a better mood.



### ***Artie and Henry***

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