

THE CANINE LISTENER

Magazine

Dogs for Better Lives
Spring 2019 • NO.134



A Life Changing Friendship

Tama and Autism Assistance Dog Harley:
A Life Changing Friendship

Client's Corner

Protecting Public Access Rights

Rescue Me:

Dogs for Better Lives and
Klamath Animal Shelter



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On the Cover

The front cover photos features Dogs for Better Lives' client Tama with Autism Assistance Dog Harley, photographed by Emily Minah. The back cover photo was taken by Kelli N.

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PRESIDENT & CEO

LETTER FROM BRYAN WILLIAMS



I've been with the organization for a little over six months. It has been a crazy six months—moving my family across the country, getting our kids enrolled in school, buying a house, and breaking my arm sledding in the snow. And that's just my personal life.

The organization has also gone through some changes, including the expansion of our Autism Assistance Dog program into the state of Washington, the addition of new board members to better represent our national footprint, and the completion of our first client follow-up using video conferencing with live captions.

This issue of Canine Listener is all about growth. Growth means increasing in size, but it also means developing from a simpler to a more complex stage. Dogs for Better Lives is focusing on both definitions for the next few years.

Our mission of training and placing dogs with individuals who can benefit from them is incredibly impactful. Through our client survey and the anecdotal stories we hear, we know that you are making a difference every single day. Whether you are a

volunteer, donor, ambassador, board member, or serve our clients in some other way, you are changing lives.

We want to make an even bigger difference by growing the number of clients we serve. But we can't effectively do that by just doing the same thing more often. Dogs for Better Lives needs to grow by the second definition—developing from a simpler to a more complex stage. We need to strategically analyze everything we do. We need to increase and improve the use of technology to generate efficiencies. We need to better lean on those experts who are willing to volunteer their expertise. We need better use data to improve decision making. We need to leverage the cost effectiveness of digital communication to increase the number of supporters we have. Doing these things will take this organization from one level of complexity to the next.

The question you may have is...why? It's a question I've been asked repeatedly. And it's a great question. Why create an aggressive vision to scale? Many nonprofit organizations work to improve their programmatic services to ensure they are generating the desired outcome and impact. We don't have that problem. We know our program works. Our clients overwhelmingly say that our dogs have increased their sense of independence, improved the quality of their life, and increased their sense of safety. Our dogs are making a difference.

The need is never-ending. The increasing prevalence of autism in our communities, the aging of our population that will generate more individuals with hearing difficulties or impairments, and the wide-ranging diversity of the individuals our Facility Dogs serve create an environment that will never completely be served by Assistance Dogs.

And we now have a brand-new facility that has increased our kennel capacity by 200%. The program works, the need is great, and our facilities support the work. Now is the time to focus on effective growth, both in the number of people we serve and the complexity in which we carry out that work.

Please join us on this exciting journey!

Bryan

WE GET LETTERS



Thank you so much for the work you do, and for Crackers. She has brought us a lot of joy!

-The Dietrichs, Medford, OR



I work with hearing impaired people and I have several rescue dogs = perfect match. Thank you everyone involved for all your hard work and love.

- Terri, Kennett Square, PA

I already receive the Canine Listener, in print, and pass it on when I have read it. It lifts my spirits to read about the good being done, for people and for dogs. And helping autistic children is a wonderful addition to the program. Thank you all!

- Cynthia, Jacksonville, OR

It is now more than 10 years since our precious son, Gary, died. At that time, we pledged to send donations annually for as long as we lived. Today would have been his 60th birthday. We are still more than pleased to see the magnificent work that you all do every day of every year. It is heartwarming to know that there are people in this world who care so much about other people who need help.

- Milt & Marlene, Phoenix, OR

Many moons ago, I lived in Medford and had the rich pleasure of touring your facility. At the time of my visit, it was called Dogs for the Deaf. I was greatly impressed and have never forgotten your good work. I have been blessed with good hearing but always admired your dedication in helping so many people. Bless you for all your good deeds!

- Margaret, Soulsbyville, CA

Wonderful to see how smart and dedicated our four-legged friends can be to help with people in need. Just love the companionship of a dog!!

- Michael, Monroe, NJ

Visited your facility and got the tour, and my heart was touched. Keep up the inspiring work

- Susan, Frederick, MD



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PLACEMENT HIGHLIGHTS



OCEANA

Hearing Dog Oceana, “Oshi,” is a 2½-year-old golden retriever/Lab mix who was placed with Teresa in Missouri. Oshi came to us from Guide Dogs for the Blind and is working the smoke alarm, cell phone, kitchen timer, doorbell/knock and name call for Teresa. The two are perfectly matched and happy. Congrats, Teresa and Oshi!



HOBBS

Hearing Dog Hobbs, a tan mixed-breed, came to us from Best Friends Animal Society. After professional training, Hobbs was placed in Oregon to help with sound awareness at home and in offices, as well as providing environmental safety in public. The first time that Hobbs saw himself in the mirror, he became nervous of “the other dog” and quickly ran and jumped in bed. What a hoot!



HARLEY

Autism Assistance Dog Harley was recently placed with 12-year-old Tama in Oregon. Harley, a 2-year-old yellow Lab, came to us from Dogs with Wings Assistance Dog Society to provide a calming effect and companionship for Tama, as well as to teach responsibility and social connectivity. Tama and Harley quickly bonded. Whenever they were headed out for a public outing, Tama would double-check that Harley would be coming and then run to get his vest and leash.



GEORGIE

Facility Dog Georgie is a 2-year-old golden retriever/Lab mix who was placed with Bob, a clinical psychologist in Oregon. Georgie came to us from Guide Dogs for the Blind and is Bob’s “co-therapist” at his anxiety clinic.



FLOYD

Hearing Dog Floyd was placed with Brent in Kentucky to help him with sound awareness and companionship. Floyd also helps to increase Brent's confidence and reduce the feelings of isolation often faced by people experiencing deafness. Floyd, a 2½-year-old black Lab, came to us from Guide Dogs for the Blind.



MINDY

Hearing Dog Mindy, a 2½-year-old yellow Lab/retriever mix, was placed with Amy in Rhode Island to help with sound awareness. Mindy came to us from Guide Dogs for the Blind and she is already making a difference in Amy's life by giving her confidence when she's out in public.



PHILLY

Hearing Dog Philly, a 2-year-old Shetland sheepdog mix, was placed with Laurrie in Washington state earlier this year. Laurrie lives alone and was missing visitors and phone calls at home, so she is thrilled to have Philly by her side to work the doorbell, smoke alarm, cell phone, and alarm clock, as well as to accompany her on frequent family and vacation trips.

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BETTER LIVES**



FOLLOW UPS



NANUQ

Bonnie from Oregon and Hearing Dog Nanuq have been together for six years. Nanuq is an eight-year-old cocker-poodle mix who helps Bonnie respond to the door, phone, oven timer, name call and smoke alarm. According to Bonnie, “Nanuq does his job very well and is very loving. He helps me at home and when we’re out in public. In addition to helping raise awareness about DBL and Hearing Dogs, Nanuq’s sweet and friendly demeanor makes people smile when they meet him.”



BRITT

“Thank you for the support and awesome job you do. I am very grateful for Britt. She changed my practice. It’s a lot of work but all worth it!”

—Gloria with Facility Dog Britt, OR



SLIM

“I can’t imagine life without a hearing dog. Fritz, Elvis and Slim have made me more independent, safer, and much happier.”

—Jane with Hearing Dog Slim (her third from us), NY



WELLIE

“This girl never ceases to amaze me not only with her love for her job, but also with her dedication to me and the ones she loves. She goes beyond any training you’ve provided her. Wellie truly does it all, from the bottom of her heart!”

—Jennifer with Hearing Dog Wellie, PA



ROMEO

“He keeps me in good shape. With my Romeo, I’m never alone. Without him, my world would be a scary place. Although I wear cochlear (CI), those batteries run out. But my Romeo, he keeps on running. He never fails me.”

—Doris with Hearing Dog Romeo (also her third from us), NC



IZZY

Hearing Dog Izzy and Elizabeth have been a team in California for one year. The pair seem to be perfectly matched—they simply adore each other! Izzy is working her sounds flawlessly while being a perfect companion to Elizabeth.



LOLA

“Lola, even after all these years (12!), still stops traffic. I am always prepared to spend extra time beyond my own errands to talk with people who admire Lola’s behavior in public. I’d hate to try and estimate correctly how many people have learned about Dogs for the Deaf (now Dogs for Better Lives) and about hearing loss, as well. I always enjoy taking the time to share how much your organization means to me and how much my two Hearing Dogs have enriched my life in the past 20 years. I never cease being grateful.”

—Charlene with Hearing Dog Lola (her second from us), WA



JUDY

Hearing Dog Judy has been teamed with a client in NY for one year, and they are doing well together. Judy, a 3-year-old Lab, came to us from Guide Dogs for the Blind, and is learning how to “shake” when her client signs “friends”.



NELSON

“A student came to my room and was very upset and angry. He sat in a low chair. When I asked if he wanted to see Nelson, he yelled, ‘No!’ A few minutes later, I sent Nelson over to him, and he sat right in front of the student making eye contact with him. The boy said, ‘I don’t want to pet you right now!’ But Nelson remained still. The boy stopped crying, began to smile, started petting him and laughed. ‘Ok, I’ll pet you,’ he said, and soon returned to class in a much better mood.”

—Janet with Facility Dog Nelson, OR



GENESIS

“I have had nothing but excellent working dogs all my life, and Genesis is the most loving. She doesn’t want me out of her sight. The members of my church have asked me to bring her because they have fallen for her. They have made her an honorary member and credited her for encouraging several youth to start coming to church. I love the dog and she is so much help. It is fun to take her because her manners are impeccable.”

—Wayne with Hearing Dog Genesis, IL



OPIE

“Opie is such a sweetie as always. Loves his walks. Loves to play “tag” with all his toys. I get kisses every morning.”

—Kathleen with Hearing Dog Opie, WA



MORRIS

Hearing Dog Morris and Stephanie are doing well together in South Carolina. “Thank you to everyone involved in sponsoring my Hearing Assistance Dog. He has brightened and immeasurably improved my life. He’s my friend, companion, and helper, as he gives me hope for a happy, fulfilling, enriched life filled with love.”



PRINGLES

Hearing Dog Pringles and Sheryl are doing great in North Carolina. Sheryl says she is more social in public now that she has Pringles by her side. She also enjoys educating people about Hearing Dogs. She described their partnership as being similar to a marriage where, “he takes care of me and I take care of him...we are perfect together as a team!”



WILONA

Hearing Dog Wilona and Annette are doing very well as a team in Georgia. Annette is feeling more comfortable in her home now that she has Wilona to hear for her. When asked about their partnership, Annette said, “I didn’t think I could love something so much!”



SAYWER

Hearing Dog Sawyer and Scott are doing very well together in Maine. Although they have only been a team for one year, Sawyer has become an important part of the entire family. Scott says that Sawyer makes friends everywhere they go, and he enjoys educating people about Assistance Dogs.



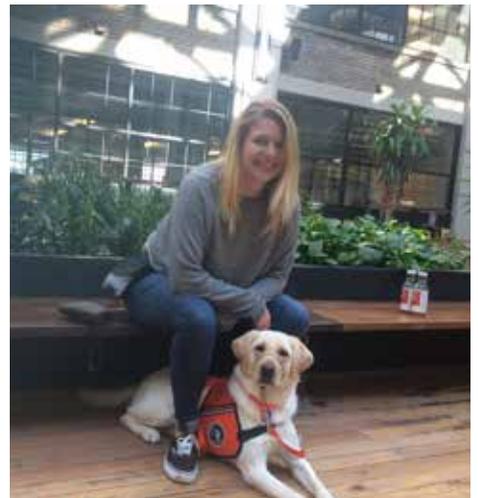
NOODLE

Hearing Dog Noodle and Maria could write the book on successful teamwork! They have moved since placement but Noodle hasn’t missed a beat with his sound work at the new home. Also, his professional behavior in downtown Charleston, South Carolina was excellent!



HOPPER

Hearing Dog Hopper has been teamed up with Jason in Connecticut for five years. Hopper, a Brussels Griffon mix, came to us from The Humane Society of Utah, and is providing sound awareness for Jason. One day at the boarding school that Jason works at, a student was nervous about an upcoming clarinet performance, so Hopper joined Jason at rehearsal practice to provide the student a boost of confidence.



CARAWAY

Hearing Dog Caraway and Samantha have been a team for one year. Samantha is thrilled with how well Caraway is working sounds, and that she is very well-behaved when out in public. Samantha thinks that Caraway is the perfect match for her. “I trust in her and she gives me peace of mind.”

GRAND OPENING EVENT

Back in October 2018, Dogs for Better Lives had the great honor of hosting the grand opening of our brand new training facility. Being fairly new to the new organization, the magnitude of this milestone was initially lost on me. The idea for this facility was first discussed in 2014, where it was a seemingly impossible feat. Erecting a 18k+ square foot facility to house 40 dogs in training? Keep dreaming!

Yet here we are, four years and 2.85 million pounds of concrete later, with a magnificent state-of-the-art training facility just down the driveway from our admin building. From heated floors in the kennels to individualized apartments for each trainer to work with their dogs, the thought and care put into every detail is apparent.

I attended our grand opening and had the pleasure of meeting a few of the 200+ clients and donors in attendance, some who have been with us since our inception in 1977. I met the couple who placed the very first stone in our Field of Memories garden, and another who was there with their third DBL Hearing Assistance Dog right by their side. The pride etched in the faces of those who were there from the beginning was enough to

make a grown woman shed a tear. The completion of this milestone is a true testament to the hard work and dedication of not only our board and staff, but our volunteers and donors as well. From the bottom of our hearts, we thank you for helping to change lives every single day. I am honored to be a part of this team, and humbly acknowledge that we truly could not have done this—or any of the work that we do—without the support of our incredible DBL community. You are all the true heroes.



-Jenna Stafford, Donor Services

DBL'S BOARD OF DIRECTORS EXPANDS WITH NATIONAL AND DIVERSE PRESENCE

The August 2018 Dogs for Better Lives board meeting was an exciting one, with three new board members added, including two national representatives. The approval of Richard Walter (Bass Lake, CA), Doug Hexter (Easthampton, MA), and Blake Thurman (Central Point, OR) brought the board to eleven members. Board Chairman Al Lane said he is extremely excited for the addition of the new members.

Richard Walter came to the board with a 17-year history with DBL. Now matched with his second Hearing Dog, Noni, Richard understand firsthand just how professionally-trained Assistance Dogs can improve lives. Richard also volunteers as a spokesperson and interviewer for DBL's National Ambassador Program. He has been busy talking with community clubs and businesses across California about the importance and value DBL provides with every dog placed. Richard worked in the insurance industry for more than 25 years and is now enjoying retirement.

Doug Hexter is the CEO and founder of one of our favorite apps—WoofTrax. It's a fun, easy way to earn donations for your favorite animal charity with every walk you take. Prior to founding WoofTrax, Doug was in technology development for several companies, including America Online and GE Capital. Doug was raised in New England and currently resides in Western Massachusetts.

Blake Thurman has been involved with the local community in a variety of ways—he has volunteered with the Boy Scouts of America, United Way, Junior Achievement, and a homeless shelter for women and children. Blake was inspired to join the DBL board through his experience with a family member on the autism spectrum. He has been with Rogue Credit Union since 2013 and now serves as the bank's CFO. Blake earned his Masters of Accountancy from Brigham Young University.

In November 2018, Dogs for Better Lives' approved Dr. Danielle Rose to the board, its fourth new member of the year and second DBL client. Dr. Rose received her first Hearing Dog from DBL in 1996 and is now paired with her third Hearing Dog, a 3-year-old black Lab named Delight. In addition to alerting Dr. Rose to the phone, smoke alarm, oven timer, name call, and other sounds, Delight also goes to work with Dr. Rose at Salisbury Pediatric Associates. There, she greets the young patients Dr. Rose sees in her office each day, many of whom are anxious about visiting the doctor's office. With Delight there to comfort them, they now look forward to their appointments. Dr. Rose has studied with several naturopathic physicians and integrates supplements, herbs and homeopathy into her pediatric treatment plans. In addition to being a Dogs for Better Lives' client and board member, Dr. Rose also serves as a National Ambassador for DBL, regularly presenting about the organization to local and regional community groups, such as her state chapter of Hearing Loss Association of America.

"I am thrilled with the opportunity to serve on the Board," stated Dr. Danielle Rose. "DBL has been our favorite charity for 20+ years and a lifeline for my hard of hearing challenges. My Hearing Assistance Dogs Chuckie, Ginger, and now Delight are dearly loved members of our family and I'm 100% committed to ensuring others benefit from DBL's amazing dogs."

The first member elected to the board in 2019 was David Hollingsworth. David has always valued community service. He spent many years coaching youth soccer and has served on the boards of the Craterian Theater in Medford and the Boys & Girls Clubs of the Rogue Valley. David is a founder and VP of Business Development at Ascentron, a company that rose from the ashes of the high-tech industry crash of 2001. Ascentron supports customers throughout the country in the aviation, medical, military, industrial, and instrumentation industries by providing Electronic Manufacturing Services (EMS). David holds a Bachelor of Science in business administration/marketing from Southern Oregon University. Founder of two sales representative businesses, he has been active in the electronics industry since 1987.

We're so grateful for all of our board members, new and existing, who dedicate the time in their busy lives to join with us to improve the lives of the people and dogs we serve.

CAREER CHANGE DOGS

A Dog Gives Hope

Will first heard about Dogs for Better Lives while making some repairs on a customer's property. He admired the customer's dog and commented on how well-behaved the dog was. The two were clearly bonded to each other. The woman told Will she had adopted her dog from Dogs for Better Lives and encouraged him to take a free public tour to learn more. In the next couple of months, Will met three more people who had adopted from Dogs for Better Lives, each one uniquely matched with their dog.

In August of 2018, Will applied to adopt a dog. But not just any dog. He was looking for a smart, affectionate dog with an energy level to match his own. A dog that would be his friend and companion. Brooklyn was just such a dog. Will met Brooklyn and just knew she was the right dog for him. A few days later, she was settled into her new home.

Will changed Brooklyn's name to Hope. He says, "The name, Hope, fits. Her love and acceptance of me brings me hope. Each time I call her name, it is a reminder that there is always hope."

"What a great experience this has been! If you're looking for a dog that is a perfect match for you and your lifestyle, call Sena at Dogs for Better Lives. She will take the time to listen to you and learn about you. If you have questions, even after you adopt, she will answer them and help make your adoption a success. That's what's different about Dogs for Better Lives; they have a lifetime commitment to you and your dog."



"Adopting Hope has made such a difference in my life. I needed something to love and Hope needed that love. She is my best friend. No matter what else is going on, she is there with those brown eyes full of love, laying her head against me, grabbing a toy to play with, ready to go for a run together, or just snuggle."

—Sena Johnson, Adoption and Foster Program Coordinator

If you would like to adopt a pet dog from Dogs for Better Lives,
please contact Sena Johnson at 541-826-8319.

COMMUNITY CLUB NEWS

LIONS CLUB SPOTLIGHT

For more than 100 years, members of the Lions Club service organization have volunteered their time and expertise to improve not only their own communities, but communities around the world. The 1.4 million members of Lions Clubs International abide by a philosophy they call the Service Journey: “Learn. Discover. Act. Celebrate.” At Dogs for Better Lives, we can wholeheartedly affirm that we’ve experienced this philosophy in action.

Learn.

Southern Oregon Lions learned about the dramatic impact Assistance Dogs can have on people’s lives. They learned that professionally trained Assistance Dogs can improve a person’s safety, independence, and quality of life. They also learned that DBL had been working at capacity to meet demands, and that the waiting list for an Assistance Dog was up to two years.

Discover.

After learning about DBL and the benefits of Facility, Autism Assistance, and Hearing Assistance Dogs, local Lions Clubs went to work discovering the ways their contribution could do the most good. They created a plan to support DBL as we built a new training facility that would allow us to rescue, train, and place more dogs with more people who need them.

Act.

Then, the Lions Clubs went into action. They spread the word, becoming unofficial Dogs for Better Lives spokespeople. They shared what they had learned about the organization and educated people on how to help. Ultimately, a collaboration between local Lions and Lions Clubs International Foundation raised more than \$95,000—the largest grant DBL had received to-date.

After two years of hard work (and a few unforeseen challenges along the way), the second training facility was complete. Now, when you enter the state-of-the-art, 18,900 square foot building, you’ll notice plaques in the main lobby and hallway that stand as testaments to the work the Lions Clubs have done to further DBL’s mission to professionally train Assistance Dogs to help people and enhance lives.

Long-time Dogs for Better Lives advocate and past Lions District Governor Wesley King explained, “I have had the great pleasure of working closely with Dogs for Better Lives to help with raising funds for the new training facility. Lions Clubs International Foundation and the Lions of Multiple District 36 Oregon, recognizing the need for the new training facility, stepped up to help by awarding a sizable grant. The branching out to train dogs for children with autism played a big part in the decision to assist in fundraising.”



Former District Governor Wes King (center) with wife Carole (left) and DBL trainer, Laura Encinas (right).

Celebrate

The completion of the second training facility marked an exciting point in Dogs for Better Lives' history. We're certainly celebrating our newly increased capacity to rescue, train, and place Assistance Dogs. But this collaboration with Lions Clubs isn't over! DBL's partnership with Lions Club International Foundation and local Lions is one that will last many years into the future. We're so excited to discover new ways to partner together and help even more people gain confidence, safety, and independence through the use of certified Assistance Dogs.

- Mary Rosebrook, Corporate & Foundation Grants Associate



2018 Good Sam Club Year-End Chapter and State Winners

Canine Friend \$500+

Cotton Patch Sams - AL
Durham Good Sams - CA-N
Travlin' Sams - ID
Prairie State Sams - IL
Southern Maryland Wanders - MD
Rogue River Rooster Sams - OR
Blue Mountain Sams - PA
Central Point Sams -TX
Cool Sams -TX
Get Along Sams - WA
Valley Good Sam Drifters - WA

Pick of the Litter \$1,000+

Happy Hobos - CA-N
Good Luck Sams - CO
Good Sams Seahorse Chapter - FL
Caldwell Ramblers - ID
Logan Valley Sams - NE
Vegas Hi-Rollers - NV
Canyon Sams - WA
Skagit Sams - WA
Three Rivers Sams - WA

Happy Trails \$2,500+

Palouse Rolling Hills Good Sam - ID
Clackamas Campers - OR



2018 TOP TEN GOOD SAM STATES Certificate of Appreciation

1. Good Sam Clubs of Idaho
2. Good Sam Clubs of Washington
3. Good Sam Clubs of Oregon
4. Good Sam Clubs of Florida
5. Good Sam Clubs of California - South
6. Good Sam Clubs of Texas
7. Good Sam Clubs of California - North
8. Good Sam Clubs of Pennsylvania
9. Good Sam Clubs of New Mexico
10. Good Sam Clubs of Nebraska

STAFF SPOTLIGHT

ASHLEY ROSENBERGER

I'm Ashley Rosenberger, a certified Assistance Dog trainer at Dogs for Better Lives. I work with the dogs training, evaluating, and placing Assistance Dogs to DBL's high standards.



Freddy

Growing up, I lived in the small farming community of Maribel, Wisconsin. Working on a farm, I learned to love and care for animals. In 2002, my family and I left small town living behind and set off to California. My love for animals, however, remained the same. Over the years, I've had several pets. Currently, my husband and I have three dogs. We have a 14-year-

old toy poodle named Freddy, an 8-year-old Lab-golden cross named Mr. Wilfred, and a 3-year-old German Shepard named Dharmia. Of course, Freddy, the little poodle, runs the house.

It is my belief that dogs can have a profound effect on our lives. They give us confidence in our own abilities. They provide us unconditional love and loyalty. They even have the ability to perform tasks to assist with day-to-day living. The life-changing



Mr. Wilfred and Dharam



impact they can have is what inspired me to become an Assistance Dog trainer.

I come to Dogs for Better Lives with more than six years of experience in training and placing Assistance Dogs. I've trained a variety of placement dogs, including service dogs for people with low mobility, dogs for children living with disabilities, and dogs working in a variety of facility roles. One of my proudest accomplishments was receiving my training certificate through Assistance Dogs International. I'm honored to be a part of Dogs for Better Lives and privileged to help support their mission to professionally train dogs to help people and enhance lives.

COVER STORY: A LIFE CHANGING FRIENDSHIP

To understand autism, you might start with the definition: “Autism, or autism spectrum disorder (ASD), refers to a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech and nonverbal communication. According to the Centers for Disease Control, autism affects an estimated 1 in 59 children in the United States today.” (www.autismspeaks.org) However, to try to understand living with autism, it’s important to note that the challenges faced by a person on the spectrum can be as distinct as the individual themselves. To know autism, you must first recognize that it’s different for everyone. For Tama, a 12-year-old with autism in Oregon, dealing with anxiety on a daily basis is one of his challenges. His mother Kelli describes what this is like: “Tama faces anxiety every day when going to new places, having changes in routines, and coming into contact with people. Anxiety for Tama looks like getting upset/frustrated to the point of crying, seeking comfort, and/or escaping the situation.” Although Tama craves connection, because of this anxiety, making friends can be difficult.

Kelli and Fuji, Tama’s father, had hoped that having a dog might help calm Tama and provide that friendship he needed. About four years ago, they got a puppy. But despite their best efforts, even with a professional trainer,

they realized the dog wasn’t the right fit for the needs of their family and found another loving home for her. Then on Christmas Day 2017, they learned about Dogs for Better Lives’ Autism Assistance Dog program from a commercial they saw on TV. That was the moment things began to change...for the better!

In October 2018, after submitting the application, completing the in-home interview, and being placed on the waiting list, Kelli and Fuji learned a match had been made for Tama. Harley, a two-year old yellow Labrador retriever from Dogs with Wings, had completed his training at Dogs for Better Lives and was ready to be placed as an Autism Assistance Dog. Kelli remembers getting the news: “When we learned that Harley would be Tama’s dog, we were thrilled. Harley is like an angel—he’s calm, kind, loving, and patient with Tama.”

In just four months with Harley, the changes in Tama’s life are tremendous. The anxiety and fear of being alone at night had kept Tama from sleeping in his room. His parents had very limited success in their attempts to move him back to sleeping on his own. However, with Harley by his side, Tama is now sleeping in his room. “Tama gets ready for bed then calls Harley in. Harley jumps up on his bed and they settle in



together for the night. It is so sweet to see.” Another example of Harley’s therapeutic impact was evident when Kelli, Tama, and Harley were walking on a bike path which crossed over a busy freeway: “We were all headed over (I had Harley on leash) and I glance back and can see that Tama is extremely fearful. I knew that he wanted to cross the bridge but was feeling overwhelmed. He had one hand over his ear, was clinging to the handrail with the other, and moving in slow motion with a panicked look on his face. I walked back to him with Harley and gave him the leash – I could see he was happy to have that connection. Then I put my arm around him and the three of us made it across the bridge. He was so excited to get to the other side. I honestly don’t think we would have been successful if Harley hadn’t been with us.”



In addition to the anxiety Tama experiences, Kelli describes another challenge they face with his autism: “A major safety concern for us is Tama’s impulsiveness. When he’s excited about something, he doesn’t consider anything or anyone else. So after we park the car to go to a store where he knows he will get to look at toys, he bolts to the store. As you can imagine, this can be very dangerous.” Now when they are out in the community, Harley is there with them. Tama has learned that he needs to help get Harley out of the car and hold the handle on Harley’s Autism Dog vest.

By focusing on being with Harley throughout the outing, Tama is no longer bolting impulsively in public. Harley is literally Tama’s *safety anchor*.

One more remarkable improvement in Tama’s life since getting Harley has been social benefits. Harley and Tama have a friendship; they are buddies. We are all familiar with the positive effects that a childhood friendship brings, but

for a child with autism, those friendships are not always easy to find. Tama’s parents describe this as one of the “best outcomes of getting Harley.” Immediately, they observed Tama using more language. He gives Harley his cues for obedience (sit, come, down, and place) and talks about Harley to other people. The growth that Tama has shown by caring for Harley goes beyond being a responsible dog owner: “We believe this is also teaching him to think of others and be more compassionate.”



There is no question about the beneficial impact of an Autism Assistance Dog on a child’s life. However, what is often less understood is that the impact reaches much further. A Dogs for Better Lives television advertisement, aptly seen on Christmas day, turned out to be a gift for the entire family. When DBL pairs an Autism Assistance Dog with a child, the needs of everyone in the home are carefully considered. Tama’s older brother Gabriel, also diagnosed with autism, had always been timid with dogs. However, he has a different relationship with Harley: “[Gabriel] has a strong affection for Harley because of Harley’s gentle spirit. Harley is good for the whole family. He is so mellow that he helps us all calm down when tension/stress is high.” DBL selects dogs for this program based on specific behavioral criteria. These dogs then undergo extensive training for 6 months. For Kelli, this entire experience has been very positive. She states she would wholeheartedly recommend Dogs for Better Lives to other families, “Absolutely! I am a strong believer in and supporter of the program. I have looked at other programs and feel DBL is outstanding!” For Tama and Harley, this experience has meant a life-changing friendship.

—Emily Minah, Client Services Field Representative

Our Autism Assistance Dog program is currently offered in Oregon and Washington. For more information on how your child can benefit from having an Autism Assistance Dog, contact the Client Services team at (541) 826-9220.

FOSTER PUPPY PROGRAM

FOSTER PUPPY RAISERS HELP CHANGE LIVES

Every person I talk with about the Foster Puppy Program automatically lights up and wants to hear about all the inner workings of the program. I am continuously asked, “How can anyone give up a foster puppy after spending a year with them?”

For me, this is an easy answer. I’m so fortunate to be able to see the whole journey, from the moment the puppies are brought into the world to the moment they pass their tests and are placed in their new client’s home, and everything in between.

These puppies take an extraordinary journey to become Assistance Dogs! Even though I witness all the amazing things the puppies accomplish, it is a challenge to put everything into words and still do this program justice.

To answer this question, I always say “start with the end in mind.” Think of the person whose life will be changed because of this puppy. Think of the client who sleeps soundly, knowing their Hearing Assistance Dog will alert them if there is a fire and their smoke alarm goes off. Think of the mother of a child on the spectrum who will go shopping without worrying about her child bolting off, thanks to their Autism Assistance Dog. Think about the teacher who sees her students building confidence in the classroom because of a Facility Dog. To put it simply, we are in the business of changing lives for the better, and these foster puppies are essential to our success.

Puppy raisers are in a unique position. They get to spend the year shaping these foster puppies into young Assistance Dogs. When their foster puppy leaves, they continue to receive progress reports from their foster puppy’s new trainer. Even after the puppy graduates from training and becomes an official Assistance Dog, the client who receives the dog is given the option to reach out to the puppy raisers and continue to provide updates.

Our foster puppy raisers are an integral part of what we do. We are just as committed to them as they are to our organization. Together, we create a community dedicated to helping others. As we continue to grow as an organization, so will the need for more foster puppy raisers. The more dogs we rescue and puppies that we raise, the more people we can serve.

- Hannah Crane, Foster Puppy Program Coordinator



You can make an important contribution to Dogs for Better Lives by helping prepare dogs for their future work. If you live in southern Oregon and would like to join our team of Foster Puppy Raisers, please contact Hannah at (541)826-8330 or hannah@dogsforbetterlives.org.

CLIENT'S CORNER

Protecting Public Access Rights: ADA Enforcement Can Be Tricky

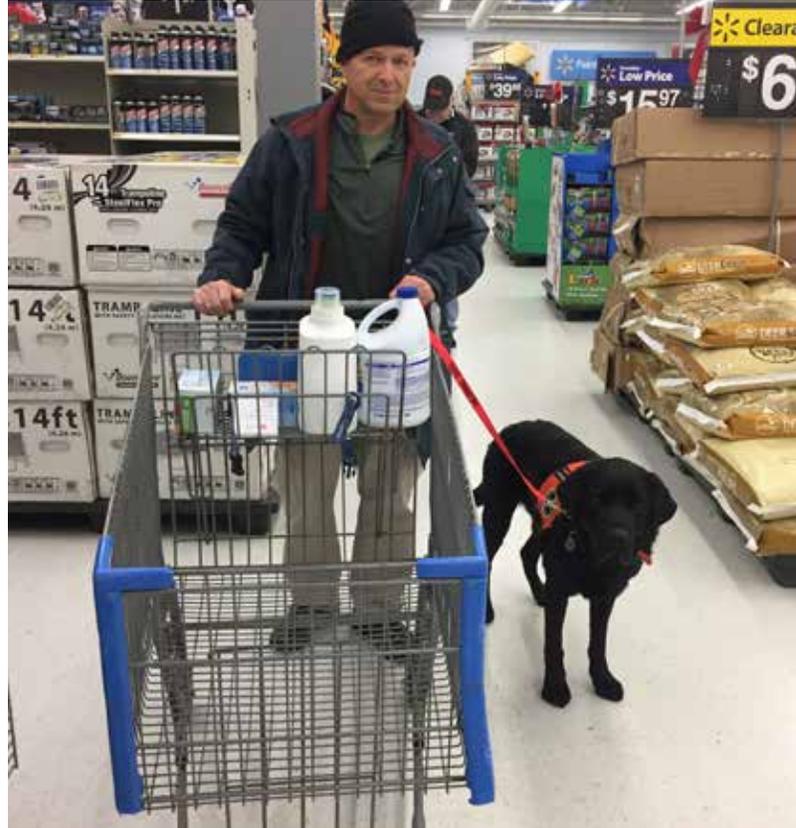
By Emily Minah, Client Services Field Representative

Frank, the store manager, didn't realize there was a dog in the grocery store until he heard the barking. He had been in his office when the barking started. Frank went out into the store to investigate what was going on. The scene he saw was troubling. There was a small dog riding in the grocery cart, barking, while one of the employees was telling the woman with the dog that they had to leave the store. The woman was getting upset and raising her voice, curtly responding to the employee that the dog was a "service dog" and that she would sue the store if they tried to make her leave. Frank knew he had to intervene but wasn't exactly sure what to do.

Was the woman right? Was she legally allowed to have her dog in the shopping cart?

Susan was thrilled after receiving her Hearing Dog from Dogs for Better Lives. She felt more confident and secure with him accompanying her out in public. When visiting her favorite park near her home, the park staff confronted her and said she couldn't be there with her dog. After much questioning about proof of his certification, finally the staff member begrudgingly relented yet still did not

acknowledge Susan's right to be there with her Hearing Dog. In fact, just the opposite, she rudely suggested that although Assistance Dogs are permitted, their presence might affect the wildlife in the park and therefore Susan might want to go to another park with her Hearing Dog. Didn't the law protect Susan's right to be there?



Unfortunately, situations like these are all too common. While the life-changing impact these dogs have on the people who need them is indisputable, the laws regarding Assistance Dogs, and the interpretations of such laws, are not quite as straightforward. It has become increasingly difficult to distinguish the true Assistance Dogs from the "impawsters". This leaves both business owners and people with disabilities in a challenging predicament. On July 26, 1990, President George H.W. Bush signed the Americans with Disabilities Act (ADA) into law (www.dol.gov). The law was enacted to ensure that people with disabilities have the same rights and opportunities as everyone else. "Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go." (www.ada.gov) With the protections provided in the ADA, a person with a disability could utilize the services of an Assistance Dog in stores, hotels, restaurants, etc., without fear of being denied access.



In 2010, the ADA was revised to better clarify some of the language and definitions pertaining to Assistance Dogs. Originally, the ADA referred to “service animals”. However, as of March 15, 2011 only dogs are recognized as “service



animals” under titles I and II of the ADA and defined this way: “A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.”

Since a person’s disability is a protected class, it is unlawful to ask someone with an Assistance Dog directly about their disability. **However, it is permissible to ask two direct questions:** 1) whether the dog is a service dog and 2) what specific task the dog is trained to perform. If, for example, the handler states that the dog helps with anxiety yet does not identify a trained task that the dog performs, then that would not qualify as an Assistance Dog. This is important for business owners to understand. Asking directly about a person’s disability or for some sort of license or certification to prove the dog is an Assistance Dog is not lawful under the ADA, but verifying that the dog has been task-trained to help with a disability is completely within the law. In fact, this helps to ensure that dogs entering the business are the trained professional working dogs whose access is granted under the law.

Another critical piece of public access rights is the fact

that the dog must be under control. If a dog is behaving in a way that is not under control of the handler, it is absolutely legal to ask the person to remove the dog from the premises.

The key component in distinguishing an Assistance Dog from a pet or therapy dog is the trained task.

The evidence of that task training is often reflected in the overall

controlled, obedient behavior of the dog. If not, and the dog is not exhibiting professional behavior, the dog is not appropriate for public places and therefore the business owner has the right to ask that the dog leave. Therefore, with the situation in the grocery store and the dog riding in the cart and barking, the store employee was completely within the legal limits of the law to ask that woman to remove the dog from the cart and, because of the uncontrollable barking, from the store as well. However, in the case of Susan and her Hearing Dog, what the park employee was suggesting was against the ADA law. Susan and her Hearing Dog had the legal right to go to that park, regardless of any perceived negative impact the dog’s presence may have had on wildlife.



In summary, the services that trained dogs can provide to assist people with disabilities are tremendous. When working with an Assistance Dog, a person’s life is better. Protecting the rights of people with disabilities who utilize and benefit from Assistance Dogs so they can’t be denied access or services is imperative. However, more education for business owners and the general public is needed in order to prevent the unlawful presence of fake Assistance Dogs in public. By knowing what two questions are permissible to ask and how to verify that a dog is indeed a trained Assistance Dog, business owners can help enforce the law as it was intended, allowing people with disabilities, and the dogs that have been trained to help them, equal access and opportunity.

RESCUE ME

Growing Connections: Dogs for Better Lives and Klamath Animal Shelter

“When Crystal calls, you go.” This was the instruction given to me when I was learning about dog acquisition during my apprenticeship at Dogs for Better Lives over 14 years ago. At that time, Crystal Gagnon was an employee at the Klamath Animal Shelter (KAS) in Klamath Falls, Oregon. She got to know our trainers when they visited the shelter looking for dogs and had a good understanding of the criteria we were looking for. When there was a dog available that seemed like a good candidate for our program, she would call us to see if we wanted to come evaluate the dog. One of the first dogs I trained and placed as a Hearing Dog was from Klamath Animal Shelter. Crystal called and I went.

DBL trainers having a relationship with shelter staff isn’t unusual. Acquiring dogs from shelters and training them to become Assistance Dogs has been a part of our mission from the beginning. Over the years, we have had the wonderful opportunity to work with many dedicated shelter employees up and down the West Coast. However, the special relationship that Dogs for Better Lives has with Crystal is indeed unique, as is the longevity of her career at Klamath Animal Shelter.

Crystal started working at Klamath Animal Shelter in the spring of 1995. “I didn’t realize it was going to be a career, I just loved animals. I read animal books, watched animal shows/movies, and grew up in kind of a mini-



farm environment with dogs, cats, horses, bottle calves and lambs. They were my life. As a kid, my horses were my best friends.” Working at an animal shelter is not an easy job. Understandably, there is a lot of employee turnover. Remarkably, Crystal, now manager at KAS, has been doing this important work for close to 25 years. “The hard luck/broken ones are what has kept me here, the ones that haven’t had a lot of chances to shine, the ones that people have failed, the ones we save help fill the void of the ones that we can’t. There is one dog that I swear always pops up in my Facebook memories when I am feeling done and I think it’s to remind me that dogs like him are why I’m still here.”



Over the years, it hasn’t just been our working relationship with Crystal that has grown. Both KAS and DBL have expanded their facilities. KAS moved from its original location with 5,000 square feet to a new shelter building with 18,000 square feet. Likewise, DBL recently opened our second training facility on site. This growth represents not only improved infrastructure but also allows for a larger scope of service, which is good news for dogs. Dogs for Better Lives has acquired dozens of dogs from Klamath Animal Shelter, many of whom have gone on to become life-changing Assistance Dogs for our clients around the country. But not all dogs are suitable for that work. Crystal puts it this way: “It seems to me that only some dogs can work in ‘careers’ and that most dogs that work well in ‘careers’ are often challenging as just pets, they need a job. I believe that if a dog has the chance and capability to fulfill a job role it should have that chance first.” It is an exceptional dog who meets our criteria to become an Assistance Dog. Dogs for Better Lives is dedicated to finding those dogs who will excel when given a job to do. Thanks to Crystal and all the caring staff at KAS, countless dogs, once homeless, found a safe place to take shelter. Thanks to the donors who support the mission of Dogs for Better Lives, our trainers can evaluate these dogs to find candidates for one of our programs and help change lives—both dog and human—for the better.

—Emily Minah,
Client Services Field Representative



Please continue to support the special work and mission of Dogs for the Deaf, DBA Dogs for Better Lives

DFD LEGAL / FINANCIAL INFORMATION Dogs for the Deaf, Inc. makes every effort to maintain required charity registrations at state and federal levels. Our philosophy at Dogs for the Deaf has always been to be extremely diligent in following state and federal rules and regulations. In order to continue this due diligence, we are enclosing the information below because various states are now requiring that we include it in all informational correspondence we send out.

CO - Tax Id #93-0681311, Registration #20073010658. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code. The official registration and financial information of Dogs for the Deaf, Inc. may be obtained from the office of the Colorado Secretary of State by calling 303-894-2680, or online at <http://www.state.sos.co.us>

FL - A copy of the official registration and financial information may be obtained from the Florida Division of Consumer Services by calling 1-800-435-7352 toll-free within the state. Registration does not imply endorsement, approval, or recommendation by the state.

MD - Tax Id #93-0681311. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code. A copy of the current financial statement of Dogs for the Deaf, Inc. is available by writing 10175 Wheeler Road, Central Point OR 97502 or calling 800-990-3647. Documents and information submitted under the Maryland Solicitations Act are also available, for the cost of postage and copies, from the Maryland Secretary of State, State House, Annapolis MD 21401, or by calling 410-974-5534.

MI - Tax Id #93-0681311, MICS23617. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code.

MS - The official registration and financial information of Dogs for the Deaf, Inc. may be obtained from the Mississippi Secretary of State's office by calling 1-888-236-6167. Registration by the Secretary of State does not imply endorsement by the Secretary of State.

NC - Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 1-888-830-4989. The license is not an endorsement by the State.

NJ - Tax Id #93-0681311. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code. INFORMATION FILED WITH THE ATTORNEY GENERAL CONCERNING THIS CHARITABLE SOLICITATION AND THE PERCENTAGE OF YOUR CONTRIBUTION THAT WILL BE DEDICATED TO THE CHARITABLE PURPOSE MAY BE OBTAINED FROM THE ATTORNEY GENERAL OF THE STATE OF NEW JERSEY BY CALLING 973-504-6215 AND IS AVAILABLE ON THE INTERNET AT <http://www.njconsumeraffairs.gov/ocp.htm#charity>. REGISTRATION WITH THE ATTORNEY GENERAL DOES NOT IMPLY ENDORSEMENT.

NY - Tax Id #93-0681311. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code. A copy of the latest annual report may be obtained, upon request, from Dogs for the Deaf, Inc. 10175 Wheeler Road, Central Point OR 97502, or from the New York State Attorney General's Charities Bureau, 120 Broadway, 3rd Floor, New York NY 10271.

PA - Tax Id #93-0681311. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code. The official registration and financial information of Dogs for the Deaf, Inc. may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 800-732-0999. Registration does not imply endorsement.

VA - The official registration and financial information of Dogs for the Deaf, Inc. may be obtained from the Virginia State Office of Consumer Affairs in the Department of Agriculture and Consumer Affairs at PO Box 1163, Richmond, VA 23218 upon request. Registration does not imply endorsement.

WA - Tax Id #93-0681311. No goods or services were provided in exchange for this donation. Your gift is tax-deductible according to current law as written in Section 501(c)(3) of the Internal Revenue Code. The official registration and financial information of Dogs for the Deaf, Inc. may be obtained from the Washington Secretary of State's Charities Program office at 800-332-4483 or online at www.sos.wa.gov/charities. Registration by the Secretary of State does not imply endorsement by the Secretary of State.

WV - West Virginia residents may obtain a summary of the registration and financial documents from the Secretary of State, State Capitol, Charleston, West Virginia, 25305. Registration does not imply endorsement.

Partnerships for Better Lives
Celebrate them. Support them. Join them!

Your partnership will support the placement of a professionally trained Autism Assistance Dog and change a child's life.



Businesses Do Make A DIFFERENCE
A Positive One

Leadership Partner



Executive Partner



Senior Partner



Partner

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- Master Stitch Northwest Retirement Plans
- Reed Wealth Management | Advisors with D.A. Davidson
- Star Body Works

For more information about this program, or to join their ranks, contact Wanda Cockey at 541-826-9220 ext. 326 or wanda@dogsforbetterlives.org.

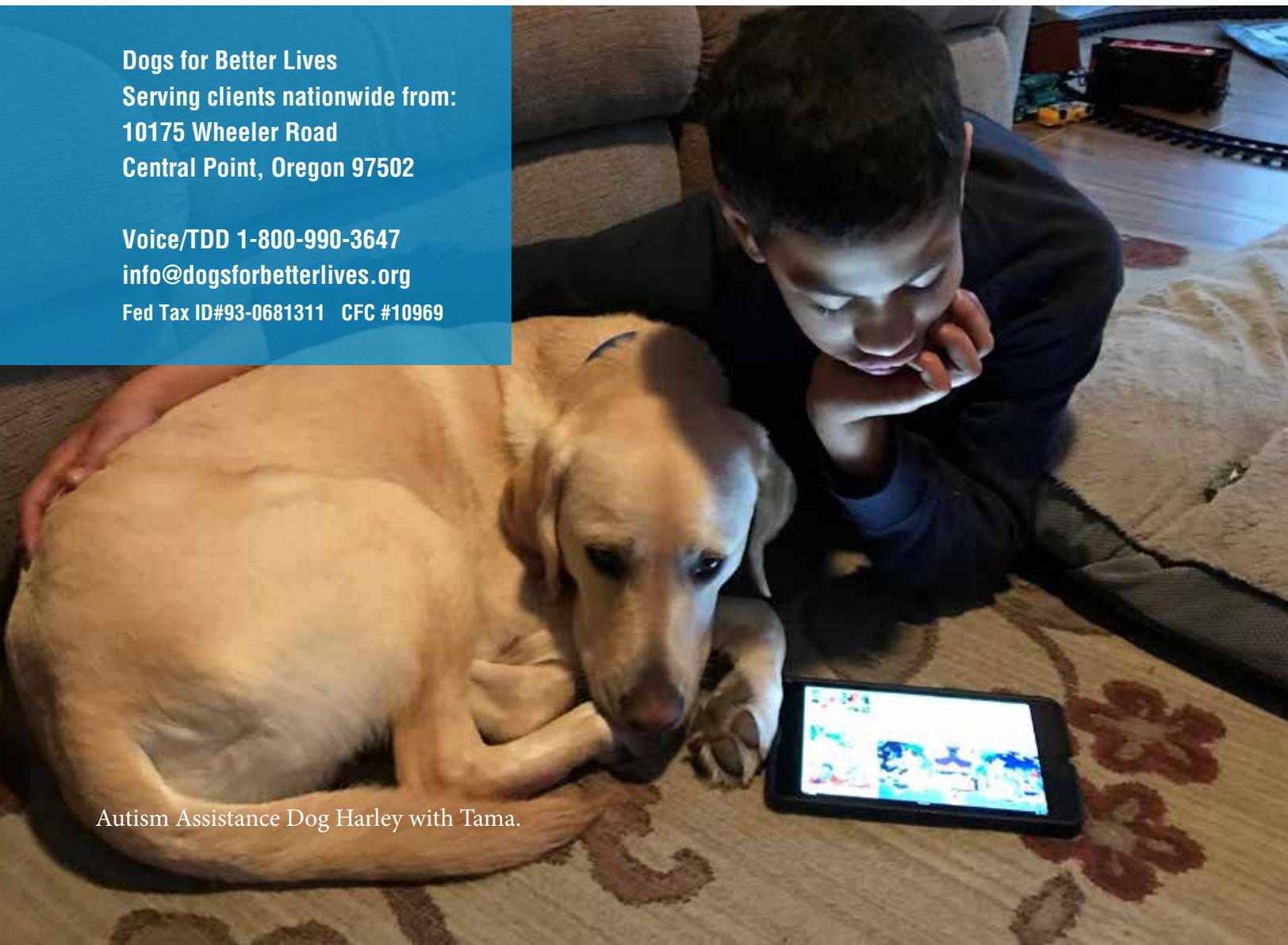


10175 Wheeler Rd., Central Point, OR 97502



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10175 Wheeler Road
Central Point, Oregon 97502

Voice/TDD 1-800-990-3647
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Fed Tax ID#93-0681311 CFC #10969



Autism Assistance Dog Harley with Tama.