



**Furry
Friends**

Pet
Assisted
Therapy
Services

Winter 2019



Short Paws

The Official Newsletter of Furry Friends P.A.T.S.

A note from our president

Happy New Year!

I am happy to be writing this after one year of being president. This past year has been very busy and successful. We introduced SignUpGenius for Special Visits and events. On very short notice, we had a massive turnout to YouTube after the shooting on their campus. They in turn gave us a sizeable donation. Thank you to the almost 70 volunteers that shared their furry friends with the YouTube employees!

As per our bylaws, we hold alternating board position elections every year. Last year, we elected our president and secretary, Anne Tiry. Anne has held many board positions over the years (including president for many years) and continues to do an excellent job at every one. She is also our Webmaster. Thank you Anne! This year, we elected Vice President and Treasurer. Please welcome Kathy Harris as our new Vice President. Randee McQueen continues to be our dedicated and hard-working Treasurer. Thank you to the two of them for accepting these positions. We also elected Cameron Brown, a very active volunteer and captain, and Allison Aaronson, a new volunteer, to be members of the board. I am excited about their dedication and enthusiasm they bring with them to the board. Furry Friends is in good shape! You have a dedicated board that is working hard on several projects including a new web site & updates to our handbooks.

Last but not least, thank you to all of our Furry Friends volunteers. You are the heart of our organization and we could not exist without you. As always, I welcome and look forward to any comments and/or suggestions you may have.

Joan Peterson



Furry Friends
Pet Assisted Therapy Services

Our mission is to consistently facilitate delivery of the love and affection of our volunteers and their pets. We enhance the lives and touch the hearts of people with special needs.

Board of Directors

President

Joan Peterson

Vice President

Kathy Harris

Secretary

Anne Tiry

Treasurer

Randee McQueen

Directors

Allison Aaronson

Cameron Brown

Kat Hsueh

Julie Skeen

Administrator

Loree McQueen



Branda Rodenberger

Gretal Riewe

Codey Noel

Lola Williams

Cosette Walton

Toluca Winters

We are in the process of redoing our website and need more current pictures. Captains, please send us pictures of your team or pets working. No clients faces in the photos please! Here's an example of an acceptable picture:



Do we have your correct E-mail Address?

If in DOUBT....

Send an email with your name and current e-mail address to admin@furryfriends.org

When sending in vaccine records for your pet, please let us know your pet's last name!

Holiday Photos

A big THANK YOU to Randy Fishel who took some great holiday photos of our pets. Many Furry Friends participated in this fundraising event, raising over \$600 for our organization. Luckily, Randy is going to set up another session this summer. This will be a great opportunity to have “non-holiday” photos taken of your pets or you with your pets. Look out in the Spring for more details to come.



Save the Date!
Captain's Dinner
April 29, 2019
Details? Soon!

Critter Doctor

JULIE C. BOND, M.S., ANIMAL BEHAVIORIST



Q I have been a Furry Friends member and team captain for many years, and this is the first time I have had an issue like this come up. One of my new team members showed up for a visit with her cute little dog. When I leaned down to pet the dog, I got a whiff of doggie odor! I know you talk about this in class, but maybe you can say something in the newsletter as a reminder? Thanks a bunch!

A in San Jose

A Thank you for bringing this to my attention! While Furry Friends does not require that pets be bathed before every visit, as is done by other pet assisted therapy organizations, we do require that the pets be well-groomed. I ask that every member do the sniff test on their pet. If they stink, they need a bath. If they don't stink, but could use a refreshing, consider a waterless shampoo or deodorizing spray. All pets should be brushed, combed, or wiped down with grooming mitts before their visit. If you are visiting a site with larger concerns with regard to pet dander, it is worthwhile to purchase pet wipes which can be used to wipe down your pets before their visits. Any debris in or around their eyes should be removed and dirty feet cleaned off before a visit. Nails need to be short; you should not hear your pet's nails clicking when they walk. If you hear clicking, the nails are too long! If clipping your dog's long nails will result in bleeding because the quicks are grown out, consider using a dremmel tool to begin grinding down the nails a little bit each week until they are blunt and your dog doesn't click when walking any more. It goes without saying that even if you walk your dog twice a day on cement, this will not be enough to wear their nails down sufficiently. Nails should be trimmed once to twice monthly, at a minimum, and dremmeled weekly if you wish to keep those quicks pushed back.

Q I attended my first visit recently with my little dog. I brought a lap blanket as you and the woman with the cat in class had suggested. I put the blanket on the laps of patients and on the couches during the visit as pets are allowed on the furniture at this site. I noticed, however, that two of my teammates with little dogs didn't do this. They just put their dogs on laps, on the couches, and on beds without any towel or blanket! I thought using a blanket or towel for your pet was a requirement?

R in Sunnyvale

A Thank you for the opportunity to clarify this issue! Any small pet who may be placed on a lap, bed, or other piece of furniture must have a blanket or towel of their own. These blankets/towels serve three purposes. First and foremost, they protect that patient's lap from your pet's nails should your pet decide to jump down. Animals push off with their back feet when jumping, and even short or blunt nails could cause injury to a frail, immune compromised, or aged person. Second, towels or blankets protect the furniture from hair and pet dander. Even if you have a non-shedding pet, they can leave dander and pollen behind on furniture aggravating allergies and sensitivities. Finally, pets who are routinely placed on a blanket or towel during visits learn to cue off of them and understand that once those blankets come out and they are placed on them, they must remain calm and still...and on their blanket.

Q **I am a team captain and one of my long time members is having an issue with his dog. The dog has started snarking at other dogs on the team both before the visit, and during the visit when we are all in the events room together. The dog is fine going room to room by himself. In fact, he is a favorite with the staff and a lot of the residents! This snarky behavior with other team members' dogs, however, is creating a problem. What should I do?**
J in Saratoga

A That is certainly concerning. First and foremost, we need to have this volunteer and his dog return for the etiquette class so that I may observe the dog and make specific suggestions there. In the meantime, since he and his dog are experienced volunteers, they may continue to do visits as long as those visits are room to room, and don't involve dog/dog contact of any sort. In the case of your visit where half the visit is in the events room and the other half is room to room, this volunteer can simply show up in time for the room to room visiting, or start with that and leave when it is time to do the group visit in the events room. He should not bring his dog near the other dogs on your team until I can determine what is going on and what has changed to create this anxiety for his dog.

Q **I decided recently that I want to get my dog titled with the AKC as a therapy dog. I looked up what to do and I need to provide the number of hours that we have visited. I track my hours on my calendar app on my phone, but I approached my team captain about verifying my hours for the AKC. She sheepishly told me that she doesn't report our hours to Loree like she's supposed to do. I was very upset as I thought that was one of the things the captains were supposed to do, send our attendance in to Loree. What do I do now?**
E in Palo Alto

A No worries. Just contact Loree and let her know when you attended your visits and she can update your attendance in her database. When you complete your forms, you will use the letter option for verification of your hours. Furry Friends has a volunteer who has offered to write those letters to the AKC on behalf of volunteers seeking therapy dog certification. These letters with the reported hours go out on Furry Friends letterhead and are sufficient to be recognized by the AKC as proof of your visits. Please let me know if you have any other questions.

Q **We have a really small team where I visit. Last month, only two people confirmed that they were attending which isn't enough! I brought both of my dogs since they are both certified with Furry Friends, but one of my teammates had a fit and told me I can only ever bring one pet, no exceptions. I ended up putting one dog in the car and then just switching between them for the visit, but this kind of ticked me off. I thought I was doing our team a favor by bringing both of my dogs!**
M in Santa Cruz

A Furry Friends policy is one pet per volunteer on any given visit. If you wish to bring more than one pet to a single visit, then one must be left in the car and then the pets switched out at some point during the visit, just as you did. If you want both of your pets to attend your visits in order to expand the size of your team, you will need to recruit a friend or family member to do the visits with you and they can be in charge of one of your dogs. Keep in mind that that person will need to complete the etiquette class in order to do so. They do not need to bring either of your dogs to the class, however, as the dogs have already been certified. The limit of one pet per volunteer on a visit is designated as such by our insurance for safety and control purposes. If you are in need of additional volunteers for this team, please let Loree know so that we can make sure your site is listed as open on the Furry Friends website and then we can actively help recruit you some new volunteers. You can also let Loree know if there are people on your team roster who aren't attending the visits and should be removed



Who Can Attend Furry Friends Visits?

We are often asked if another family member, friend, or out-of-town visitor may attend your Furry Friends visit with you. Unfortunately, our insurance does not permit that. Only Furry Friends volunteers who are on our membership roster and who have attended the etiquette class may attend the visits. So please resist the impulse to bring anyone else with you on your visit.

Give Your Dog a Pedicure!

Ann Begun (a confirmed short toenail fanatic)

"I was told my dog's toenails only need to be trimmed once every two months."

"I take my dog on a walk every day...doesn't the sidewalk (street) wear them down?"

"Toenails? Does my dog have them??"

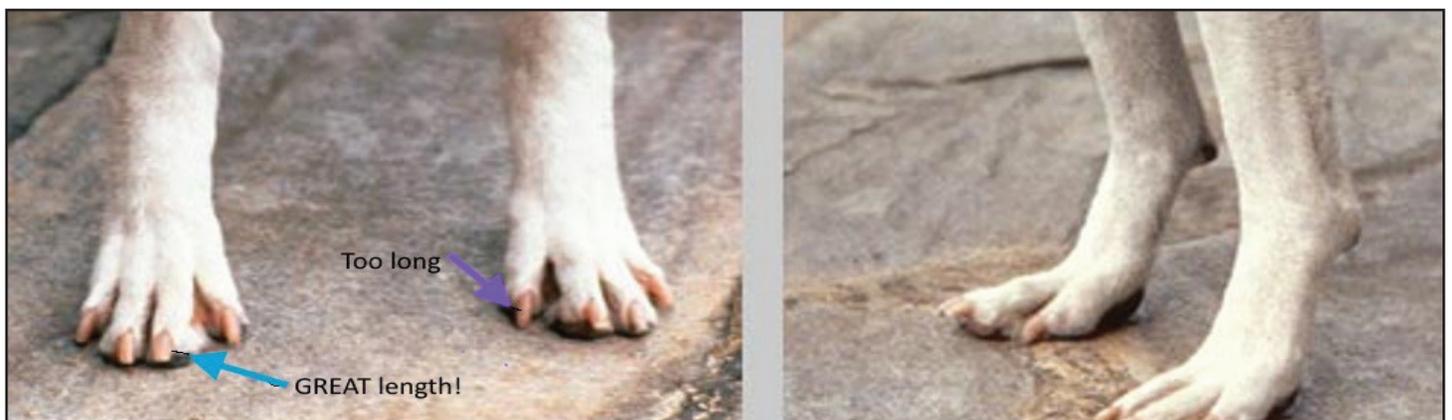
Okay...that last quote was a lie. But those first two aren't. Most of the dogs I see have toenails that are way too long. Yet it is **so** easy to keep them nice and short, and there are advantages to doing so.

1. Your dog will feel better with short nails. When standing, if a dog's nails touch the ground the toes are pushed out of normal alignment. At the very least, it is incredibly uncomfortable. At worst, it can permanently damage the dog's toes and/or foot.
2. Short nails are much less likely to scratch during a visit if your dog "shakes hands," is placed on a person's lap or, if a Reading Buddy, paws playfully at a child.
3. Your hardwood floors won't get scratched.

There are plenty of articles and videos on the internet and YouTube about how to do a nail trim using grinders and various types of clippers, so we won't go into that here. I like to use a Dremel grinder and always reward with tons of tasty, high value treats (hot dogs, cheese, roast beef, chicken, etc.). Instead, the purpose of this article is to explain what is and is not a toenail trimmed to the correct length, as well as the frequency of nail trims.

Have your dog stand on a hard surface. Do his toenails touch the ground? If so, it's time for a trim! In fact, you should trim the nails **before** they touch the ground. If you hear clicking on the sidewalk, tile or hardwood floors you know it's time. When you grind or otherwise trim your dog's nails you need to stand him up after you've done your first pass and look at the nails. If they're close to touching the ground they are still too long. The goal for my dogs is at least $\frac{1}{4}$ " of space between the end of the nail and whatever hard surface they are standing on.

In the photo on the left, on the foot on the left, 3rd toenail from the left is a **great** length! If you look at the outer toes on both feet in either photo those nails are almost touching the ground. Too long!



How often should you do the nails? The answer is that it depends. For a dog that has nails that have been too long for months or years I would do the nails 3 times a week. The goal in that situation is to gradually bring them back to a normal length. For my fast-growing puppy who's still learning to be well-behaved while her nails are being done, twice a week. My adult dog gets hers done weekly. Once a year or never just isn't an option and no, taking your dog for walks on hard surfaces will **not** wear down their nails enough so you can skip attending to them. Likewise, a trim every 2 months is not frequent enough. Besides, it literally takes 5 minutes to do if you do it yourself. My dogs are always eager to jump onto the grooming table...because they want those yummy treats so, so much!



Volunteers who have hit the milestone marks of 5 and 10 years!

We want to thank everyone for his or her wonderful support and for volunteering with Furry Friends for so many years! We would not have the wonderful organization we do without all the amazing Volunteers.

At this time the volunteers who hit the 5 and 10-year mark:

5 YEARS

Heidi Berghorn Frisby

Rob Harris

Cameron Brown

Cindy Gjers

JoAnn Golden

Heather Kahai

10 YEARS

Ann Zis

Mary Anne Finucane

Furry Friends wishes to thank all of you for all your hard work and dedication to Furry Friends. We would not be an organization without all of you!

Loree McQueen

Has your FF pet passed and you want to stay involved in Furry Friends?

If you are still wanting to do pet therapy but don't plan on training another animal or are in process of training, you may want to captain a visit without an animal. Being a captain without a pet is really FUN! You still get to love all the pets, talk to the students and school/site staff about what we do, and help direct traffic and answer questions.

Please contact Loree at admin@furryfriends.org

SignUpGenius

It's been over 6 months since we started using SignUpGenius. It's mostly been very successful! Occasionally, some volunteers have trouble with the links in the email. I think everyone is getting used to our new system because within minutes of sending out the email request for volunteers, I get notified of new sign ups.

In FY 2016, we did 13 Special Visits. In FY 2017, we did 21 and in FY 2018, we did 38 Special Visits. That's quite a growth curve! Thank you to all volunteers for making these visits a success.

Our board reviewed our SignUpGenius procedure and then created a new policy: All Special Visits will use SignUpGenius to ensure all volunteers have equal opportunity to sign up for Special Visits.

If you ever want to take a look at Special Visit opportunities, you can look on [SignUpGenius](https://www.signupgenius.com/index.cfm?go=c.SignUpSearch&eid=0FC5CBD6FFC5F967&cs=09B5BADA8FBF8B637B7964025BCF9BC9&sortby=startdate). If the link doesn't work, copy and paste this into your browser: <https://www.signupgenius.com/index.cfm?go=c.SignUpSearch&eid=0FC5CBD6FFC5F967&cs=09B5BADA8FBF8B637B7964025BCF9BC9&sortby=startdate>

Furry Friends Calendar update

Thank you to those who submitted photos for our annual calendar project!

Unfortunately, over the last two years, calendar sales have been low and we did not break even. Almost ½ of those who submitted photos didn't purchase a calendar.

Therefore, the Board has decided to try something different this year. We will be highlighting our Furry Friends in our quarterly newsletter instead. Any photos that were submitted for the calendar have been forwarded to the newsletter editor for future newsletters.

We will be happy to try and create a Furry Friends PATS calendar again next year, but may likely require that orders are pre-paid so we don't over order.

We've partnered with Cafe Press to bring you more choices in Furry Friends logo items

The best part....a portion of the proceeds from all items sold on our site goes directly to Furry Friends!! The revenue earned from the store helps to ensure that our organization will be able to continue its mission and to expand our ability to provide Pet Therapy services to those in need.

<http://www.cafepress.com/FurryFriendsPetAssistedTherapy>

Furry Friends of the Month!

In lieu of the annual calendar, we are trying something different with featuring pets every season. Please send your photos to newsletter@furryfriends.org.

(Previous photos submitted for the calendar are already in our files so no need to resubmit.)

Audrey Hepburn Patterson
and Stella Patterson



January

Hana Hirano



February

Simba Kawanami



March

Reminders

Membership dues were due on 12/1/18

It's that time of the year for your annual membership dues that were due on 12/1/2018. Please let the admin@furryfriends.org know if you are not planning on continuing with Furry Friends. Otherwise, please send in your payment.

Two ways to pay: Fees are: \$50 individual and \$75 for Family

Pay online: <http://www.furryfriends.org/storeFees.html>

or mail a check to:

Furry Friends
P.O. Box 5099
San Jose, CA 95150

Attention Amazon shoppers!

If you shop on Amazon, you may sign up for AmazonSmile. AmazonSmile is a simple and automatic way for you to support Furry Friends PATS every time you shop, at no cost to you. When you shop at smile.amazon.com, you'll find the exact same low prices, vast selection and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to Furry Friends Pet Assisted Therapy Services.

How do I shop at AmazonSmile?

To shop at AmazonSmile simply go to smile.amazon.com from the web browser on your computer or mobile device. You may also want to add a bookmark to smile.amazon.com to make it even easier to return and start your shopping at AmazonSmile.

Can I use my existing Amazon.com account on AmazonSmile?

Yes, you use the same account on Amazon.com and AmazonSmile. Your shopping cart, Wish List, wedding or baby registry, and other account settings are also the same.

How do I select a charitable organization to support when shopping on AmazonSmile?

On your first visit to AmazonSmile smile.amazon.com, you need to select a charitable organization to receive donations from eligible purchases before you begin shopping. Our organization is listed as: Pet Assisted Therapy Services, Location: Campbell, CA. Enter Pet Assisted Therapy Services in the search & then click on it. Amazon will remember your selection, and then every eligible purchase you make at smile.amazon.com will result in a donation to Furry Friends.

Barnes and Noble Holiday Gift Wrapping fundraiser!

On December 15 and 16, a team of Furry Friends members and pets volunteered to wrap gifts at the Barnes and Noble store on Almaden Expressway, for donations to our organization. We wrapped gifts from 9am to 4pm on both days, and brought in a total of \$459.74!

Thanks to Karey Spidell, Lucy Mills, Michelle Lowry, Kimberly DeRosa, Kathy Harris, Loree McQueen, Stephanie Look, Jackie Chu, Rhonda Hardy, Patty Guthrie, Sidney Mygatt, Elizabeth Basile, Lorraine Chew, Donna King, Nicole Chua, and Anne Tiry!



PUCKS for PAWS

On March 10, the San Jose Barracuda's (Sharks AAA team) do a fundraiser for pet groups. Furry Friends, BASH and PAWS 4 SJACS have gone together to buy a information table. For that we get tickets to go to the game with our dogs.... \$10 for a person and \$5 for a dog. Last year about 4 Furry Friends members went and 10 BASH members. We had fun and so did our dogs. You can sit where you want in the general admission area. If you are interested in attending, contact me for the rule and the form you must sign. Then after reading that and if you want to go, I can also sell you a few tickets. The group of us that went last year had a wonderful time.

If someone wants to sit at the information table before the game and during intermission with your dog, you can attend for free (we will give you your tickets). Contact Randee McQueen for more information at BASH@com-ctl.com

