



**Furry
Friends**

Pet
Assisted
Therapy
Services

Fall 2019



Short Paws

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



A letter from your president

(Reading Buddy Photo taken by S.M. Lieu)

Happy Fall to all of our volunteers and their Furry Friends! We are fast approaching our busy time of year. We have stress relief Special Visits, along with all of our regular monthly visits. Please check out SignUpGenius for numerous opportunities to share your love with students & others.

Later this month, Randy Fishel will be taking professional holiday photographs of your pets, and you, if desired. Make sure and make an appointment and bring a USB flash drive for the photos. Keep reading this newsletter for dates and times.

In December, Furry Friends will be walking in the Annual Los Gatos parade, and FF volunteers will be gift wrapping at Barnes & Noble. There's lots of information in this Fall newsletter.

Thank you to all of our volunteers for adding joy during these holidays. Everyone appreciates your time, smiles, and your Furry Friends!

Joan



Volunteers who have hit milestone Anniversaries!

We want to thank everyone for their wonderful support and for volunteering with Furry Friends for so many years! We appreciate your hard work and dedication. We would not have the wonderful organization we do without all of you amazing Volunteers!

**Please note, moving forward, we will be giving the 1st to 4th year anniversary pins to Captains at the annual Captains' Dinner to distribute to their team members. Multi-year hangers will be mailed directly.*

~1 Year~

Alice Patrick
Allison Aaronson
Anna Kremer
Betsy Zobell
Bob Boucneau
Brian Gabriel
Carol O'Brien
Charlie Aaronson
Christopher Lindblom
Deborah Flammer
Dennis McNeely
Diane Rudy
Elizabeth Basile
Ella Vargas

Gary Kawanami
Harrison Guire
Hiroko Yoshida
Isabelle McNeil
Judy McNeely
Kassidy Tolbert
Kerry Miller
Kristin Boyce
Logan Guire
Lynn Klein
Marita Seulamo-Vargas
May Nguyen
Michelle Lowry
Mike Armfield
Miriam Malone

Mitch Mariani II
Nat Maple
Nora Witkowski
Patty Holaday
Paula Cue
Sandy McMaster
Sebastian Vargas
Sheila Ellison
Sonja Vaes
Tavie Armfield
Tory Bers
Troy Ellison
Yoshimi Munch
Zoe Miller

~5 Years~

Cathy Cunningham
Cole Gion
Helena McCombie
Jennifer Nachbaur
Joni Yabut

Katherine Hsueh
Keiko Hirano
Kim Hayashida
Kim Silverman
Kimberly DeRosa
Randy Hoffman

Sharon Barkoff
Susan Woltzen
Tammy Trapani
Vernon East
Victoria Thorp

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~10 Years~

Cathy Feldman
Joanna Wishner
Joseph Waldman
Lisa Kirk
Loree McQueen
Maya Mulleneaux

~15 Years~

David Zemke
Patty Guthrie
Stephen Karon
Susan Karon

~20 Years~

Ellen Barker
Tom Shoup

~25 Years~

Ellen Bond
James Bond

~30 Years~

Sandy Gabe

Thank You for Observing the Boundaries on Your Visits

Our insurance covers our members and their pets visiting as teams, during the regularly scheduled visits only.

If you visit outside these dates and times, you may not wear your Furry Friends attire, nor present yourself as a Furry Friends member.

Also remember that it is our furry friends who are doing the therapy.



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

Cameron Brown

Duane Hinders

Kat Hsueh

Administrator

Tara Johnson

Animal Behaviorist

Julie Bond



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!

BARK IN THE PARK WAS A SUCCESS!

Thank you to all who volunteered and represented Furry Friends on that super hot day in September! We made \$253 in donations.

Special thanks to the **Daisy Girl Scout Troop in Willow Glen** that made the fun Furry Friends themed dog toy giveaways for us.



The dogs really loved them!

Pets that have crossed the rainbow bridge

Emily Reidenbach

Madison Andrews

Daisee Sickler

Millie Zigon

Fred Lipset

Winston Stahlberg

Maisie Barkoff

Penny Williams



PLEASE READ! Vaccination updates:

Many members have gotten into the habit of just sending FFPATS a copy of the vaccinations when they update their pet. FFPATS is not receiving information of either a fecal test result nor a verification that they are being given deworming medication.

"Our insurance requires that we maintain updated vaccination records for your pet. If/when your pet's vaccines are due, please download the vaccination form below, fill out what you can and have your vet complete the rest, obtain your vet's signature, and scan/email, or mail the form to our office. While your pet's vaccines may be due every three years, for example, physical exams should be done yearly to ensure that your pet is in good health and approved by your veterinarian for pet-assisted therapy visits. In addition, a fecal exam should be conducted yearly unless your pet is on a preventative program".

Many of our members will be receiving reminders that they are missing information that is required. It would be best if you download the form, fill it out and or have your vet, and return the form with a copy of your vaccines.

Click here for the [Vaccination/Fecal Record Form \(https://docs.wixstatic.com/ugd/d35c6d_2ce100d40919476a94ce9c2c0fdd3fb7.pdf\)](https://docs.wixstatic.com/ugd/d35c6d_2ce100d40919476a94ce9c2c0fdd3fb7.pdf)

Calendars are back for 2020!

For years, FFPATS has made a calendar of our pets and sold it as a fundraiser to members. This year we are going to make another one, but not use it as a fundraiser, just make it for our members that like calendars. **We will order only 50 calendars.**

The cost is **\$20** and we will mail it to you.

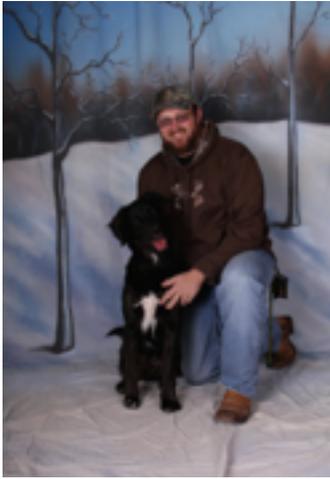
You can guarantee yourself a calendar by prepaying for it. If you want your "Furry Friend's" picture in the calendar, please send in JPG format to **randee@com-ctl.com**. If you would like the picture placed on a special day, put the day in the name of the picture file (ie: jan12.jpg).

All submissions need to be received by November 15th.

There will be a PayPal button in the store to purchase calendars.

Holiday Pictures

It's that time again! Randy Fishel will be taking holiday photos for us this year.



Photos are taken in an enclosed garage and there are four different backdrops to choose from (winter and Christmas). Bring a USB thumb drive so you can take your photos home with you immediately and start designing your holiday cards, a calendar, or a picture for your wall. Below are some actual photos that have been taken with the two backdrops. You also have the option of having your photo taken with your pet, just your pet, or just by yourself.

By appointment only, 20 minute time slots:

Oct. 26, 27 ~ 11am to 3pm, Oct. 30 ~ 6:30 to 8 pm

Nov. 2 ~ 11am to 2pm, Nov. 3 ~ 11am to 3pm

Nov. 6 ~ 6:30 to 8 pm

Contact Randee at bash@com-ctl.com with two dates you prefer. Cost is \$30.00 and can be paid by check to BASH, PAWS or FFPATS or other non-profit.

Address: 2633 S Bascom Ave., Campbell, CA



Furry Friends Apparel

The Furry Friends Online Store features the latest, most fabulous sales on the In-Stock Logo Apparel page! For this fall and winter, we have a limited number of high-quality grey sweatshirts as well as both grey and black fleece vests and jackets at significantly reduced prices. These items will be discontinued when they are sold out!

You might consider our new long sleeve T-shirts for this fall and winter. The teal, crew-neck T-shirts are available in unisex sizes. Many volunteers like to wear the burgundy Furry Friends Holiday Sweatshirt during December. These, along with Special Order Apparel and Accessories (including dog patches), remain at regular prices.



After you bookmark the Online Store page, check back for updates on new clothing and accessories!



Critter Doctor

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



Q I have been with Furry Friends for many years and I am a team captain for several of my monthly visits. I am getting more and more frustrated with my team members! I email everyone ahead of our visits to remind them of the visit and ask if they will attend. More often than not, I don't get any response back, so I don't know who will be coming (if anyone) besides myself. For me, it's just good etiquette to respond to an email/message, but for some of these folks, that doesn't seem to be the case. I removed one volunteer from my team because she never showed up, and she actually got mad at me for doing so! Any way you can address this in the class so that incoming volunteers understand the importance of responding to their team captains?

L in Los Gatos

A That is frustrating! I do talk to the new volunteers about how they will be contacted by their team captains and the importance of being responsive to messages. I also tell them that it is possible to be an active member of our organization even if you can't make your visit every month. We have many volunteers who live out of the area for part of the year, for example, but still make their visits when they are in town. This is really a question of good communication and some people understand, while others don't. As a team captain, you can remove someone from your team at any time. If a volunteer gives you grief about this, send them my way as I'd be happy to explain how this works. Unreliable volunteers affect the quality of our visits and you most certainly want to populate your teams with volunteers who are reliable AND want to be there.

Q I just got back from a visit and I'm extremely frustrated. We had a new volunteer come for the visit and without even asking if it was okay, she allowed her dog to race right up to the other dogs on the team, getting into everyone's space, tangling leashes, and causing quite a commotion. When I asked her to please get control of her dog, she got miffed with me and said that he was only being friendly and wanted to meet everyone before going inside. How should this have been handled?

S in Menlo Park

A While we don't have a set policy on greetings per se, I do know what I recommend during class, and what you are describing certainly isn't it! I tell all new volunteers that their team captains get to decide if dogs do a meet and greet before the visits, and if so, how those will be conducted. I also explain to them that my personal belief is that all dogs on leash should be at least 2 feet apart and not allowed to meet or greet one another on leash at all. Leashes create anxiety for dogs as they pull on their leashes to get to one another, gasping, staring, and often with rigid body postures. Leashes get tangled, personal spaces are invaded, and often conflict ensues even among dogs who are quite friendly with other dogs. For the purposes of our visits, we are there to provide pet assisted therapy, not socialize our dogs. Keeping dogs at least two feet apart insures that dogs are able to focus on those they are visiting, and not on the other dogs in attendance. An added bonus of keeping dogs 2 or more feet apart? Transmission of things like canine flu are greatly reduced.

Q I know you talk in class about what we are allowed to say to patients during our visits. I am wondering, however, what we are supposed to do about patients who speak to us inappropriately, or behave inappropriately? Recently, a team member and myself were subjected to some inappropriate comments made by an older man who is a resident of the facility we visit. I reported his behavior to our facility contact and they apologized profusely and stated that he had dementia and that they would keep a closer eye on him during our visits. Is there something else that we should have said/done?
H in San Jose

A I do review in class what our volunteers can say to patients/residents and what might be said to us as well. While we know that these facilities appreciate our volunteers and their pets, we also realize that they can't watch every patient every second during our visits. When something like this occurs, extracting yourself from the situation is key and reporting it to your staff liaison is recommended. If this patient's behavior continues to make you or the other volunteers uncomfortable, you can certainly ask about him not being included in the visits or having a staff member remain with him as he engages with our volunteers and their pets to insure that he is closely monitored. I certainly don't want you or your fellow volunteers to dread this visit because of this one patient's behavior. Please let me know if you would like me to speak to someone in charge of the activities program on your visit as well. This does affect the quality of your visits, so I am happy to help!

Q I know that you recommend that new volunteers come without their pets for their first visit so that they can meet everyone on the team, tour the facility, etc. I get this, but I am wondering if it is okay to have new volunteers come with their pets that first visit, but come earlier to meet everyone and to get any of their questions answered? I have a very small team (myself and only one other volunteer), so waiting months to add more pets to my team isn't ideal
R in Palo Alto

A I completely understand. It is up to the team captain's discretion to decide how to introduce new members and their pets to any given team. If you want to have new volunteers arrive early ahead of a visit to do a meet and greet and go over how your visits are conducted, I think that can work just fine. However, if a volunteer would feel more comfortable doing their first visit without their pet, based on the material we cover in class, then I would ask that you allow them to do so.

**A BETTER UNDERSTANDING OF OUR VACCINE POLICY
SUBMITTED BY JULIE C. BOND, M.S.
ANIMAL BEHAVIORIST**

Every pet making visits with Furry Friends should have an annual visit to their veterinarian, even if they don't have vaccines that are due. Annual exams are important to the health and well-being of our pets as they allow us to stay on top of any health issues, particularly true for those of us who volunteer with older pets.

Here is the link from our website for the form that your veterinarian should complete, <https://www.furryfriends.org/renew-vaccines>. Once this form is filled in, please scan it and email to admin@furryfriends.org. Let's look at the form more closely.



You will see that an annual fecal exam is required for any animal who is not on a regular, monthly worm preventative. It is strongly recommended that those on a monthly preventative still receive an annual fecal exam as those exams can detect other issues that affect your pet's health, but this is not required to participate in Furry Friends activities. Keep in mind that your pet should be on a flea preventative program, but doing so does not protect your pet from other parasites such as hookworms, roundworms, etc.

(Desi at the Vet and Ozzie providing moral support)

UPCOMING SPECIAL EVENTS AND VISITS

SIGN UP NOW!

<https://www.signupgenius.com/index.cfm?go=c.SignUpSearch&eid=0FC5CBD6FFC5F967&cs=09B5BADA8FBF8B637B7964025BCF9BC9&sortby=startdate>

- 10/19, 10AM: Kara's Walk'n Run to Remember, Palo Alto
- 11/5, 11:30AM: University Prep Academy, San Jose
- 11/11, 11:45AM: Intel Corp., Santa Clara
- 11/16, 3PM: Jacob's Heart Bereavement Retreat, Aptos
- 12/2, 10:30AM: Stanford University Wellness Event, Palo Alto
- 12/4, 11AM: San Jose State Stress Relief
- 12/5, 11:15AM: DeAnza College
- 12/7, 11AM: Los Gatos Holiday Parade
- 12/10, 12:45PM: Monta Vista High School, Cupertino
- 12/11, 12:15PM: Bellarmine College Prep, San Jose
- 12/13, 1PM: Cupertino High School Stress Relief
- 12/15, 9AM to 4PM: Barnes and Noble gift wrapping fundraiser
- 12/16, 11:30AM: Wilcox High School, Santa Clara
- 12/22, 9AM to 4PM: Barnes and Noble gift wrapping fundraiser

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 admin@furryfriends.org

Save the Date

Gift Wrapping Fundraiser



Furry Friends will be wrapping gifts again this year.

When: Sunday December 15 and Sunday December 22, from 9am to 4pm each day.

Where: Barnes & Noble, 5353 Almaden Expressway, San Jose

Details: 3 shifts each on those two days, from 9am to 11am; 11am to 1:30pm; 1:30pm to 4pm.

We'll need to volunteers each shift to wrap gifts, and one volunteer to bring a pet and schmooze with the shoppers.

Due to space limitations, we can only have one pet per shift; the first one to sign up with a pet will be the designated schmoozer!

You will be able to sign up on Sign Up Genius in November; an email will go out to all volunteers when the sign up is available to access.

Furry Friends Photo Album

Keep those photos coming! Please send your favorite pet photos to info@furryfriends.org

