



**Furry
Friends**
Pet
Assisted
Therapy
Services

Short Paws

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

Vol 20 Issue 2

Summer 2012

An Unexpected Therapy Session

by Hyzy Hornyak

On Father's Day of 2011, my husband, I and our six-year old Papillon Veronica decided to take a pleasure ride on our motorcycle to Big Basin State Park in Northern California. As usual, Veronica was riding in a pet pouch, attached to me. A little bit about Veronica...when she's not modeling for a dog calendar, achieving her Rally Excellent title or working for her UD title to add to her CDX, THD and CGC, she is a Furry Friends Pet Assisted Therapy volunteer, working with children at the Morgan Hill Library in the Reading Buddies program and visiting children at Ronald McDonald House. When she has some free time she does enjoy a nice motorcycle ride on beautiful days. Father's Day was such a day.

We were definitely not the only ones that felt that way. Many people were outside taking advantage of the gorgeous day after some recent long rains. Cars, joggers, motorcycles and racing bikes all shared the same small two lane (and sometimes one lane) road to Big Basin. My husband rides his Harley slowly through the mountain roads so Veronica and I can enjoy the sights along the way, and it's not uncommon for racing bikes to keep up and even pass us. And that is what happened on this day.



In one of the curves we started to approach a bicyclist going uphill. We were slowly gaining on him when the terrain changed and we started downhill. At this point the bicyclist was going faster than we were and quickly disappeared from sight. As we turned a corner we caught up with him. The bike was on its side and both rider and bike were in the middle of the road. We stopped and ran to help him, including Veronica.

As we approached the man our concern grew to almost a panic. He was unconscious, bleeding profusely from his head and had very labored breathing, along with plentiful "road rash." Another couple stopped

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**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

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Anne Tiry

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Nearly 70 of our members joined us for yummy appetizers at Casa Lupe on May 7 for our Volunteer Appreciation evening. Shout-outs to **Michelle Choquette** for her outstanding organization and the take-away swag bags, to **Randee McQueen** for ordering the bags and organizing the raffle, including donating the beautiful quilt, and to all for coming.

Mark your Calendars!

Walk for Furry Friends at the 10th Annual Fall Furry Flurry 5 k dog walk on October 28th at Los Gatos Creek Park.

This walk is put on by the Bay Area Siberian Husky Club but we are invited to attend and have pledges for our walkers go to Furry Friends.

There is always a great raffle and silent auction.

Furry Friends supplies two of the silent auction items and all of the money from those two items also goes to Furry Friends.

There are doggy games, costume contest and more. Come and join us.

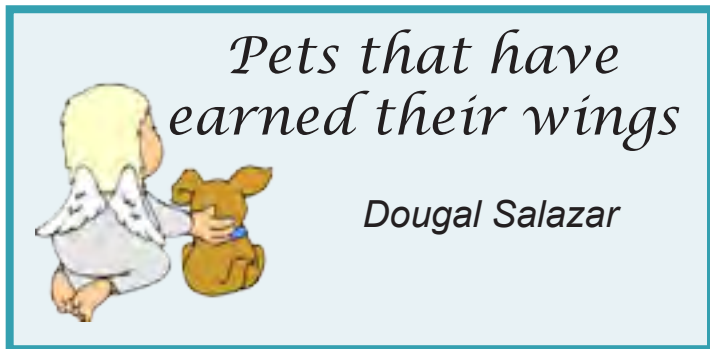
We will post the entry form in September on our website.

**Remember the
September 15th 2012
Deadline**



**...to get YOUR furry friend
in our 2013
Furry Friends caledar.**

See Page 4 for Details!!



Continued from page 1

and came over to help. Realizing immediately 911 needed to be called, the woman ran to get her phone. In this mountainous area, cell phone service is never a sure thing, but we were in luck that day. While she was giving information to the operator you could hear in her voice that she was getting quite upset.

In addition to ourselves, five other people stopped to help out this poor man. Each person instinctively took a job, from directing traffic to overseeing if there were any changes to the bicyclist's condition. At this point both my husband and I really did fear the worst. After about five minutes (a seeming eternity!), the bicyclist started to move. Not



knowing what his injuries were, we made sure he did not move. As I leaned over him to tell him not to move he got a funny smile on his face. It perplexed me for a moment and then I realized that the first thing the man saw was a helmeted woman with a dark face shield carrying a tiny dog with giant ears in a pouch with blinged out Doggles®! What must have crossed his mind? Whatever it was, it was nice to see him smile.

While we were waiting for emergency crews to show up (which felt like a lifetime) I noticed the woman who had made the 911 call was quite emotional and close to tears. She came over to me and started petting Veronica, who was still in the pouch. She did this over and over again during the next twenty minutes. I don't think she even realized that she was doing it! While she was petting Veronica you could see her body begin to relax as she began to calm down. Perhaps it was just the distraction that helped her, but whatever the reason I was glad Veronica was there.

We later found out the bicyclist's injuries were serious enough to have him airlifted to a trauma hospital with a concussion, broken jaw and broken cheekbone, and that he would be spending the night in the hospital for observation. I'm pretty sure this is not what he had planned for his Father's Day! This whole incident made me wonder if well-trained animals were at emergency and/or trauma calls, could there be a benefit to the sick, injured or any of the people involved? I would love to see some scientific data to see if animals are helpful. I know that Veronica unexpectedly did help out at this accident. Many thanks to everyone who volunteers their time and animals for service, therapy, search and rescue and all the organizations that allow animals to help in so many positive ways.



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.

Feature Your Furry Friend's Photo in the Official Furry Friends 2013 Calendar!

Once again you are invited to submit your Furry Friend's photo for our calendar. This is a fundraising project for our organization. Last year we featured nearly 100 of our animals; we have room for more, so join the fun! You may submit a photo at no cost, and we will place it where we have space. If you wish to designate a month or a particular date, please follow up with a \$5 donation to Furry Friends. You may pay on PayPal through the Calendar Link on the Store tab or <http://www.furryfriends.org/storeAccessories.html>

Calendars will be available in November, and make a perfect holiday gift for your family and friends, especially if your Furry Friend is featured! Of course, you will be welcome to purchase one even if you don't have a photo inside, but it is so much nicer to see your own photos each month!

Here are the guidelines to participate:

1. Photos **must** be a Furry Friend animal
2. **No** people in the pictures
3. All photos must be originals (yours, not a professional photographer's)
4. Photos must be submitted electronically in JPEG format and High Resolution. **See special instructions below for naming photos****
5. Specific dates or months in the calendar can be requested, but not guaranteed. **First come, first served.**
6. To request a specific month and/or date, submit your \$5 donation through Pay Pal, preferably. A link is on the Store page of www.furryfriends.org
7. Cover photos are larger and more visible. For a cover photo, submit a \$25 donation. Cover photos are limited in number.
8. All photos must be submitted via email to calendar@furryfriends.org by **September 15, 2012**



QUESTIONS? Email Rhonda@furryfriends.org with any questions or concerns. All donations are non-refundable and tax deductible. Furry Friends-Pet Assisted Therapy Services is a 501(c)3 non-profit organization.

****SPECIAL INSTRUCTIONS FOR SUBMITTING PHOTOS:** *The photos must be named with the dog's name and the position that you are requesting (i.e. FIJI_AUGUST 8.jpg.) This is a JPEG format. This file would be for a dog named "Fiji" and he is going on the August 8 date. If the file name does not match the order, there is no guarantee that the spot you want will be available or that*

Sites Needing Volunteers

Furry Friends often has sites that are either new, or have had volunteers leave, and therefore are requesting more volunteers with pets visit. If you would like to join or would like more information, please email admin@furryfriends.org. Please note that some may have restrictions, or be looking for specific types of pets.

As always, please check our website' at <http://www.furryfriends.org/patsSiteNeed.html> for additional sites that are currently looking for new volunteers!

Coming Soon!

The Board will soon be starting visits to the many sites that Furry Friends supports. The Board is looking to update site photos and site information, as well as gather any new information from Captains that could be useful to our new members trying to make site selections. Different Board Members will be making the visits over the next several months. Please take the opportunity to introduce yourself and let them know about your site!

The Board is looking to update site photos and site information, take member and pet photos for volunteers who do not have badges, and gather any new information from Captains that could be useful to our new members trying to make site selections.

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>



The new store features many exciting choices:

- Men's & Women's Apparel
- Pet items
- Travel & Technology
- Car accessories

All items ship from Cafe Press and Cafe Press handles any service, return or order questions.

Thank you as always for your continued dedication and support of Furry Friends!!



Critter Doctor Column

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

Q I am new to Furry Friends, having taken the etiquette class in May with my dog. We've done our first visit and thoroughly enjoyed ourselves! I'm not working right now and would like to volunteer at more visits. How do I go about doing that? Do I contact you for that or someone else? Any help is greatly appreciated.

P. in Sunnyvale

A I'm so pleased to hear that you enjoyed your first visit with Furry Friends so much that you'd like to add more visits to your schedule! Here's the process for doing that. First, visit our website at www.furryfriends.org and select Become a Volunteer > Current Site List > Sites Needing Volunteers for the sites list which will show you a listing of all of the sites we visit, organized by day of week and time of visit. Even better, from the sites listing page, click on the link for "sites looking for new members." This is a list of the sites that are in need of additional volunteers in order to continue doing visits successfully. The list includes both on and off leash sites, as well as some looking for just cats, just small dogs, etc. If you choose a site that has additional requirements such as a TB test, background check, completion of the Off Leash class, or completion of the Reading Buddies class, you will need to meet those requirements BEFORE starting visits at the new site(s). Once you've picked out the additional sites you'd like to visit, please contact Loree McQueen at admin@furryfriends.org so that she can send your pet's information and my etiquette class evaluation to the team captain of the teams you are interested in joining. The team captain will review those materials and determine if they think you'd be a good fit for their team. The team captain will then contact you directly to set up your first visit. For information on upcoming off leash and Reading Buddies classes, you can find that by clicking on the members page and going to the members only section for details. The members only section is password protected. You can obtain the password from your team captain if you haven't received it already, or by contacting Loree.

Q I really enjoy my visits with Furry Friends, but I can't make them every month. Sometimes my work schedule gets in the way, or I end up with other commitments that I can't change. I always feel guilty when I don't attend a visit. Is there a rule about missing visits? If I miss too many, will I be dropped from my team?

L. in Los Gatos

A While we all wish we'd never miss any of our visits, life often gets in the way and we do understand that. However, if you will be missing a visit, you should always let your team captain know, in advance, so that they can make sure they have enough attendees to run a safe and effective visit without you. If you continually miss visits, it certainly would not be unheard of for your team captain to contact you to discuss whether you are still interested in participating on their team. Frequently, captains are being contacted by new members who want to join their teams, and they can't do so if their rosters are full; however, if the roster is full of members who don't attend regularly, this can be frustrating to sort out. If you are a member on one of the more sought-after teams, it may be the case that it is best to have your "spot" alternate each month between you and another team member who also has a busy schedule that keeps them from regularly visiting. That way, the two of you together fill one position, and free up

another spot on the team for someone else to join. Talk to you team captain and let him/her know what's going on. I'm sure they will be happy to help you figure out the best way to continue with your visits without all the guilt when you can't!

Q I had a very negative experience on my most recent visit with Furry Friends. My dog was being sort of boisterous which he does sometimes. He bounded up to one of the other dogs on our team and barked in the other dog's face. Before I could even react, the team captain was on me to "reel my dog in" and take him away for a time out. I have to say, I was really taken aback by this; my dog is well trained and I always watch his behavior around other dogs. I did walk away since I was so shocked, but the whole experience really made me mad. How should this have been handled?

M. in San Jose

A While I'm sorry to hear that your last visit was so unpleasant, I don't think your team captain was out of line in their response to your dog's behavior. Team captains are responsible for the smooth running of their teams. They pick their team members and can excuse anyone from a visit if they feel that volunteer's animal poses a threat to the way their visits run. Team captains are constantly watching their volunteers and their pets for any signs of anxiety or tension that could affect the visits. If your dog was particularly hyper that day, his behavior could have set off any number of other dogs on your team, creating a situation of high energy and tension. Such a level of tension could ultimately lead to a dog snapping at another dog, or a dog snapping at a person. In addition, boisterous dogs often jump up on people which is unsafe on our visits. While I can certainly understand your feelings given that you know your dog and feel that his behavior did not warrant such a dramatic response by your team captain, you have to look at the situation from your team captain's point of view. All they saw was your dog charging at another team member's dog and delivering a loud, provocative bark. While such behavior might be overlooked or "walked off" on an off leash team where high energy and enthusiasm are often sought after, this kind of behavior can be a red flag on the on leash teams such as yours where visits are done in a quiet, hospital setting. Going forward, here's what I'd like you to do. If your dog appears to be particularly boisterous on a day when you will be doing visits, I'd like you to take him for a long, vigorous walk or a trip to the dog park BEFORE your Furry Friends visit. This will give your dog a chance to blow off some of his extra energy and allow you to assess whether he will be of a mind to behave appropriately on your visit. Please let me know how it goes.

Just a reminder...

When we visit a Furry Friends site we are visiting with the elderly, sick folks, kids in crisis and others. Furry Friends gives them a little time to be absorbed in something other than the things in their lives that aren't so terrific, such as an illness, and they can forget about those things while we are there. It's truly a privilege that we are able to provide this service with our wonderful pets during what may be a difficult time for those we are visiting.

During our visits, we need to refrain from asking any questions relating to their illnesses or life situations. Not only does this remind them of something they would like to get away from for a few minutes, but it is truly none of our business. Of course, some will offer information about what is going on in their lives, and we can/should listen and let them talk. But as soon as the opportunity arises, a good plan is to redirect the conversation to something else, such as asking if they have any pets. Likewise, we should not be volunteering personal information about ourselves or our families. If asked a question, respond as broadly/generically as possible and, again, redirect the conversation.

Thank you for observing the boundaries!



Dates to Remember

Off-Leash Classes

Several of our Furry Friends sites are off-leash visits: Juvenile Hall, Eastfield Ming Quong, Gilroy Children's Home, San Jose Family Shelter, Services for Brain Injury.

Our policy has been to evaluate dogs for off-leash teams during a 15 minute session at the end of the regular etiquette class. This really isn't sufficient to do a proper evaluation for these off-leash teams.

We are now holding separate off-leash evaluation sessions, similar to how we are doing the Reading Buddies evaluations. The schedule for the off-leash classes is listed below, and the cost will be \$20. Classes will be at 1:30pm, in the Campbell area; details will be provided prior to the class.

If you are already a member of an off-leash team, you do not need to attend this class. This is for new off-leash team members only.

To sign up for an off-leash class, email michelle@furryfriends.org The cost for the class is \$20, and payment may be made by mailing a check to Furry Friends, P.O. Box 5099, San Jose, 95150, or through PayPal, here: <http://www.furryfriends.org/storeAccessories.html>

August 19, 1:30pm
November 18, 1:30 pm

Captains Training

Furry Friends is planning a Captains Training session for Saturday September 19, from 10am to 12 noon. If you have ever thought about being a captain - and really, it's not a lot of extra work over and above doing the visit - then sign up! If you are an existing captain who would just like a refresher on what being a captain entails, you are welcome to attend as well. To sign up, email anne@furryfriends.org.

September 19, 10am-12noon