



Society of Animal Welfare Administrators

THE FLASH

January 2002

You Gotta Have Friends

by Jim Tedford, SAWA President



We've all grown up hearing the adage: "A **friend** in need is a **friend** indeed." In the wake of the tragedies of September 11th, the meaning of the term 'friend' has been greatly expanded in so many ways. The outpouring of sympathy and concern from around the world was, for me at least, extremely comforting and reassuring. There was no doubt that we are NOT in this alone. We have **friends** we never knew we had. I'm certain that many new friendships have been forged in the aftermath of the tragedies. People who might never have met have been pulled together by circumstances well beyond their own control.

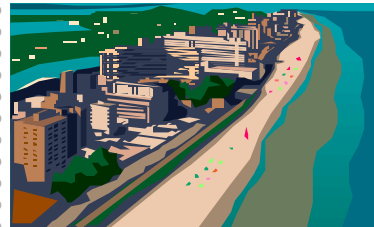
Another **friend**: "Man's best **friend**," has played a big role in the rescue and recovery efforts. But, perhaps they have

played an even more significant, widespread role than that. The therapeutic benefits of caring for companion animals have been well documented. Most of our organizations have some form of visiting pets or pet-assisted therapy program. I know that for me spending quality time with my entire family, including the critters, has been the greatest medicine of all.

And, last but not least, there is SAWA -- a group of **friends** who share a commitment and a vision to make the world a better place for people and animals. Through the SAWA network, I have also found tremendous comfort. I know that a large group of **friends** is within easy reach by phone or email. While the trials and tribulations we face every day in our work pale in comparison to what happened last year, they can sometimes be difficult to handle alone. It never hurts to get a second (or third, or fiftieth) opinion. I encourage you to become a part of the SAWA network in 2002 and to use it wisely. It works!

You're invited!

SAWA Spring
'02 Conference
April 3-6, 2002
Fontainebleau Hilton
Resort & Towers
Miami Beach, Florida



Contact SAWA (address on the back) or HSUS for your registration packet

SAWA-sponsored speakers and roundtable will be held as a management track during HSUS's Animal Care Expo. Separate SAWA social and off-site dinner function scheduled.

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Two special perspectives on 9-11-01

Our Response

Steve Musso, ASPCA

On September 11, as we witnessed with horror the attack on our nation, we knew that the human tragedy would have devastating effects on pets. The ASPCA began their rescue efforts by setting up a telephone hotline to gather information from needy pet-owners, along with a database to track all leads. We set up Command Centers with mobile veterinary clinics at key locations downtown. We dispatched Humane Law Enforcement Agents to enter evacuated buildings, retrieve stranded pets, and re-unite them with their owners. We responded to reports of stranded dogs, cats, rabbits, guinea pigs, ferrets, hamsters, turtles, snakes, lizards and even fish!

In nearly all cases, pets had suffered only mild dehydration and minor respiratory problems. In many cases, building managers and superintendents had put down pet food and water before vacating the buildings, thereby helping the animals enormously. Since many of the calls reported stranded animals in evacuated and locked buildings, we set up a team to identify building management companies and other authorities who could permit us access to key locations. The team industriously contacted real-estate brokers, government authorities, and management companies to gain access to properties housing stranded pets. This proved critical in rescuing pets.

The influx of animals in need of foster care and adoptions required extra efforts by our staff: from

evaluating every animal to ongoing counseling to help foster parents and new adopters. The team also counseled countless pet owners on how to help their traumatized pets adjust after the disaster, particularly with respect to separation anxiety.

Our Counseling Services department provided professional counseling to bereaved pet owners in the wake of the tragedy. The team also staffed a station at the Family Relief Center where they headed up a pet-assisted therapy initiative in conjunction with the Delta Society.

Throughout the disaster, our phone lines were flooded with calls from volunteers and those wishing to help. While this outpouring was heartwarming, these calls threatened to paralyze our phone system, making it difficult for needy pet-owners to get through to us. It became essential to direct these callers and instruct them, if necessary, that no additional help was needed.

The ASPCA helped rescue approximately 200 pets (by mid-November) from evacuated buildings and retail establishments in the downtown area. We also provided ongoing medical care to over 300 pets affected by the disaster.

In short, we have found that the work has not stopped. That in the wake of the disaster, the "aftermath" has required varied and changing services.

We are grateful for the support and encouragement of the entire animal welfare community and we remain committed to providing vital disaster-aftermath services for as long as they are needed.

Life after September 11

Marilyn Haggerty-Blohm, CACC

Time seems to be both standing still and flying by as inconsistent as that sounds. Life has taken on a before and after theme with September 11, the bridge between the past and the future. For those of us directly affected by the tragedy, there is a numbness, a sense of disbelief that lingers frozen in time. Nothing is clear at this difficult time.

I was in Washington D.C., along with many of you, at the American Humane Association Conference when word of a plane hitting the World Trade Center was whispered in my ear. How tragic I thought as I tried to call my office which is located one block from the World Trade Center. The phone lines were jammed. When the second plane hit right about the same time that the plane flew into the Pentagon, life as we knew it, ceased and a sense of growing panic took hold.

Professionally, I worried about staff that arrived at work via the WTC train station, stopped for coffee at the WTC Starbucks and often lingered in the WTC mall or Borders store. I worried about professional and personal friends that worked for the city and state agencies located throughout the massive complex. I worried about my children who knew I was somewhere near the Pentagon and the fear they must be feeling. Still the phones did not work. Somehow I managed to get home that evening and while the relief for my immediate family was palpable, the reality of life changed forever was just setting in like a heavy mantle.

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The Center for Animal Care and Control, Inc. was displaced from our corporate offices and left without our computer network. Shelters that relied on an integrated network of computers for everything from intakes, adoptions, recording medical and behavioral exams, to checking lost and found and even for making euthanasia decisions were now reduced to relying on a paper system.

Shelters were asked to welcome corporate staff and share offices and desks with persons that until then may have been a name without a face. CACC Animal Rescue staff were deployed to the Command Center and assisted several agencies in escorting pet owners into areas within the limits of Ground Zero to retrieve pets left behind that tragic day. With no electricity, animal rescue workers walked up as many as 40 flights to carry down dogs, cats and birds. Many frightened dogs that had lived their lives relying on elevators wouldn't or couldn't traverse long flights of stairs and needed to be carried.

Many persons in temporary lodging could not keep their pets with them, so CACC provided boarding services. CACC assisted in the initial days to provide medical supplies needed by the search and rescue dogs.

That service was assumed by another organization several days later. CACC received many calls about animals elsewhere in the City that belonged to persons working in the WTC that had not returned home. We checked on each one of these animals to ensure that there was a caretaker available and to

offer any assistance that was needed. For several of these animals boarding was requested.

Several animals were surrendered for adoption by family members overwrought by their loss and the responsibility of unexpected pet care. Homes were readily found for these animals and CACC notified each surrendering family when the animal had been successfully placed. CACC handled the transportation and storage of large quantities of donated pet food. Interestingly the bulk of the food was dog food while in a community of apartments, such as New York, cat food represented the greater need.

Frankly though, the need was limited, and the food donations became more of a burden than a benefit. CACC has established a pet food pantry to diminish the amount of food we are storing.

Perhaps the worst part of our experience was the use of the Internet by persons involved in the rescue community to proliferate misinformation nationwide about hundreds of animals being surrendered by people fleeing the City and CACC being overwhelmed and, as a result, euthanizing many or most of these animals. This never happened. Indeed CACC intakes were down 35% during September and October, while adoptions were up. The thousands of phone calls these email messages generated nearly crippled the operations especially with the computer system being down.

CACC was able to reoccupy our corporate offices on October 29th although with limited computer

services. This tragedy has tested our staff personally and professionally but it has made us stronger and has helped forge a stronger bond between the corporate staff and staff at the shelters. There is no way to prepare for this type of terrorist attack.

This reality, however, has highlighted the need for management to be aware of and open to securing counseling services for persons even indirectly affected by such tragedy. Setting up an emergency phone tree is also essential so that no one is out of the loop in terms of notification and safety checks.

Our days are troubled by the routine of large convoys of debris-filled trucks leaving Ground Zero, the continuing acrid smoke that permeates downtown Manhattan and the sad tolling of the bells when another body is uncovered. Life will never be as we once knew it, nor will any of us so affected ever again take life for granted.

HEARD IT THROUGH THE GRAPEVINE . . .



That **The Hawaiian Humane Society** was recognized by the government of Taiwan last year for providing animal education and training to Taiwan officials and veterinarians during the past few years.

That **Ken White** started the new year in a new position, the Executive Director of the Peninsula Humane Society (CA).

That **Joel Warner** is the new Executive Director at the Spartanburg Humane Society (SC), Joel was the Executive Director at the Animal Humane Association of New Mexico and is replacing SAWA member **Ken Nixon** who retired.

That **Martha Armstrong** received a promotion in November. She is now the Senior Vice President of the Companion Animals and Equine Protection section of HSUS.

That **Glenn Summerlin**, a longtime SAWA member, recently returned from almost a month of rewarding volunteer work at a childrens' shelter in Russia. Since retiring from Grizzard Advertising in 1999, Glenn has also travelled to Vietnam with Cross-Cultural Solutions, a New York-based nonprofit organization (www.crossculturalsolutions.org).

That **Henry Brezezinski** accepted the Executive Director position with the Santa Cruz SPCA (CA).

Happy 2002! From Your Board of Directors:

(as of January 2002)

Jim Tedford

SAWA President & Executive Director, Humane Society at Lollypop Farm, (716) 295-5226

Patti Mercer

SAWA Vice President & Executive Director, Houston SPCA, (713) 869-9176

Jane McCall

SAWA Secretary & Executive Director, Dubuque Humane Society, (563) 584-1925

John Nagy

SAWA Treasurer & Director of Administrative Services, Dumb Friends League, (303) 696-4941 ext. 344

Christopher Agostino

(Membership & Surveys) Executive Director, Humane Society of Broward County, (954) 989-3977

Sheri Canfield

Executive Director, Kansas Humane Society, (316) 524-1590

Marilyn Haggerty-Blohm

(Conference Planning) Executive Director, Center of Animal Care & Control, (212) 442-2059

Nancy McKenney

(Conference Planning, Flash Editor & Past President) Executive Director, Humane Society for Seattle/King County, (425) 649-7550

Dan Morrison

Director, Southeast Animal Control Authority, (562) 803-1629

Mike Petersdorf

(Membership & Surveys and DO's Conference) Director of Operations, Animal Humane Society, (763) 489-2240

Marsha Spring

(Sponsorships) Executive Director, Humane Society of Indianapolis, (317) 875-6888

Gary Tiscornia

(Strategic Planning) Executive Director, SPCA of Monterey County, (831) 373-2631 ext. 220

Welcome New Members!

Please join the board of directors in welcoming the following people to SAWA:

Executive Level:

Diana Aldridge, Kenneth Ey, David Hall, Bill Hein, Gary Hendel, Marjorie Hulick, Ganay Johnson, Laura Maloney, Shannon McDonald, Vicki Mosgrove, Cynthia Ramsey, Robin Robertson-Starr, Greg Thompson, Kevin Usilton, Jodi Walters, Carol Hackett

Manager Level:

Terrance Clark, Beverly Blinn-Knapp, Barry Evans, Wayne Geiger, Rob Nissly Jr., Michael Rodriguez

Associate Level:

Martha Boden, Sandy Rowland, Ledy Vankavage

Any applications received after October 6, 2001 will be reviewed at the April Board Meeting in Miami.

Financial Aid

Did you know that SAWA offers financial aid for its members to attend conferences? This program will reimburse two members at each conference up to \$500 per member. To apply, contact SAWA Treasurer John Nagy at the Dumb Friends League, (303) 696-4941 x355 or by email, jnagy@ddf.org to obtain an application form. The application should be made at least 30 days before the conference.

Conference Highlights

by Nancy McKenney, SAWA Board Member

During the Fall SAWA Conference in Chicago, Dr. Warwick Arden of the College of Veterinary Medicine discussed trends in veterinary medicine. We learned that the supply and demand for veterinary services has increased. Salaries have “flatlined” and veterinarians are paying back a higher proportion of their vet school loans than doctors. Of the 30 veterinary schools in the United States, each graduating class size is less than 100 graduates, 80% are female.



Dr. Arden explained the challenges of fitting in more topics and career paths for students while keeping the program to only four years. In a survey of 1999 veterinary school graduates, the most important factors for selecting a position are, in order: the ability to practice quality medicine, the opportunity to learn from senior veterinarians, the opportunity to concentrate on desired species and then financial compensation and geographical location.

Dr. Jan Scarlett, Associate Professor of Epidemiology in the College of Veterinary Medicine at Cornell University, shared statistics on recent studies on why people relinquish their pets. One of the national studies identified the top categories of what caused the owner to release their pet to a shelter. For dog owners, 40% cited behavioral problems, 30% had human housing issues and 27% cited human lifestyle issues. For cat owners, the top reason was related to human lifestyle (36%), then 27% were behavioral problems and 27% were human housing issues. To have the “most impact on reducing relinquishing risks,” cites Dr. Scarlett, we need to “deal with inappropriate

elimination.” We need to suggest “one litterbox per cat plus one,” she said, and “let adopters know about the higher risk of inappropriate elimination once they add another cat to the household.”

Knowing that new ideas, trends and events cause change in our work, management and human resources consultant, Ralph Parilla, provided conference attendees with important information on how to manage change within our organization. People resist change for several reasons. Change can cause disruptions to people’s frame of reference; it is a threat; the purpose of the change may be misunderstood; and there is the fear of the unknown.

Change may also require new skills, policies and/or procedures; it may cause confusion in roles and there may be disruptions to established communication channels. So how do we handle this resistances? “Expect it, because it will happen,” advises Parilla. “Surface the resistance, accept the issues objectively and explore the resistance,” he adds, “but then be firm about the need for change and get on with it.” To control our own destiny we must focus on what we can control, not what we cannot. Parilla concluded by encouraging us to be focused on our primary mission, our job (the meeting and/or goals) and “on the business, not the b.s.”



The conference wasn’t all lecture. Sunday evening the group travelled to downtown for the interactive dinner theatre production, “Tony & Tina’s Wedding.” During the business meeting PETS^{SMART} Charities received a special SAWA award for their generous support and we had a special version of the “Weakest Link” show when recognition was given to outgoing board member, Mr. Bill Garrett. We want to thank everyone who attended and sponsored the 2001 Fall Conference. We look forward to seeing you in Miami this spring!

The Construction Zone...



The groundbreaking for the **Nashville Humane Association** construction on a new building was held November 17, 2001. The groundbreaking culminates a successful 3.7 million dollar Friends in Need Capital Campaign. The

building will be named the Ingram-Patton Animal Shelter and Adoption Center. The building was dedicated to Mrs. Frances Hutchison whose support and association with the shelter spans over 30 years. Executive Director Mary Pat Boatfield reports "this was a rewarding day for the NHA staff and Board of Directors whose tireless efforts resulted in the successful campaign." The facility will have a surgical suite, grooming area and "real life" rooms to provide quality care to the thousands of animals needing shelter each year.

Two months before Nashville, the **Humane Society of Boulder Valley** moved into a new facility on September 17, 2001. The 29,700 square foot facility was built behind the old complex, which was torn down in early October. The cost for the entire project was \$5.8 million dollars, including the furnishings, capital campaign costs and bond financing. With a mere \$91,000 left to raise to finish the campaign,

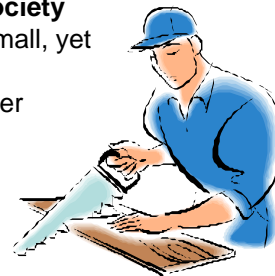
Executive Director Jan McHugh-Smith says she "can see the light at the end of the tunnel!" The bond financing was used to cover pledge and 20-year contracts with local municipal governments that paid for their fair share of the building costs.

The facility includes cat condos, dog condos, play rooms, and agility yard. "I sport the best view of the Rocky Mountains from my office," reports Jan, "which is much better than the crematory stack that I use to see." With no loss of staff, the HSBV worked diligently on transition planning and provided staff training on how to deal with change. The HSBV is an open door facility that handles 6,500 animals per year, provides animal care and control services for the City of Boulder and impoundment services for six municipalities.

Rick Collord, of the Southwest Washington Humane Society

(WA) recently started a small, yet important building project. SWWHS will be adding over 4,000 feet of new space for dog adoption, animal exam and a surgery suite.

Although this is just a precursor to a future capital campaign for a larger facility and expansion, this current project will help operations in the meantime. SWWHS handles about 10,000 animals each year.



LEGISLATION UPDATE

Oregon: Last September, Special Agents from the Oregon Humane Society Investigations Department participated in the seizure of 42 animals from an animal hoarder and removed 7,000 dead birds from a commercial poultry farm. The animal hoarder pled guilty to neglect and relinquished her ownership of all animals seized. As a result of the investigation at the poultry farm, the owner has been indicted on multiple counts of animal abuse and neglect.

Georgia: Fulton County court handed down the county's first felony animal cruelty conviction on November 19, 2001. In a precedent-setting case, a 17-year old man plead guilty to aggravated animal cruelty for dousing a stray dog (named "Honey" by Atlanta Humane Society) with gasoline and setting her on fire last May. The dog was treated and survived at the UGA College of Veterinary Medicine and is in a new home. Since the state felony animal cruelty code went into effect in May of 2000, Fulton County Animal Control pursued at least four felony-level cases in 2001.

(Submitted by Sharon Harmon and Bill Garrett, both SAWA members)

On October 20, 2001 SAWA and the humane movement lost a dear friend, Dennis White. Memorial services were held in both Dallas and Denver, with hundreds of friends and family in attendance to honor his life and work. A special fund was set up for his family, which includes five children and his wife, Susan (contact Wells Fargo, 1450 S. Havana St., Aurora, CO 80012, Account #201-6300964).

One friend wrote, "After seeing the obituary and reflecting on Dennis' contributions, I am now realizing how very sad it is that we have lost him. Everything in his life was about the goodness animals bring into our lives. He wasn't a GreeleyDog (his email address), he was a GreeleySaint!"

Below is part of the eulogy Martha Armstrong wrote for the Denver memorial service that John Snyder, was gracious enough to read since Martha's voice failed her that day.

"Our Dennis"

by Martha Armstrong,
SAWA Member

It is hard to think of Dennis White and not think of him as "Our" Dennis. Whether you knew him as a colleague at The Humane Society of the United States or American Humane, or through his relationship with SAWA or NACA or a state federation or animal control association or whether you knew him through his visits to your local animal shelter or humane society, it always felt as if he was "Our" Dennis. Part of the staff, part of the community.

I first met him over 20 years ago when I was just starting out in the animal protection field and worked for a small humane society in Tennessee. Dennis worked for AHA and helped me out with a wild horse problem. Throughout the years, I had the pleasure of working with him at annual conferences and workshops and on legislative issues on both the state and federal level.

Six years ago, however, our career paths crossed at a more intense level when we both started to work for The HSUS. Our working relationship as well as our friendship multiplied a hundred fold. Let me tell you a bit more about "Our" Dennis as I experienced him: There was the "Expo" Dennis: "Our" Dennis, in his chambray HSUS shirt, organizing staff and volunteer production line parties as we sorted the materials and stuffed the bags, greeting and thanking

our sponsors, exhibitors and all of our attendees.

There was "Dreamer" Dennis: "Our" Dennis who advocated fervently and passionately for new programs to help animals. His advocacy for the Pets for Life National Training Center and the Dallas Spay/Neuter Clinic were successful in moving forward two programs that Dennis genuinely cared about and that he knew would help to save thousands of dogs and cats.

There was "Cultivator" Dennis: "Our" Dennis who would listen to donors' interests in animals and help to direct their dollars towards programs where they could make a difference.

There was "Mischievous" Dennis: "Our" Dennis, who with a twinkle in his eyes, could make an eighty-seven year old woman feel that she was young again, who could inspire her to dress in her finest apparel and her brightest jewels and convince her to come out to dine with him and his colleagues. That bon vivant Dennis, who would open the door for her, pull out her chair, take her arm as she walked and made her forget about the arthritis or rheumatism for just one evening.

There was "Networker" Dennis who circulated through SAWA and state federation meetings, extending a hand and his card, giving a cheery "call me if you need any assistance" statement to each new face.

There was "Party" Dennis who could boogie with the best of

them. Out on the dance floor at Expo; in front row for the Doobie Brothers last summer; taking part in Tony and Tina's Wedding at SAWA's fall conference.

There was "Family Man" Dennis: "Our" Dennis who rearranged meetings and flight schedules to get home for one of his children's sports games. In fact, the last time I saw Dennis was in Chicago (at SAWA). He had to leave a little early to catch a plane that would get him into Dallas at 5 PM. With luck, he said, his flight would be on time and he could make it to daughter Emily's soccer game at 6 PM.

There was "Friend" Dennis: "Our" Dennis who always ended a conversation with a "take care" and a "stay in touch". My last conversation with Dennis was on October 19. I told him I would be out of town for about week but would call him on my return. In typical "Our" Dennis fashion, he stated "Have a safe journey and call me when you get back".

And now it's our time to say "safe journey, Dennis." Be the Networker Dennis, the Friend Dennis, the Family Man Dennis, and even the Mischievous Dennis that we so loved. Be "Our" Dennis and check the place out. Make sure that all the critters are safe and warm and well cared for. And save a place for the rest of us when we can once again feel that strong handshake, that pat on the back, that big bear hug. Goodbye, "Our" Dennis. We will miss you so very much.



Society of Animal Welfare Administrators

The SAWA Flash

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FOR SALE!

SAWA Resource Directories, Salary Surveys are available to purchase, each \$150.00 each.

SAWA membership plaques and pins are for sale to members. Why not flaunt your membership in a professional network of leaders in the field of animal care and control?

Contact SAWA at (303) 758-9611 to order any of these items listed above.

A Guide to Humane Dog Training is a new publication to help evaluate dog trainers from AHA. To order (\$15 each), call AHA's donor/member services at 800-227-4645.

The mission of SAWA is the promotion of humane ideals and a professional approach to management of private or governmental animal welfare and control agencies.

NAME THIS NEWSLETTER!

The new year is a good time to make changes, so we would like to change the name of this quarterly newsletter.

Do you have an idea of what the new name should be? What do you think of the "SAWA Scoop," for example? Is there a name for an informative, quarterly publication that also reflects the mission of SAWA?

Submit your newsletter name suggestions to nancy@seattlehumane.org by **February 20.**

The winner will receive kind recognition among peers and perhaps a prize or perk, depending on what the SAWA 'Prize Patrol' has available....