

# DoveLewis

Annual Report 2008



## DoveLewis Staff & Volunteers

**DoveLewis is proud to be here for you and your pet whenever you need us.**

Our staff of 118 is dedicated to practicing the best medicine possible, and to celebrating the human/animal bond at every opportunity. The DoveLewis family includes:

**24 DVMs** We attract top notch veterinarians from around the world. Our advanced medicine and non-profit mission are especially important to doctors who are the best in both high tech and high touch.

**8 Specialists** Our DVM staff includes three critical care specialists, two surgeons, a radiologist, a cardiologist, and an internal medicine specialist.

**5 Veterinary Interns, 3 Critical Care Residents and Dozens of Externs (fourth year veterinary students)** These students gain hands-on experience from our experts as part of our teaching and education program. The purpose of the program is to mentor the next generation of veterinarians and provide challenging cases for those pursuing a career in specialty veterinary medicine.

**53 Technicians** Veterinary technicians are like nurses in human medicine. Five DoveLewis technicians are board-certified in emergency and critical care—a distinction held by only 200 technicians across the globe.

**16 Client Services Representatives** These incredibly talented people talk to clients over the phone, and as they arrive in our lobbies. Their compassion and professionalism help make a visit to DoveLewis as smooth as possible.

**26 Business and Programs Staff** This group includes our accounting staff, our marketing and fundraising team, our program directors, hospital administration and our Executive Director.

**439 Volunteers** Without these people, we simply would not be who we are. Volunteers help with office work, events, community outreach, and community programs

### NW Hospital

1945 NW Pettygrove  
Portland, Oregon 97209  
Phone: 503.228.7281  
Fax: 503.228.0464  
24 hours / 7 days

### SE Hospital

10564 SE Washington Street  
Portland, Oregon 97216  
Phone: 503.262.7194  
Mon—Thurs 6:00PM to 8:00AM  
Fri 6:00PM—Mon 8:00AM



## Donors

July 2007—June 2008

### \$5000+

Donor Anonymous  
Bank of America Foundation  
Debby Benjamin & Russell Dragon  
Marjorie H. Black  
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Karen M. Schroth Charitable  
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Soper Family Trust  
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Joanne Tagami  
Tricolor Printing  
United Way of the  
Columbia-Willamette  
Vanguard Charitable  
Endowment Program  
Robert D. Varitz & Gertrude K. Allen  
OCF Joseph E. Weston  
Public Foundation  
Willamette Week

## Looking Back & Moving Forward

Thirty-five years ago in a small building in Portland, Oregon DoveLewis opened its doors for the first time and the world of veterinary medicine changed overnight. In fact, the very development of emergency care and the human-animal bond was affected forever. Our world has changed a great deal since 1973, but our mission and commitment to our community has never wavered.

Many organizations have come and gone over the past 35 years. The fact that DoveLewis continues to thrive is a testament to the incredible vision of our founders coupled with the great work of our staff, leadership and Board of Directors. In addition, without the support and partnership of our region's great veterinary community DoveLewis would not be where it is today.

For the third straight year, CEOs from across Oregon have named DoveLewis as one of the Top Ten Most Admired Non-Profits in the state as part of a survey taken by the Portland Business Journal. We are honored and humbled by that recognition as there are so many, many wonderful non-profits doing incredible work in our community. Just a few years ago such an honor could happen only in our dreams.

While we celebrated our birthday last year we were hard at work conducting vital strategic planning for our future. The "industry" of veterinary medicine continues to evolve and in many ways it mirrors developments in human healthcare over the past decade.

Our successful past gives us no guarantee for the future and that is the best way to approach keeping your business healthy and thriving. This year we are introducing new services at DoveLewis that will allow us to treat our patients and their families with even more comprehensive care.

This past year was our first full year in our new NW hospital. We made great strides in terms of solidifying our post-expansion operating structure and results. DoveLewis without doubt is a sound non-profit with a bright future.

Five years ago I came to DoveLewis and created a plan with our Board of Directors to strengthen our business, create a dynamite staff with an energetic culture, build a strong brand, and evolve our services to once again set the example for emergency/critical care animal medicine and community services.

I believe we have more than exceeded the expectations of those plans laid out a few short years ago. With wonderful support from our community on so many levels, the dream that A.B. and Dove Lewis envisioned in the late 1960's continues toward its fourth decade. Now that is something to cheer!

A handwritten signature in black ink, appearing to read "Ron Morgan". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ron Morgan  
DoveLewis Executive Director

**\$2500+**  
 Auctionpay  
 Animal Rescue Foundation  
 Ann Archer-Cooperman  
 & Mike Cooperman  
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 Gretchen Brooks  
 Robert & Kay Bruno  
 Dr. Marcia Darm & Bruce Berning  
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 Schwabe Williamson & Wyatt PC  
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 Magdalena Cynkuntis-Simon  
 Ann Strieby Walsh  
 Glenn & JoAnn Tomlinson  
 Kim Tomlinson & Suzie Starkel  
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 Chez Jose East  
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 Equity Foundation, Inc.  
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 Judith Hawes Holmes  
 Jeff Hulse &  
 Megan M. Cavanaugh, MD  
 Kathryn N. Hummel

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 Laurelhurst Veterinary Hospital  
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 Candace Manuel  
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 Norma McAfee  
 Brian & Heidi McCloskey  
 Michael McKelvey  
 Martha Miesen  
 George & Cherie Miller  
 Lee Ann Moldovanyi  
 Moonstruck Chocolate  
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 Ron & Tracy Morgan  
 Mt. Hood Beverage  
 Gail & Ron Murray  
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 NIKE Golf  
 Lee C. Nusch  
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 Mark & Kathy Parker  
 Nancy Parr  
 Pawstively Clean  
 PDX Magazine

Perkins Coie Fund of The  
 Oregon Community Foundation  
 Jack Pessia & Chrysty A. Martin  
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 Theresa & Torie Phipps  
 Naomi Pollock & David Bugas  
 Joan & Roger Porter  
 The Regence Group  
 Scott D. Rimer  
 Richard Ringwald  
 Theresa Rodrick  
 Omar Romero  
 Susan Rosenthal  
 Stephanie Rubenstein  
 Jason Saijo  
 Carol & Frank Sampson  
 Beverly & Fred Saxenberg  
 Mary Schick  
 Jean Schiffers & Steve Nussbaum  
 Dale Scholl  
 Jeff C. Schrader  
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 Vera L. Smith Charitable Foundation  
 Eric & Kayla Soleglad  
 The Standard Employee  
 Giving Campaign  
 Starbucks Coffee Company  
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 Sandra Suttie & Lorraine Shearer  
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 Elizabeth Tilbury-Marquard  
 & Jim Marquard  
 Tulen Center One With Heart  
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 Wells Fargo Community  
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 Oregon Community Foundation  
 Britta & Shawn Bavaresco  
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## Blood Bank

Many people are surprised to learn that DoveLewis runs a blood bank. Animals need blood when they are sick or having surgery just as humans do. We are proud to run the largest non-profit, community-based animal blood bank in the country. We refer to our volunteer dogs and cats as superheroes, as they are nothing short of true life savers. DoveLewis regularly supplies blood to animal hospitals throughout the Portland Metro area, and often receives calls from clinics across the state which are looking for an emergency supply. Both human and animal blood banks have modeled their operations after the DoveLewis Blood Bank. We are proud and honored to help. The DoveLewis Blood Bank is supported by donations.

### Blood Bank Program

	FY 2007	FY 2008
Medical Revenue	\$101,009	\$129,960
Other Revenue	\$59,182	\$12,084
Program Expenses	\$(184,684)	\$(136,816)
Event & Other Expenses	\$(2,349)	\$(4,352)

Change in Net Assets \$ (26,842) \$ 876

### Blood Bank Information

	FY 2007	FY 2008
Canine Donors	246	225
Feline Donors	11	12
Units Donated	381	366
Transfusions Given	572	635

## Pet Loss Support

DoveLewis is here for pet owners during any stage of their relationship. Grieving the loss of a beloved animal is a very real, personal experience. In 1986, Enid Traisman, MSW, CT, CFS, established the DoveLewis Pet Loss Support Program to help people safely navigate what can be debilitating sadness. DoveLewis offers Portland's only pet loss support group, free of charge. Enid leads each group, and also offers a free memorial art workshop every month. We believe the bonds between humans and animals represent some of the most important relationships in a person's life. The Pet Loss Support Program is 100% donor-funded.

### Pet Loss Support Program

	FY 2007	FY 2008
Revenue	\$129,322	\$121,755
Program Expenses	\$(104,670)	\$(100,074)
Event & Other Expenses	\$(7,651)	\$(62,877)

Change in Net Assets \$ (17,001) \$ (41,196)

### Pet Loss Support Usage

	FY 2007	FY 2008
Group Attendees	375	436
Phone Conversations	1,306	1,565

## Animal Assisted Therapy & Education

You don't have to own a pet to be touched by DoveLewis. Our Animal Assisted Therapy and Education teams visit hundreds of thousands of people every year, sharing the magic that is the human/animal bond. You can find us in hospitals, Alzheimer's units, assisted living centers, schools, libraries, prisons, and drug treatment centers, and physical therapy clinics, just to name a few. This year the DLAATE program was honored by the Oregon State Penitentiary for its work with incarcerated parents during their transition back home to their children. The DLAATE program is 100% donor-funded.

### Animal Assisted Therapy & Education Program

	FY 2007	FY 2008
Revenue	\$105,187	\$51,763
Program Expenses	\$(85,545)	\$(82,757)
Event & Other Expenses	\$(3,729)	\$(4,858)

Change in Net Assets \$ 15,913 \$ (35,852)

### DLAATE Volunteers

	FY 2007	FY 2008
DLAATE Teams	190	175
Facilities Visited	150	175
DLAATE Volunteer Hours	10,262	9,537

Bentley B  
 Cara Bergeson  
 Cherish Blake  
 Blount, Inc.  
 Bob Nagel Distributing  
 Daniel & Jennifer Boverman  
 Michelle & John Bradley  
 Richard & Susan Braithwaite  
 Braley-Gray & Associates, Inc.  
 Carole & Dale Brekke  
 Arthur & Margaret Brown  
 Donald Brown  
 Bob & Sigrid Button  
 Cindy & Duncan Campbell  
 Louis Carlton  
 Rebecca & Gene Chao  
 Lou & John Chapman  
 Karen J. Christensen  
 Laurie E. Christensen MD  
 & Colin Ma MD  
 Clackamas Insurance  
 Reed Coleman  
 Jennifer Collins  
 Companion Pet Clinic of Keizer LLC  
 Covidien  
 Janna Cronk  
 Cupcake Jones  
 Cynthia L. Davis & Elaine Scott  
 Lynn Davis & Alan Mitchell  
 Melody & Malcolm Dennis  
 Richard Dixon  
 Louanne Douris  
 Gerard & Sandra Drummond  
 Jeff Eaton & Marla London  
 Steve Elder

Employees Community Fund  
 of Boeing Portland, Inc.  
 James & Jean Endy  
 Entercom Portland, LLC  
 Pat Erstgaard  
 Kathryn Estey & Tom Hendricks  
 Marsha & Douglas Estudillo  
 The Mary McKinney Ezell & Flay  
 Ezell Fund of the Wentworth  
 Neil A. Falk  
 Steve & Leslie Farah  
 Fast Signs  
 Joann K. Fechner  
 First Class Carpet Care LLC  
 Richard Fisher  
 Ellen Foley  
 Karen Ford, Landscape Architect  
 Forest Park Federal Credit Union  
 Conrad & Judy Fornia  
 Gary & Emily Foster  
 W B Frank  
 Patricia A. Gardner, MD  
 Albert Gentner  
 Dawn Gilkison  
 Emma & John Gilleland  
 Lynn Gillison  
 Glaceau  
 Gladstone Veterinary Clinic  
 Reggie & Joel Goldstein  
 Stephen D. Gomez  
 Dave & Deanna Gott  
 Devie Greer  
 Nancy Gunter  
 Peter A. Haas & Nicole M. Jergovic  
 Alex Hacker  
 Hagerman Frick O'Brien LLC

Nicole Hamann  
 Kingsley & Shirley Handley  
 Katie Hauck  
 Regina Hauser  
 Nathalie Heger  
 Nancy & John Herpers  
 Patricia Hilsinger  
 Ann & Frederick Hoene  
 Brian Hoff  
 Diane Hogan  
 Hollywood Lighting Services, Inc.  
 The Honest Kitchen, Inc.  
 Dagny Hooke  
 Anne M. Houseal  
 Stephen Housel  
 Jon Andrew Howe  
 HSBC North America  
 Daniel & Jan Huffman  
 Briant Hunt  
 Innovative Contract Staffing Corp  
 JBL&K Risk Services, Inc.  
 Schelly Jensen  
 Sue Ann Johnson  
 Mary & Jeff Johnstone  
 Annette & Christian Joly  
 Stuart & Janet Jones  
 Michelle Kaiser  
 Peter Kane  
 Kelly Wearstler Interior Design  
 Andrew & Marjorie Kerr  
 Jan & Christine Kitchel  
 Carolyn Koenig  
 Sue & Steve Larson  
 Larisa Laychak  
 Michelle & Michael Leal  
 Charles Lenard

Lisa Leonardo  
 Jodee LeRoux  
 Suzanne Leupold  
 Ketzal Levine  
 LexiDog Boutique & Social Club  
 Nancy & John Lichtwardt  
 Douglas Lilley  
 Sharon Lodewick  
 Maho Bay Camps  
 Maletis Beverage  
 Maloy's Jewelry Workshop  
 Jean & Stephen Mann  
 Inger & Scott Mattern  
 Marilyn & James McCobb  
 Isabel McDonald  
 Joan E. McGraw  
 Daniel J. Medin  
 & Kori Barnum  
 Meringue  
 Pat & Syd Minnaugh  
 Ruth & Alan Mitchell  
 Dr. Sheri G. Morris  
 & John J. Maddigan  
 Joe Morrison  
 Ricco Mowla  
 Chris D. Mueller  
 Dr. Timothy Munjar  
 Marilee & Doug Muzatko  
 MWI Veterinary Supply  
 My Dog Walker And More, LLC  
 Wendy Neilson-Miller  
 Kim & Danny Nelson  
 Nestle Purina PetCare  
 New Deal Distillery  
 Virginia & Chuck Nile  
 Northwest Compounds

The ODS Companies  
 P B H Inc.  
 The P&G Distributing LLC  
 Colleen & Joe Petrina  
 PetUtopia  
 Jaime Phifer  
 Physical Element  
 Judith E. Pitzen  
 Julia Poduch  
 Mel & Ronnie Poplock  
 Rebecca Prentice  
 Karen Regel-Inberg  
 & Ronald Inberg  
 The Regence Employee  
 Giving Campaign  
 Michael Remsing & Randy Tjaden  
 Jennifer Reyes & Brian Dees  
 Liani Reyna  
 Phyllis Reynolds  
 Jack Rickli & John Dickson  
 Barbara Sakamoto  
 Kathy Saty  
 Joanna Sering  
 Siltronic  
 Carrie & Bernard Silvernail  
 Steven F. Skinner, DACVIM  
 Skyline Interiors, Inc.  
 Valerie Solorzano  
 Standard Supply  
 Douglas & Kimberly Strand  
 Elaine Streger  
 Rudolph W. Struse  
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 Richard Sutherland  
 Charles & Yvonne Sutton  
 Pauline & Robert Svestka

David & Anne Symes  
 The Symonds Foundation  
 Dr. Gary Takahashi  
 & Karen Takahashi  
 Cori Taratoot  
 David & Terry Taylor  
 Rhonda Taylor & Dave Wilson  
 Brian Thompson  
 Susan K. Thompson  
 & Colleen Marshall  
 Heather & Jack Toland  
 Susan & Patrick Troccoli  
 Joan Truncali  
 Ronald Turco  
 Tim & Janet Turner  
 Katherine & Allan Twombly  
 Miles Ueoka  
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 Matching Gifts  
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 Robert Watson  
 Anya Watts & James C. Prichard  
 Elizabeth & Edward Wells  
 Chris Wendell  
 William W. Wessinger  
 Toni & Dave Wheat  
 Wildwood  
 Alan & Angi Williams  
 Lawrence & Vanessa Wilson  
 Woodruff-Sawyer Oregon, Inc.  
 Lisa Wylie  
 Steven & Deborah Wynne  
 Craig & Jerri Yamasaki

## Stray Animal & Wildlife Fund

Lost, injured, frightened. That describes the 1,000+ stray and wild animals who come through our doors every year. We are grateful to the county shelters, good samaritan citizens, police officers, and firefighters who bring us these animals, giving them a fighting chance. We try to find every injured stray's owner by scanning for a microchip, and posting their photos on our Lost & Found Pet Database. We are honored to help injured wild animals when the Audubon Society is closed. DoveLewis is proud to be here for all animals when they need us the most. Our care for injured stray and wild animals is dependent upon donations.

### Stray Animal & Wildlife Fund

	FY 2007	FY 2008
Revenue	\$181,009	\$125,416
Program Expenses	\$(212,899)	\$(216,882)
Event & Other Expenses	\$(734)	\$(8,878)
Change in Net Assets	\$(32,624)	\$(100,344)

### Number of Strays Treated

	FY 2007	FY 2008
Total Strays Treated	1,211	1,290
Non-Audubon	932	887

## Velvet Financial Assistance Fund

We understand that a hospital visit to DoveLewis can be emotionally and financially stressful. The DoveLewis Velvet Financial Assistance Fund helps qualified low-income clients pay some of their pets' medical costs. We believe that pet ownership is a responsibility, and therefore expect clients to cover at least a portion of their bill. The demand on this fund is enormous. No one else in the region helps people with their pets' medical bills more than DoveLewis. The Velvet Fund is 100% donor-funded.

### Velvet Financial Assistance Fund

	FY 2007	FY 2008
Revenue	\$91,647	\$105,945
Program Expenses	\$(140,100)	\$(94,570)
Event & Other Expenses	\$(185)	\$(201)
Change in Net Assets	\$(48,638)	\$ 11,174

## Charlie Fund for Abused Animals

The DoveLewis medical staff sees many victims of animal abuse every year. They are trained to recognize the signs, and legally bound to report abuse to police. The DoveLewis Charlie Fund allows our doctors and technicians to give these mistreated animals the care they so desperately need.

We regret that the Charlie Fund must exist at all, of course, but we're grateful that when abused animals do come through our doors, we have an expert staff that can spot the signs, and use the fund to cover treatment costs. The Charlie Fund is 100% donor-funded.

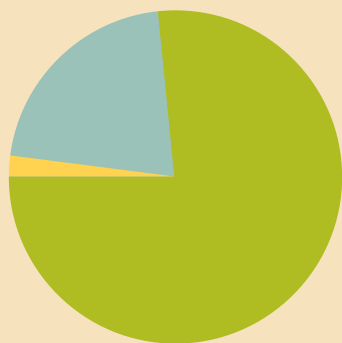
### Charlie Fund for Abused Animals

	FY 2007	FY 2008
Revenue	\$31,664	\$8,604
Program Expenses	\$(4,467)	\$(7,279)
Change in Net Assets	\$ 27,197	\$ 1,325



## Combined Statement of Activities

July 2007—June 2008



### Revenue & Support

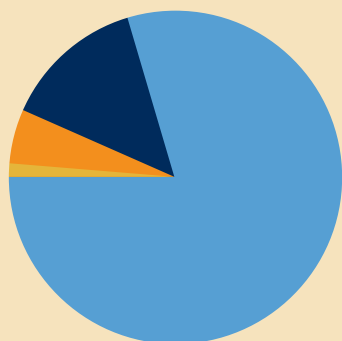
Medical Fees	\$7,726,738	76%
Donations	\$2,009,486	20%
Event & Other Revenue	\$382,239	4%

Total Revenue & Support \$10,118,463

### Expenses

Hospital	\$7,892,803	79%
Other Programs	\$638,378	7%
General & Administrative	\$235,390	2%
Fundraising	\$1,222,833	12%

Total Expenses \$9,989,404



## Consolidated Operations

July 2007—June 2008

Total Net Revenue \$10,118,463

Medical Supplies \$893,151

Total Salaries \$5,427,833

Employee Benefits & Taxes \$1,107,475

Facilities & Equipment \$1,079,836

Administrative \$1,201,685

Other \$279,424

Total Expenses \$9,989,404

Change in Net Assets \$129,059

Net Assets Beginning of Year \$3,504,803

Net Assets End of Year \$3,633,862

## Total Patients

	FY 2007	FY 2008
NW Hospital	11,337	11,304
SE Hospital	5,020	4,560
Total	16,357	15,864

## Hospital Operations

	FY 2007	FY 2008
Gross Revenue	\$7,424,355	\$7,996,995
Hospital Expenses	\$(7,568,869)	\$(7,892,803)
Program & Other Expenses	\$(429,424)	\$(387,995)
Change in Net Assets	\$(573,938)	\$(283,803)



## Board of Directors

### Executive Director

Ron Morgan

### President

Doug Gribskov, DVM

### Treasurer

Rebecca Graham, CPA

### PVMA Representative

Craig Quirk, DVM

### Board Personnel

Michael Andrew, DVM

Bob Bruno, DVM

Chris Holenstein, DVM

Timothy Munjar, DVM, DACVS

Mark Norman, DVM

Larry Peetz, DVM

Michael Remsing

Steven Skinner, DVM

David Symes

Barbara Wegner

## Ambassador Board

### Chair

Catherine Brinkman

### Vice Chair

Stephanie Fuhrman

### Secretary

Gina Delahunt

### Fundraising Chair

Kristin Kolasinski

### Board Personnel

Gretchen Alley

Ellyn Bye

Maia Chase

Adina Flynn

Alfie Linn-Ortiz

Dennis Moffit

Jack Pessia

Tom Puhl

Carl Rice

Stephanie Rubenstein

Deborah Sather

Miles Ueoka

## Leadership Staff

### Medical Director

Andrea Oncken,

DVM, DACVECC

### Critical Care Director, Stray Animal & Wildlife Program Director

Alicia Faggella,

DVM, DACVECC

### Director of Support Staff

Cherie Nelson, SPHR

### Marketing & Development Director

Tiffini Mueller

### Chief Financial Officer

Rona Amadon, CPA

### Blood Bank Director

Kristen Keener,

CVT, VTS (ECC)

### Animal Assisted Therapy & Education Program Director

Heather Toland,

MAEE, CVT

### Pet Loss Support Program Director

Enid Traisman, MSW



For the third year in a row, DoveLewis was selected by 2,000 CEOs across Oregon as one of the state's top ten most admired non-profits. There are thousands of non-profit candidates in the CEO survey, and DoveLewis is honored to be in the top ten. We are proud to be here for animals and the people who love them. This distinction further solidifies our resolve to continue to strive for the best.

NONPROFIT ORG  
US POSTAGE PAID  
PORTLAND, OR  
PERMIT NO. 1111

Dove Lewis Emergency Animal Hospital  
1945 NW Pettygrove  
Portland, OR 97209

## DoveLewis Vision Statement

DoveLewis Emergency Animal Hospital's vision is to provide the best available emergency and critical care for companion animals, and to support our partner veterinarians and the animal-loving community.

DoveLewis Emergency Animal Hospital is recognized as a charitable organization under Internal Revenue Code, Section 501(c)(3). All donations are tax deductible as allowable by law. Federal Tax ID No. 93-0621534.