

**DoveLewis**

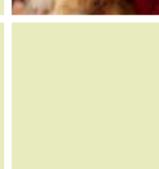
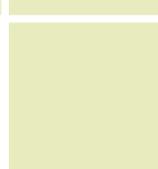
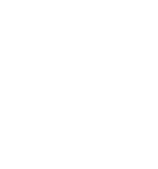
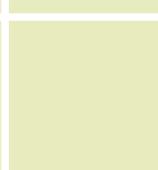
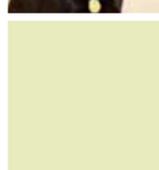
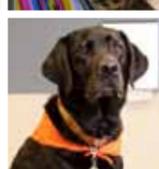


# ANNUAL REPORT

**Fiscal Year 2011**



**We are DoveLewis.**



**DoveLewis** is Portland's non-profit 24-Hour Emergency and ICU Animal Hospital, offering advanced veterinary care. DoveLewis also shares several 100% donor funded programs with the community including one of America's largest volunteer based animal blood banks, a partnership with Delta Society's animal assisted therapy program, a nationally recognized pet loss support program offering four free group therapy sessions each month, 24-hour stabilizing care for lost, stray and wild animals and financial assistance for qualifying low-income families and abused animals.

DoveLewis is one of a few animal health non-profit veterinary organizations in the country. As a non-profit, DoveLewis operates and is maintained to serve a public good. However, we do charge for the majority of our care. Emergency and critical care can be very expensive.

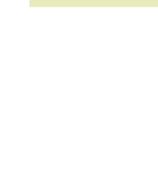
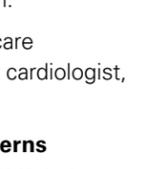
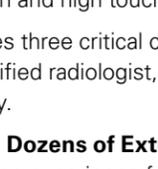
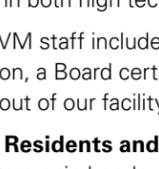
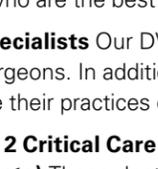
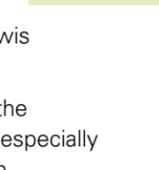
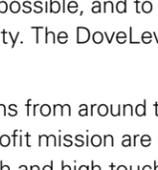
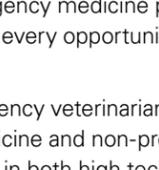
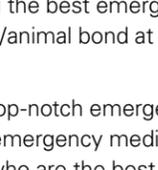
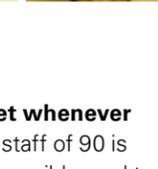
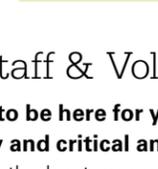
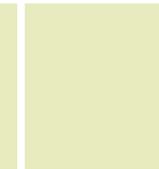
### The DoveLewis Mission

DoveLewis, in association with the regional veterinary community, provides 24-hour emergency, critical care, education and community outreach. Our highly-skilled professionals are dedicated to:

- Improving the condition of animals needing emergency and critical care.
- Strengthening the ties with, and extending the reach of, the veterinary community.
- Promoting the well-being of animals and the human-animal bond throughout the community at large.

### 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 Staff & Volunteers

**DoveLewis is proud to be here for you and your pet whenever you need emergency and critical animal care.** Our staff of 90 is dedicated to practicing the best emergency medicine possible, and to celebrating the human/animal bond at every opportunity. The DoveLewis family includes:

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

**8 Board-certified Specialists** Our DVM staff includes three critical care specialists and two surgeons. In addition, a Board certified radiologist, cardiologist, and oncologist operate their practices out of our facility.

**2 Veterinary Interns, 2 Critical Care Residents and Dozens of Externs (4th year DVM students)** These doctors 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.

**23 Certified Technicians** Veterinary technicians are like nurses in human medicine. One hundred percent of our technicians are certified. Five DoveLewis technicians are Board certified in emergency and critical care — a distinction held by only 300 technicians across the globe. One of them is additionally certified in anesthesia and pain management, which is very rare.

**12 Technician Assistants** Technician assistants are like nurse assistants in human medicine. They assist the technicians with restraint and patient care, ensuring all of our patients are as comfortable as possible during their stay. They also keep the hospital organized and clean to ensure an efficient and sanitary environment for our patients.

**12 Client Services Representatives** These incredibly talented people talk to clients over the phone, and as they arrive in our lobby. They act as liaisons between clients and our medical staff. In addition, they handle most of the paperwork associated with a client's visit. 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, human resources department, training coordinators, our program directors, hospital administration, support staff and our CEO.

**635 Volunteers worked 3,092 hours** washing dogs at Dogtoberfest, staffing DoveLewis tables at community outreach events, organizing animals at events, assembling office projects, bringing in food for the hospital staff over the holidays and much more!



## Financials for Fiscal Year 2011

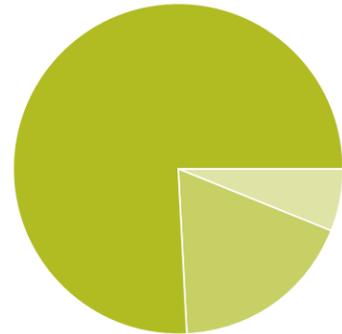
### Hospital Operations

	FY 2010	FY 2011
Gross Revenue	\$6,981,142	\$6,842,398
Hospital Expenses	\$(7,172,798)	\$(7,483,991)
Other Expenses	\$(28,056)	\$(62,198)
Change in Net Assets	\$(219,712)	\$(703,791)

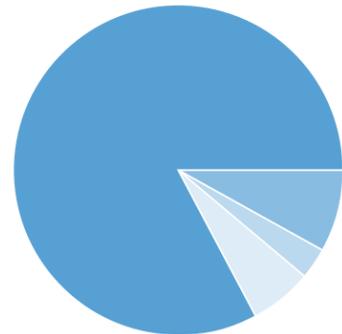
DoveLewis Emergency Animal Hospital is recognized as a charitable organization under Internal Revenue Code, Section 501(c)(3). All donations are tax deductible as allowable by law. Federal Tax ID No. 93-0621534.

### Consolidated Statement of Activities

July 2010 — June 2011



Revenue & Support		
Medical	\$6,540,434	76%
Contributions	\$1,534,558	18%
Event & Other Revenue	\$571,563	6%
<b>Total Revenue &amp; Support</b>	<b>\$8,646,555</b>	<b>100%</b>



Expenses		
Hospital	\$7,483,991	83%
Other Programs	\$576,863	6%
General & Administrative	\$263,187	3%
Development	\$714,887	8%
<b>Total Expenses</b>	<b>\$9,038,928</b>	<b>100%</b>
Change in Net Assets	(\$392,373)	
Net Assets Beginning of Year	\$4,210,855	
Net Assets End of Year	\$3,818,482	

### Consolidated Statement of Financial Position

June 30, 2011

Assets		Liabilities and Net Assets	
Cash & Investments	\$1,491,375	Current Payables	\$492,023
Short-Term Receivables	\$513,590	Current Payroll Liabilities	\$335,071
Property & Equipment (Net)	\$5,897,810	Long-Term Notes Payable	\$3,536,691
Long-Term Receivables	\$53,311	Long-Term Leases Payable	\$107,647
Other Assets	\$333,828	Net Assets	\$3,818,482
	<b>\$8,289,914</b>		<b>\$8,289,914</b>



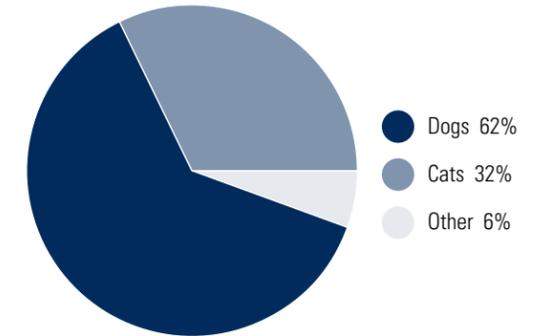
DoveLewis participates in an annual financial statement audit, which is performed by Delap, LLP.

## How many patients are treated at DoveLewis each year? How many dogs are treated? Which procedures are most common?

### Patient Statistics

July 2010 — June 2011

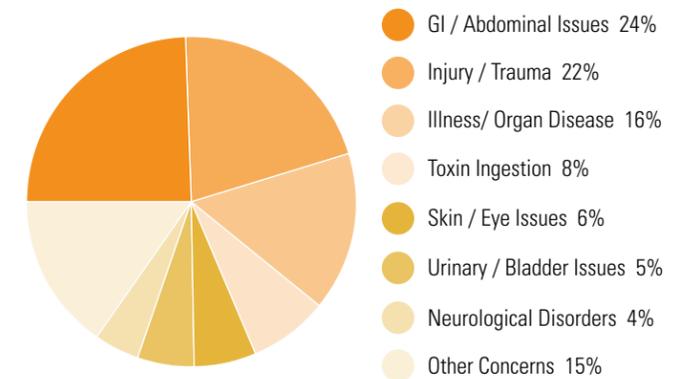
Out of **12,592 patients** seen at DoveLewis between July 2010 and June 2011, we treated 4,062 cats, 7,833 dogs and 697 other animals and wildlife.



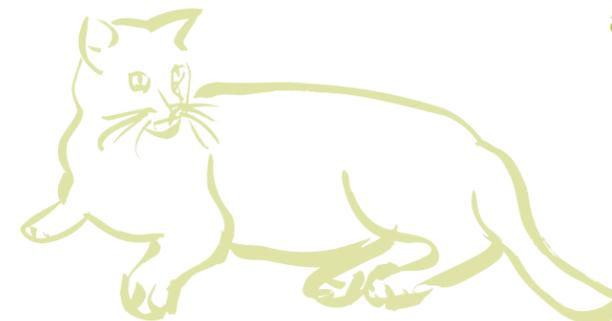
### Quarterly Average OF TREATMENT STATISTICS

April 2011 — June 2011

Patients are seen at DoveLewis for a variety of animal emergencies. The graph to the right shows the break down of the types of emergencies we saw in our hospital over a four month period from April 2011 – June 2011.



Of the 12,592 patients that we treated: **10,905** were treated in the ER (86%) and **1,687** were severely ill and had to be transferred to our ICU (14%)



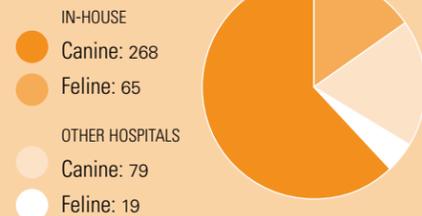


## Blood Bank

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. We are proud and honored to help. The DoveLewis Blood Bank is supported by donations and revenue generated from the sale of blood products.

	FY 2010	FY 2011
Number of Canine Donors	113	96
Number of Feline Donors	10	12

## Blood & Plasma Transfusions in FY2011



	FY 2010	FY 2011
Medical Revenue	\$106,981	\$124,072
Restricted Revenue	\$21,560	\$21,098
Program Expenses	\$(129,108)	\$(138,624)
Event & Other Expenses	\$(5,098)	\$(4,949)
Change in Net Assets	\$(5,665)	\$1,597

## 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, the DoveLewis Pet Loss Support Program was founded to help people safely navigate what can be debilitating sadness. Enid Traisman, MSW, CT, CFS, is the director of the program. DoveLewis offers Portland's only monthly pet loss support groups, free of charge. Sponsored by DoveLewis, Enid leads each group, and also offers a memorial art workshop every month to the public. 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 primarily donor funded.

	FY 2010	FY 2011
Group Attendees	455	443
Phone Conversations	1,628	1,472
Emails	519	912
Memorial Art		
Workshop Attendees	209	192

Our golden retriever, Lonny, was getting older. When he did die, it was really difficult. When I went to the Pet Loss Support group it was so supportive to be with people who knew what I was going through. Listening to others share their grief didn't lessen my grief, but it's like we were able to help each other carry the load.

– Debbie C.

	FY 2010	FY 2011
Restricted Revenue	\$119,117	\$106,012
Program Expenses	\$(90,107)	\$(112,153)
Event & Other Expenses	\$(45,959)	\$(43,220)
Change in Net Assets	\$(16,949)	\$(49,361)

## Animal Assisted Therapy & Education

DoveLewis partners with Delta Society to expand the reach of animal-assisted therapy in the Portland area. Delta Society is an internationally recognized organization whose core mission is the advancement of human health and well-being through positive interactions with animals. DoveLewis directs significant financial resources to the partnership, providing annual scholarships for 150 animal-assisted therapy teams in our community. These teams visit hospitals, libraries, schools, assisted living communities, physical rehabilitation centers, hospice and many other community facilities.

	FY 2010	FY 2011
DoveLewis Sponsored Teams	160	144
Facilities Visited	184	165
DoveLewis Sponsored		
Volunteer Hours	10,340	8,496

I just want to thank you and the wonderful dogs that kept my mom and I company as she went through her last blood transfusion and her last chemotherapy treatments. The dogs would brighten up everyone's day, and brought such a positive loving energy into the rooms. Mom passed away on July 8, after a 4-year battle with bladder cancer. I will always remember, appreciate, be grateful for, and support what you do. Thank you for the 'peace' you brought... Bless your hearts.

– Molly C.

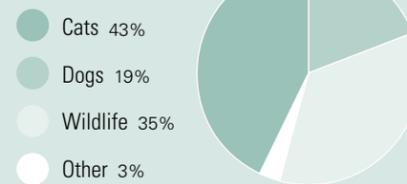
	FY 2010	FY 2011
Restricted Revenue	\$27,833	\$1,718
Program Expenses	\$(81,736)	\$(39,503)
Event & Other Expenses	\$(9,665)	\$400
Change in Net Assets	\$(63,562)	\$(37,385)

## Stray Animal & Wildlife Fund

Lost, injured, frightened – that describes the 1,000+ stray animals and wildlife who come through our doors every year. We are grateful to the county shelters, good samaritans, police officers, and firefighters who bring us these patients, giving them a fighting chance. We try to find every injured stray's owner by scanning for a microchip, and posting their photo on our Lost & Found Pet Database. We are honored to help injured wildlife 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 strays and wildlife is dependent upon donations.

	FY 2010	FY 2011
Total Strays Treated	1,299	1,114
Audubon / Wildlife	472	390

## Stray & Wild Animals Treated in FY2011



	FY 2010	FY 2011
Restricted Revenue	\$58,327	\$120,688
Program Expenses	\$(160,653)	\$(159,647)
Event & Other Expenses	(\$620)	\$(8,724)
Change in Net Assets	\$(102,946)	\$(47,683)

## Velvet Financial Assistance Fund

We understand that a pet emergency can be emotional and stressful. At DoveLewis, we try to make the situation better and help clients financially when possible. The DoveLewis Velvet Financial Assistance Fund helps qualified low-income clients pay some of their pet's medical costs. We believe that pet ownership is a responsibility, and therefore hope clients will 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 pet's medical bills more than DoveLewis. The Velvet Fund is 100% donor funded.

	FY 2011
Total Patients Funded	939

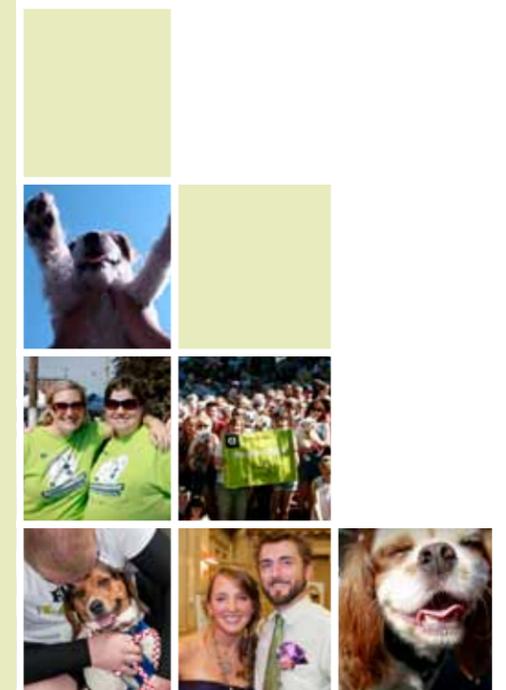
Each month, the allowance for the Velvet Financial Assistance Fund is exhausted helping families in need. Each month, there are still families with unmet financial need. This year, 939 patients received medical treatment that was either partially or fully funded by our Velvet Financial Assistance program. With more funds, we could help even more families

When I found out everything would be covered by the Velvet Assistance Fund, I cried. I don't know what would've happened to Snickers if DoveLewis didn't have this fund available for people like me. When I am back on my feet, I will be sending in a donation for the fund, so more people can have their furry kids taken care of in their time of need.

– Kristi C.

	FY 2010	FY 2011
Restricted Revenue	\$51,336	\$60,397
Program Expenses	\$(100,599)	\$(126,936)
Event & Other Expenses	\$(1,054)	\$(1,781)
Change in Net Assets	\$(50,317)	\$(68,320)

Fueled by donors, DoveLewis' community programs extend the reach of the 24-hour emergency and critical care provided in the hospital.



“From the moment we realized our local vet was not available and made a call to DoveLewis, to the time when I put our dog back into the car to go home, DoveLewis provided excellent care. **The extreme competence, compassion, and thoroughness was quite reassuring.** Thank you.”

ELIZABETH T.

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**DoveLewis** was founded by the Portland Veterinary Medical Association in 1973. As a member organization of the PVMA we are grateful for the support and partnerships we have with our regions excellent veterinary community.

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**DoveLewis**

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