



**DoveLewis**



The Northwest's Nonprofit 24-Hour Emergency Animal Hospital

# Annual Report 2012

# Our 2012 Year in Review

## A Message from the DoveLewis CEO

The year 2012 marks the end of another decade spent serving our community. It is hard to believe that DoveLewis has been in operation since 1973. Over those 39 years, tens of thousands of families have benefited from our high-level veterinary care and unique programs. What started as the idea of a few visionary people has since touched so many lives in profound ways. And this year, we were named one of Oregon's Top Ten Most Admired Nonprofits\* for the sixth time in the past seven years.



As the CEO of DoveLewis, I often find it challenging to succinctly describe all that we have to offer our community. The comprehensive approach we take to promote the human-animal bond is distinct, even in veterinary circles. At the center of everything is our world-class hospital, which treats more than 12,000 patients per year. Highly trained veterinarians, technicians and other professionals come from throughout the United States and across the globe to work at DoveLewis. The number of Board-certified critical care specialists and technicians exceeds that of any other hospital in the Northwest.

But the rest of what DoveLewis has to offer may be some of our community's best kept secrets. This annual report contains information about our special programs, and we hope they become more widely known as we move toward our 40th year. Please take a few moments to read the enclosed details to discover all we do as part of our mission.

The fact that DoveLewis is a certified teaching hospital means that one of our primary areas of focus is education—the education of those working in or studying veterinary medicine, as well as the education of the public. In 2012, we launched an innovative new program that allows us to expand our teaching mission without bricks and mortar: On the Floor @Dove (www.atdove.org), a video-based educational website for veterinary professionals. We believe it can revolutionize the way educational content is both created and made available. Short teaching videos are filmed in our hospital featuring real staff members and real cases. On-demand content provides a practical learning environment that's missing in our industry. We expect this product to eventually provide us with an additional source of revenue to support our local programs. It is a clear example of how we are working to be leaders, not only in our community but also in our industry.



Looking back on 2012, I see a year of growth on many levels. We spent extra time getting to know our supporters and clients. We have a great partner in Portland Veterinary Medical Association and many invaluable relationships with all of the incredible veterinarians in our area. Without all of that support, there would be no DoveLewis.

Finally, we could not continue to thrive without our wonderful donors, volunteers and board members. We work hard to make sure we honor these amazing people each and every day, while also paying respect to the legacy and memory of Dove Lewis herself. The vision of just a few people from so many years ago is now a public service we proudly cultivate today.

Ron Morgan  
CEO, DoveLewis

\*This award is determined by more than 2,000 Oregon business leaders and is announced by Portland Business Journal

## Mission

DoveLewis, in association with the regional veterinary community, provides 24-hour emergency and 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

## 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 is American Animal Hospital Association (AAHA) accredited. AAHA recognizes high standards of veterinary excellence.

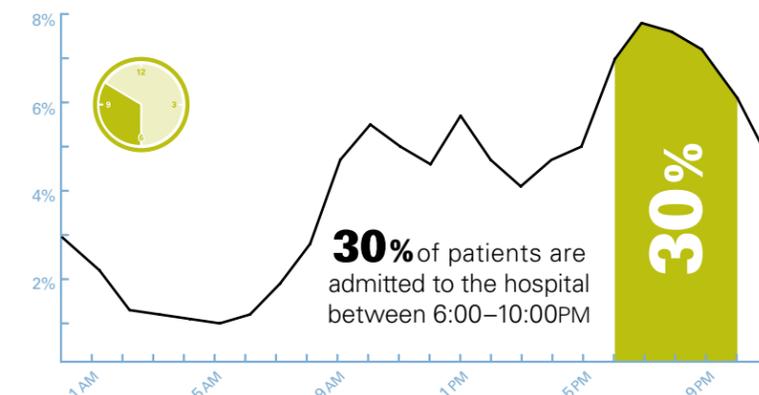
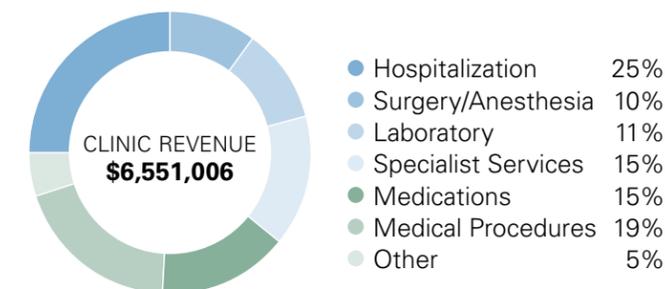
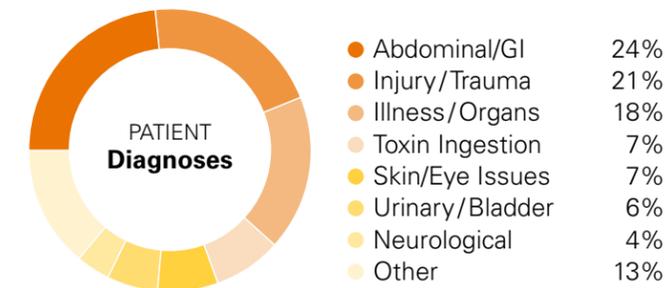
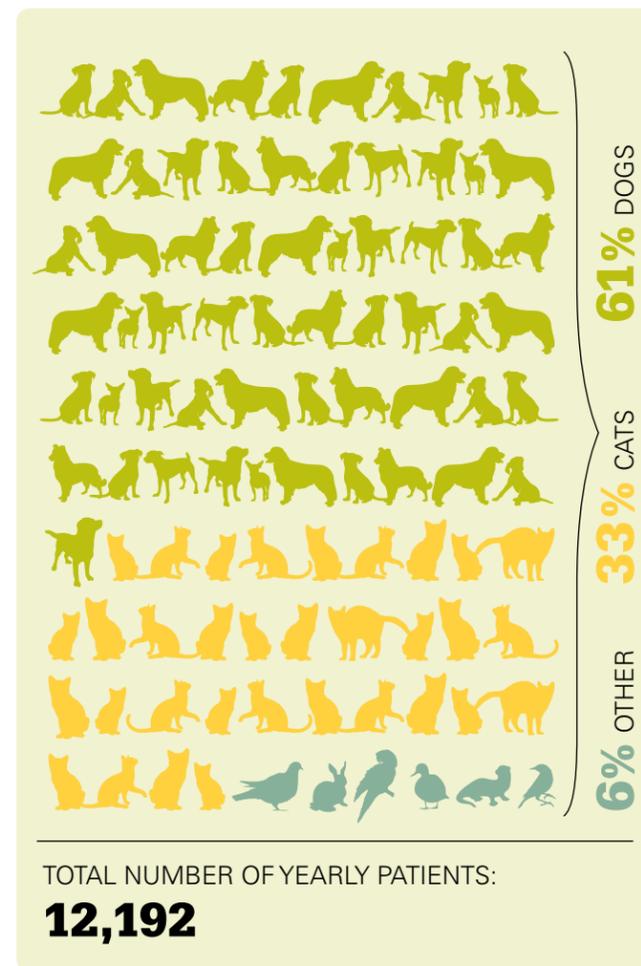


# The Hospital For the fiscal year ending June 30, 2012



DoveLewis is the Northwest's only nonprofit, 24-hour emergency and ICU animal hospital. DoveLewis offers advanced veterinary care and also shares several donor-funded programs with the community, including one of America's largest volunteer-based animal blood banks, a nationally recognized pet loss support program, 24-hour stabilizing care for lost, stray and wild animals, and financial assistance for qualifying low-income families and abused animals.

As a nonprofit, we depend on our instrumental supporters who enable us to maintain a fully staffed, state-of-the-art facility available to the community 24 hours per day, every single day of the year. On average, DoveLewis treats more than 12,000 patients annually, during the times when they need us most.



Approximately **20%** of the patients we see every year are treated during the months of **July & August**.

The busiest day of the week in the hospital is **Sunday**.

During 2012 there was an **11%** increase in **ICU patients**.

# Education

## on the floor @DOVE

As a world-class teaching hospital with a highly trained staff, DoveLewis attracts externs and interns from all over the world every year. We're proud to announce that 2012 marked a new

approach to extending the reach and impact of our staff's expertise with the launch of **On The Floor @Dove** ([www.atdove.org](http://www.atdove.org)), an online educational resource for all veterinary professionals.

Already used by 2,815 veterinarians, veterinary technicians and veterinary technician assistants across the country, On The Floor @Dove is our innovative way of cultivating a boundless network that values sharing and development for everyone in veterinary medicine. We extensively cover as many topics as possible, from basic procedures to complex surgeries to diseases to staff management.

“On the Floor @Dove is helping change the face of the future interactive veterinary component that many hospitals need. On The Floor @Dove is an in-depth and comprehensive resource that helps us to add one more layer of training for staff—and it's a good refresher for the rest of us.”

*Jolene Head, DVM, Owner of Keauhou Veterinary Hospital*

By selling annual memberships to the site, we have created a new source of revenue for our hospital so we can continue to invest in our services and support of the local community and beyond. Ultimately, our aim is to improve patient care and clinic efficiency in every practice.

Find us online at:  
[www.atdove.org](http://www.atdove.org)

**30,363 site visits**

AND

**2,815 beta users**  
as of June 30, 2012



### State By State

Top number of site visits to [atdove.org](http://atdove.org) by location:



## CONTINUED LEARNING

Every year, DoveLewis holds the largest **free annual conference** in the Portland area for local veterinary professionals. It is attended by more than 275 people, and provides an opportunity for professionals to learn, make new connections and earn continuing education credit.

**18** hours of lecture at the annual conference



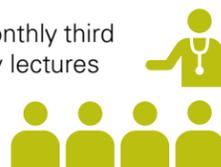
DoveLewis' 39-year partnership with **Portland Veterinary Medical Association** (PVMA) began in 1973 when DoveLewis was founded by Mr. A.B. Lewis, in cooperation with PVMA. We remain connected to this day and work together to educate and support approximately 400 area veterinary professionals and their practices.



The PVMA is made up of **396 veterinarians** in more than **160 practices** in the Portland metro area.

DoveLewis **Third Thursdays Rounds** are provided monthly for doctors and technicians who receive one unit of continuing education credit for each meeting. Technician lectures are provided in partnership with PVMA.

**11** monthly third Thursday lectures

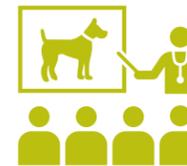


## COMMUNITY WORKSHOPS

DoveLewis takes a proactive approach to facilitating responsible pet ownership by offering free community workshops on animal health every month. All workshops are led by DoveLewis staff members. A total of 141 people attended these workshops this year.

Specific topics covered in 2012 included:

- Nutrition for your dog
- Nutrition for your cat
- Pet first aid
- Caring for your pet with diabetes
- Caring for your aging pet
- Toxins: the myths versus the facts
- Pain management for your pet
- Kitten and puppy health
- Understanding seizures



### Pet First Aid

is the most popular community workshop and was taught three times in 2012.



## COLLEGE COLLABORATIONS

DoveLewis hosted 32 veterinary externs, in cooperation with veterinary colleges nationally and internationally. DoveLewis also works in partnership with Portland Community College to offer technician externship opportunities. Our externship program gives veterinary students and veterinary technician students the unique chance to gain clinical experience and learn more about our service to the community.

### 32 Externs

fourth-year DVM students



Average length of stay: two weeks



DoveLewis **externs** are fourth-year veterinary students who have a strong interest in emergency and critical care. Externs spend two weeks in rotation at the hospital.



DoveLewis **interns** are doctor of veterinary medicine (DVM) graduates from around the world. They are provided with preparation for their careers as veterinarians, and their internships help to get them ready for residencies in critical care if they decide to pursue that professional route.

Our education manager traveled to Los Angeles and Las Vegas to provide eight hours of **continuing education** lectures for technicians at specialty hospitals. She also taught four hours worth of lectures to Sanford Brown veterinary technician students.



traveled for continuing education lectures

**VetWrap** is a quarterly DoveLewis publication that highlights case studies, continuing education opportunities and more for veterinarians in the greater Portland area.



copies of *VetWrap* distributed annually

# Community Programs

DoveLewis' donor-funded community programs are part of what distinguishes us as a truly unique nonprofit; they enable us to serve the pet-loving community in important and special ways. We are grateful to our generous supporters who make it possible for these programs to thrive year after year.



- 21%** STRAY ANIMAL & WILDLIFE FUND
- 19%** BLOOD BANK
- 17%** VELVET ASSISTANCE & CHARLIE FUNDS
- 12%** PET LOSS SUPPORT
- 5%** ANIMAL ASSISTED THERAPY
- 26%** EDUCATIONAL SERVICES



## VELVET ASSISTANCE & CHARLIE FUNDS

The **Velvet Assistance Fund** grants financial assistance to financially constrained families facing veterinary emergencies. Our average of \$10,000 in monthly assistance equates to one of the highest annual totals provided in the entire country. Even so, this fund is a limited, donor-funded resource and therefore cannot serve every qualified low-income client. Because the demand for financial aid remains greater than the allotment, we do not take the stewardship of this fund lightly and hope to be able to help even more families in the future.



At DoveLewis, abused animals receive the care and protection they so desperately need. The **Charlie Fund** ensures these helpless victims get the medicine and treatment they require, along with the gentle touch and nurturing kindness they deserve. We regret that this fund must exist at all, but we're grateful to have money available to cover treatment costs for these heart-wrenching cases. Like the animals it serves, the Charlie Fund relies on donors to survive.

## Sunday's Story

On Sunday, February 5, 2012, a two-year-old female dog named Hermione was brought to DoveLewis by Fences for Fido, a nonprofit dedicated to creating safer and improved conditions for chained dogs. Hermione had been abandoned and was found tied to a swing set with only an igloo for protection. She was skinny and nearly hairless, due to a painful skin condition. Thanks to the Charlie Fund, DoveLewis was able to provide \$702 in palliative care to Hermione, who was later renamed "Sunday" and fostered by Dogs Dig It. She made a full recovery and was adopted by a loving family through Family Dogs New Life Shelter on May 5, 2012.



SERVICE OF REMEMBRANCE

## PET LOSS SUPPORT

For more than 25 years, DoveLewis has been helping people navigate the grief associated with losing their beloved animals. The Pet Loss Support program offers four free pet loss support groups monthly, complimentary memorial art workshops throughout the year, and an annual Service of Remembrance event. Program Founder and Director Enid Traisman, MSW, CT, CFS, leads all workshops and classes. She also writes about the grieving process online. DoveLewis is lucky to have donors and community partner Dignified Pet Services to make these special services available.

**340 people** attended at least one pet loss support group

**180 people** attended memorial art therapy workshops

Provided **1,302** telephone conversations

Provided over **1,000** support emails

**48** PET LOSS SUPPORT GROUP MEETINGS

**12** MEMORIAL ART THERAPY WORKSHOPS

## STRAY ANIMAL & WILDLIFE FUND

More than 1,100 injured stray and wildlife animals (including lost pets) are brought to our hospital every year, thanks to the county shelters, good samaritans, police officers and firefighters who find them. We work with Audubon Society of Portland by regularly caring for injured wildlife when the organization is closed on evenings and weekends and by transferring animals to the organization for continued care when it's open in the morning. All donations to the Stray Animal and Wildlife Fund make a difference to the rescues we see. In a committed effort to locate every injured stray's owner, we scan for a microchips and post photos on our Lost and Found Pet Database online.

Species of wildlife treated/stabilized:

Cat	504
Dog	189
Wildlife	405
Other	21
<b>Total</b>	<b>1,119</b>



**More than 100**  
FAMILIES REUNITED  
AT DOVELEWIS

THROUGH OUR ONLINE  
LOST & FOUND DATABASE



JOEY, REUNITED WITH HIS OWNER EMILY VIA THE LOST & FOUND DATABASE

# Community Programs

## BLOOD BANK

DoveLewis' Blood Bank is one of the largest community-based blood banks in the nation. Each year, it provides enough blood and plasma for more than 500 transfusions for dogs and cats in Oregon. We wouldn't be able to continue to run this invaluable program without the help of donors, revenue generated from the sale of blood products, and of course, our volunteer superheroes, including 101 dogs and 22 cats, who are nothing short of real life-savers.



SUPERHERO GRETA



SUPERHERO ASTRO

### FY 2012:

**101 canine donors** donated a total of **338 units**.

**22 feline donors** donated a total of **84 units**.

**303 units** were provided as transfusions.

**106 units** were supplied to the community.



Our Blood Bank superheroes make survival stories like Romano's possible...

"We were camping at the coast on Labor Day weekend, and while we were sitting in the trailer getting warm I heard Romano yelping. He'd found a nest of wasps. He was covered in bees... and he didn't know what to do. And the next set of days were very harrowing — it took lots of units of blood. And, fortunately, DoveLewis had the blood available.

We knew about DoveLewis, we knew where to go — but we found a place where the people cared about saving Romano as much as we did. And we will forever be beholden to them."

Michael and Linda, Romano's owners



ROMANO

## Did you know?

There are only three feline blood types, but there are over a dozen canine blood types.

## ANIMAL ASSISTED THERAPY

DoveLewis believes in animal-assisted therapy and education. This year we spent \$39,502 sponsoring 135 animal-assisted therapy teams through Pet Partners (formerly known as Delta Society). These teams visited hospitals, libraries, schools, assisted living communities, physical rehabilitation centers, hospice care centers and many other facilities to advance human health and well-being through positive interactions with animals.

# Signature Events

DoveLewis hosts a variety of signature events each year to raise funds for our community programs and hospital, and to connect with supporters in fun and memorable ways. In 2012, we partnered with more than 80 local businesses and organizations to hold Wet Nose Soiree, a gala and live auction, Dogtoberfest, Portland's largest dog wash, Run for the Love of Dove, a 5K throughout northwest Portland, and the DoveLewis Annual Golf Tournament at Langdon Farms. These and other outreach events raised a total of \$330,335 in event income and donations and attracted more than 2,400 attendees and volunteers.



**\$35,731** raised for the Unrestricted Fund

**144** players, **18** volunteers

**27** sponsoring businesses



**\$16,255** raised for the Blood Bank

**554** dogs washed, **136** volunteers, and more than **1,000** attendees

**34** vendors and sponsors



**\$231,941** raised for the Unrestricted Fund

**350+** attendees and volunteers

**9** sponsors

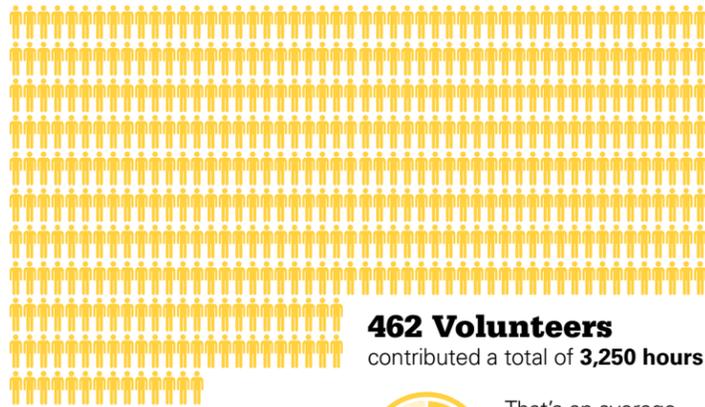


**\$33,939** raised for the Stray Animal & Wildlife Fund

**725** registered runners, **200+** dogs and **92** volunteers

**32** sponsors and vendors

# Who We Are The DoveLewis Community & Staff



That's an average of **7 hours** of donated time per volunteer!



## 25 Board Members

The Board of Directors and Ambassador Board are made up of unpaid leaders who advise, govern, and assist with the oversight, fundraising and general promotion of DoveLewis.



## 27 Business & Programs Staff

This important, strategic group includes clinic administrators, program directors, educators, development specialists, communications specialists and business staff members.



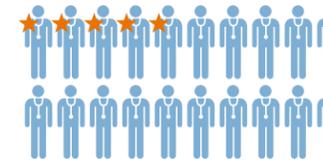
## Online Community

**3,040+** Facebook fans **856+** Twitter followers

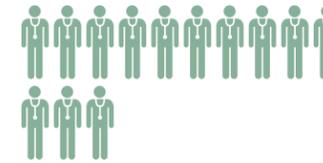


**19 DVMS** including:  
**2 Board Certified Surgeons**  
**3 Board Certified Emergency & Critical Care Specialists (ECC)**

We attract top-level emergency veterinarians from around the world. Additionally, a Board-certified radiologist, cardiologist and oncologist all operate their practices out of our facility.



**21 Technicians**  
One hundred percent of our technicians are Board-certified. Five DoveLewis technicians are Board-certified in emergency and critical care—a distinction held by only 300 technicians across the globe.



**13 Technician Assistants**  
Our talented and caring technician assistants help with animal restraint, patient care and comfort, hospital organization, sanitization and efficiency.



## 12 Client Service Representatives

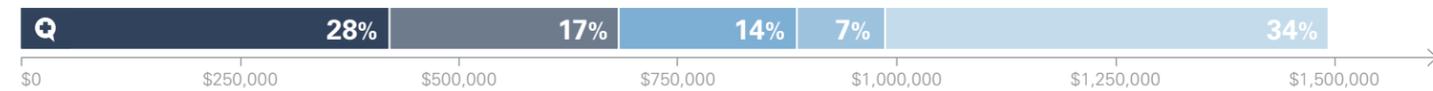
Compassionate client service representatives act as liaisons between our clients and medical staff members. They handle most of the paperwork associated with client admittance, and help to make visits as smooth as possible.

# Financial Operations Report For the fiscal year ending June 30, 2012

## Development

DoveLewis Emergency Animal Hospital relies on the critical support of our community for the financial stability of our hospital and donor-funded community programs. Community support comes in many forms with the most significant contributions yielding from individual monthly donations, event attendance, workplace giving, gifts from foundations, and long-range, planned giving.

Total Raised: **\$1,486,165**



**28% INDIVIDUAL GIFTS**

**7% FOUNDATIONS**

**17% EVENT INCOME**

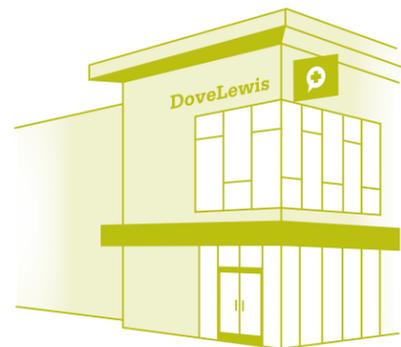
**34% BEQUESTS\***

**14% CORPORATE GIFTS & SPONSORSHIPS**

*\*Includes \$427,272 annual endowment through The Lucky Dog Fund of The Oregon Community Foundation*

## Our Building

Total Project Cost: \$7,886,715  
Mortgage Payable: \$3,536,705

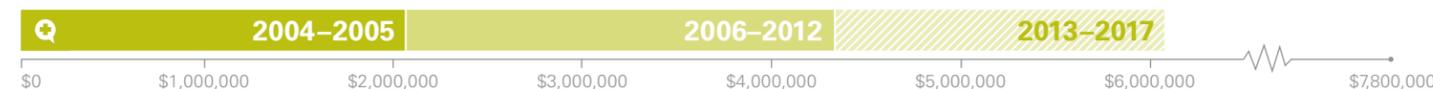


The cost of running DoveLewis 24/7 is **\$23,362 per day**

As a nonprofit, DoveLewis operates and is maintained to serve a public good. However, we do charge for the majority of our care. This enables us to keep our doors open 24 hours per day, 365 days per year, while maintaining a highly trained staff.

## Building Project Costs

This year continued with steady and significant progress towards paying down the costs associated with our building project. In the eight years following the start of the project in 2004, we have paid off 55 percent of the total project cost. Several generous donations restricted to the building fund, in addition to regular mortgage payments, leave a balance of \$3.5 million. We anticipate the payment of \$1.7 million over the next five years, with a strong emphasis on promoting the building fund during our 40<sup>th</sup> anniversary celebration, which begins in August 2013.



## Consolidated Statement of Activities

For the fiscal year ending June 30, 2012, with summarized comparative figures for the fiscal year ending June 30, 2011.

	2012	2011
<b>Revenue and Support</b>		
Medical Revenue (Net)	\$ 6,551,006	\$ 6,540,434
Education Services Revenue	28,809	-
Development*	1,486,165	1,714,759
In-Kind Donations	127,625	100,089
Other Income	66,786	54,248
<b>Total Revenue and Support</b>	<b>8,260,391</b>	<b>8,409,530</b>
<b>Other Income</b>		
Gain on Sales/Disposals of Assets	17,604	237,025
<b>Total Other Income</b>	<b>17,604</b>	<b>237,025</b>
<b>Functional Expenses</b>		
Programs, Education & Development	1,397,738	1,291,750
Hospital, General & Administrative	7,129,419	7,747,178
<b>Total Functional Expenses</b>	<b>8,527,157</b>	<b>9,038,928</b>
Change in Net Assets	(249,162)	(392,373)
Net Assets—Beginning of Year	3,818,482	4,210,855
<b>Net Assets—End of Year</b>	<b>\$ 3,569,320</b>	<b>\$ 3,818,482</b>

\*Contributions and Events

## Consolidated Statement of Financial Position

For the year ended June 30, 2012

<b>Assets</b>	
Cash & Investments	\$ 1,420,631
Short-Term Receivables	143,153
Property & Equipment (Net)	5,642,607
Long-Term Receivables	9,121
Other Assets	403,866
<b>Total Assets</b>	<b>\$ 7,619,378</b>
<b>Liabilities and Net Assets</b>	
Current Payables/Liabilities	\$ 340,024
Current Payroll Liabilities	311,783
Mortgage Notes Payable LT	3,398,251
Net Assets	3,569,320
<b>Total Liabilities and Net Assets</b>	<b>\$ 7,619,378</b>



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

## Board of Directors

### President

Mark Norman, DVM  
BETHANY FAMILY PET CLINIC

### Vice President

Adrienne Fairbanks, DVM  
PEARL ANIMAL HOSPITAL

### Immediate Past President

Steven Skinner, DVM, DACVIM  
OREGON VET SPECIALTY CLINIC

### Secretary

Scott Asphaug  
ASSISTANT U.S. ATTORNEY  
UNITED STATES ATTORNEY'S OFFICE

### PVMA Representative

Jon Plant, DVM, DACVD  
SKINVET CLINIC

### Board Personnel

Elizabeth Altermatt, DVM  
MURRAYHILL VETERINARY HOSPITAL

Courtney Anders, DVM  
PEARL ANIMAL HOSPITAL

Tim Munjar, DVM, DACVS  
VETERINARY SURGICAL CENTER OF PORTLAND

Julie Poduch  
MEMBER AT LARGE

Michael Remsing  
DIGNIFIED PET SERVICES

David Symes  
ATTORNEY, OGLETREE DEAKINS

Kali Wilson, DVM  
FOREST HEIGHTS VETERINARY CLINIC

Lynette Xanders  
WILD ALCHEMY

*The Board of Directors is the voluntary operational board for DoveLewis. It has functioned since the hospital's inception to oversee the operation of both the facility and its community programs, to advise, govern, and assist with the leadership and general promotion of DoveLewis Emergency Animal Hospital and support the organization's mission and needs.*

## Ambassador Board

### Chair

Adina R. Flynn, JD  
AMERIPRISE FINANCIAL SERVICES, INC.

### Chair-elect

Stacy Lambert  
PRINCIPAL FINANCIAL GROUP

### Membership Chair

Nicole Frisch  
BANK OF AMERICA

### Board Personnel

Lillian Carabeo  
BLOUNT INTERNATIONAL

Robert Falconer  
WEB MASTER DESIGNS, LLC

Sandra Rose Gordon  
IBM

Steven Guy  
BRICK HOUSE VINEYARDS & WINERY

Katie Hilgemann  
NORTH

Jodi Delahunt Hubbell  
THE COMMERCE BANK OF OREGON

Tiffini Mueller  
CAMBIA HEALTH SOLUTIONS

Lonny Nielsen  
ZIPCAR

Helana Shull  
SOL INNOVATION

*The mission of the Ambassador Board is to support and promote DoveLewis by developing and enhancing relationships with corporations and individuals in the community in order to communicate DoveLewis' mission and enhance financial support.*

## DoveLewis Leadership

### Chief Executive Officer

Ron Morgan

### Chief Medical Officer

Lee Herold, DVM, DACVECC

### Chief Financial Officer

Rona Amadon, CPA

### Director of Development

Pam Davee

### Director of Communications

Kate Goudschaal

### Director of Human Resources

Monica Maxwell, SPHR

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.

# DoveLewis<sup>®</sup>

ANIMALS SPEAK TO US.



1945 NW Pettygrove, Portland, Oregon 97209

503.228.7281 | [dovelewis.org](http://dovelewis.org)