

Annual
Report
2013



DoveLewis

EXPERIENCE YOU CAN TRUST.

40  **YEARS**
FOUNDED BY THE PVMA

Our 2013 Year in Review

A Message from the DoveLewis CEO

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.

As we celebrate our 40th year of serving our community with our diverse mission to support and promote the human-animal bond, I think of all of the people who have come through our doors as clients, supporters, board members, staff or volunteers over the past four decades. The numbers must be staggering.

A decade has passed since I joined DoveLewis. Our organization has changed quite a bit since then, but our mission has not. That said, even after 40 years, a large percentage of our community does not fully understand the variety of programs we offer under the umbrella of our mission. DoveLewis is so much more than a world-class emergency and critical care hospital. Details about our unique, life-saving-in-their-own-way programs are included in this annual report.

I recently received news that for the seventh time DoveLewis was selected by Oregon CEOs as one of our state's Top Ten Most Admired Nonprofits. This survey, conducted by the Portland Business Journal, is sent to more than 2,000 business leaders who select their most admired companies in several business sectors. With so many wonderful nonprofits to choose from, it is an honor to be selected seven times in the eight years this survey has been conducted. This says a lot about our mission and the way we run our company, taking our responsibilities as stewards of our resources seriously. It is wonderful recognition for everyone involved with DoveLewis.

This past year was successful on many levels: our staff retention remained high and well above industry standards; we treated more patients than ever before; all of our programs had record levels of participation and support provided; we expanded our donor base and met so many wonderful people who support our mission; and we exceeded our financial goals, allowing us to expand our mission in two key areas—animal-assisted therapy and education for veterinary professionals through our On the Floor @Dove video-based learning website.

After 40 years, I am struck by the fact that while we have grown and expanded and become one of our region's largest social services nonprofits, what really drives DoveLewis has not changed much from the days of our founders. Passion, compassion, drive and visionary thinking is how I would describe the efforts of those who had the idea for starting America's first veterinary emergency clinic back in the early '70s. I believe those four, core driving forces still describe our staff, management and Board of Directors today. We are driven by those words in order to best serve those who need our services and programs.



I'm moved by some words that our Chief Medical Officer Lee Herold, DVM, DACVECC, said to me in a fall 2013 meeting where we were discussing some new innovative medical equipment we were considering for purchase. Dr. Herold said to me, "If not us, then who?" By this she meant, if we don't make this investment in our community, then no one may. A simple statement that rings true for our approach to our entire mission...

If not us, then who?

Ron Morgan
CEO, DoveLewis

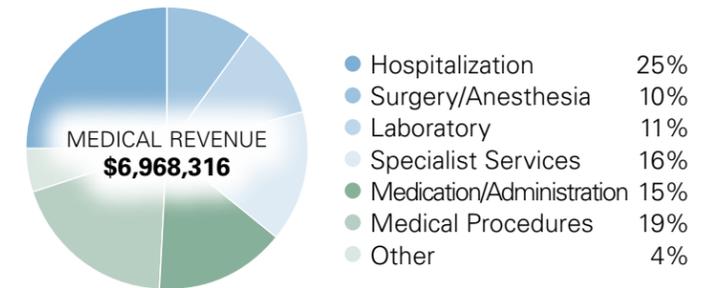
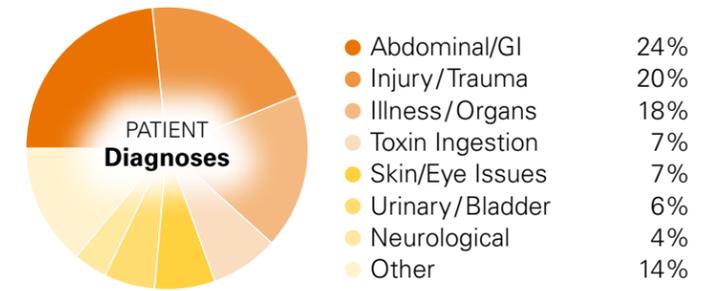


The Hospital For the fiscal year ending June 30, 2013

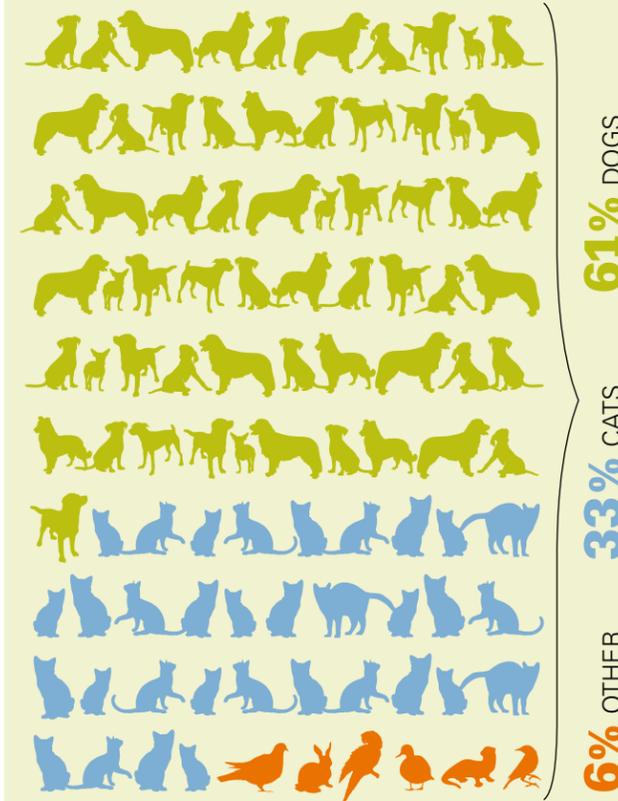


DoveLewis is the Northwest's only nonprofit, 24-hour emergency and ICU animal hospital. DoveLewis offers advanced veterinary care and also shares several donor-funded programs with the community, including one of America's largest volunteer-based animal blood banks, a nationally recognized pet loss support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

As a nonprofit organization, 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.



PATIENTS



TOTAL NUMBER OF YEARLY PATIENTS:
12,517



Approximately **19%** 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**.

Top ten reasons patients come to DoveLewis:

- 1 Vomiting
- 2 Pain/Discomfort
- 3 Lacerations
- 4 Dietary Indiscretion
- 5 Gastroenteritis
- 6 Allergic Reactions
- 7 Diarrhea
- 8 Abscess
- 9 Lameness
- 10 Bite Wounds



Educational Services

on the floor @DOVE

At DoveLewis we are exceedingly proud of our strong history and deep Pacific Northwest roots. One of the ways we're expanding our teaching mission and giving back to the local veterinary community and beyond is through our new endeavor:

On the Floor @Dove (www.atdove.org). This online veterinary training and education platform is only two years young and has already changed the way veterinary professionals are learning and improving patient care.

By selling memberships to the site, we give all types of veterinary professionals (including students) access to high-quality procedure videos featuring real cases handled by DoveLewis medical experts. The feedback we receive on a weekly basis confirms we are fulfilling a vital industry need while enhancing veterinary medicine in our own region and across the globe.

“On the Floor @Dove is incredibly informative and truly beneficial to my staff. Everyone was extremely excited about the newest posted videos on rabbit neuters and bird handling.”

Brendan DeSmet, Hospital Administrator of Acacia Animal Hospital in Tucson, Arizona

Top number of site visits to atdove.org by location:

Top Countries



Top States



Find us online at:
www.atdove.org

99,720 site visits

AND

98% of users say
On the Floor @Dove adds value to their practices.



Most popular videos

- 1 Fractious Cat Restraint (4,140 views)
- 2 IV Catheter Placement (3,727 views)
- 3 Blood Draw Lateral Saphenous (2,831 views)

COMMUNITY WORKSHOPS

DoveLewis takes a proactive approach to facilitating responsible pet ownership by offering free community workshops on animal health every month. Topics included pet first aid and caring for an aging pet. All workshops are led by DoveLewis staff members. A total of 218 people registered for these workshops this year.



Pet First Aid

is the most popular community workshop and was taught three times throughout the year.



COLLEGE COLLABORATIONS

DoveLewis hosted 26 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.



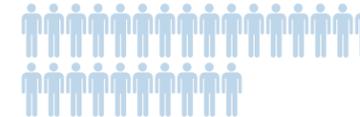
DoveLewis **externs** are fourth-year veterinary students who have a strong interest in emergency and critical care. Externs spend two weeks in rotation at the hospital.



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.

26 Externs

fourth-year DVM students



Average length of stay: two weeks

CONTINUED LEARNING

On October 21 DoveLewis hosted the largest **annual conference** in our history and **the largest free continuing education event** in the area. We had 286 attendees. For the second year we offered three tracks – a veterinarian track, technician track, and a practice management track.

DoveLewis' 40-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.

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

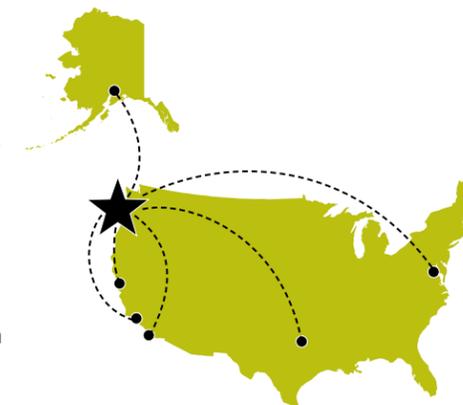
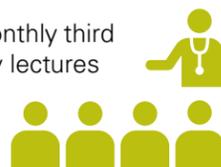
Our education manager traveled from Alaska to Washington D.C. providing over **65 hours of continuing education** lectures for technicians at specialty hospitals. Locally, she taught lectures to veterinary technician students at **Portland Community College** and **Sanford Brown**, and was also a part of a variety of panel discussions. In addition, she visited several local clinics where she hosted "lunch-and-learn" events.

18 hours of lecture at the annual conference



The PVMA is made up of **420 members** in more than **165 practices** in the Portland metro area.

11 monthly third Thursday lectures



10,009 MILES 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.

4,500+

copies of VetWrap distributed annually

Community Programs

DoveLewis' donor-funded community programs are part of what distinguishes us as a truly unique nonprofit organization; 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.

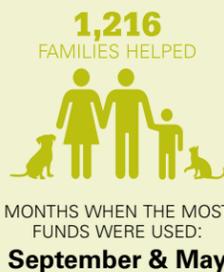


- 16%** STRAY ANIMAL & WILDLIFE FUND
- 13%** BLOOD BANK
- 14%** VELVET ASSISTANCE & CHARLIE FUNDS
- 11%** PET LOSS SUPPORT
- 46%** EDUCATIONAL SERVICES

VELVET ASSISTANCE & CHARLIE FUNDS

The **Velvet Assistance Fund** grants financial assistance to financially constrained families facing veterinary emergencies. More than \$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.



2013 SAW A **13% increase** IN PATIENTS RECEIVING ASSISTANCE

These funds make survival stories like Makai's possible...



Makai's DoveTale

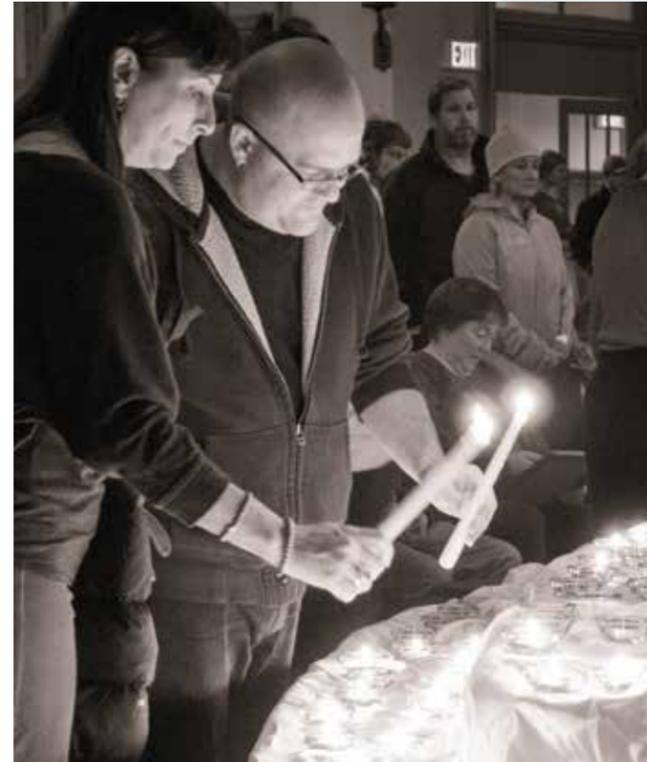
When Jill arrived home one day, she heard lots of barking and screaming. She ran outside to find her dog, Makai, injured and bleeding from his forearm. He had been attacked while in his own yard, through a fence that bordered another dog's yard.

"I didn't have an emergency veterinary hospital in mind, so I took Makai to a clinic nearby," said Jill. "Thankfully, the veterinarian eventually referred me to DoveLewis."

To her relief, she found the support and expertise she needed at DoveLewis. "Everyone there knew what was going on with Makai the second I pulled into the parking lot," recalls Jill. "I didn't have to wait at all, and Dr. Josh Cruz calmed me down, explained everything clearly, and was extremely knowledgeable about Huskies."

"Makai came in for an apparent bite wound on his left front limb," recalls Dr. Cruz. "There was also a laceration in the same area. He was given pain medication and sedation. The wound was cleaned and stitched, and Makai was sent home that day with a prescription for pain medication and antibiotics. Makai's owner had limited finances, and fortunately Makai qualified for our Velvet Assistance Fund, so we were able to cover the cost of repairing the injury."

Makai is back to bearing weight on his once-injured paw. And his owner, Jill, couldn't be happier. "My experience at DoveLewis was absolutely wonderful, and I'll never go anywhere else," says Jill.



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 in her blog on dovelewis.org. DoveLewis is lucky to have donors and community partner Dignified Pet Services to make these special services available.



370 people attended at least one pet loss support group

216 people attended memorial art therapy workshops

1,078 grief support telephone conversations were provided



STRAY ANIMAL & WILDLIFE PROGRAM

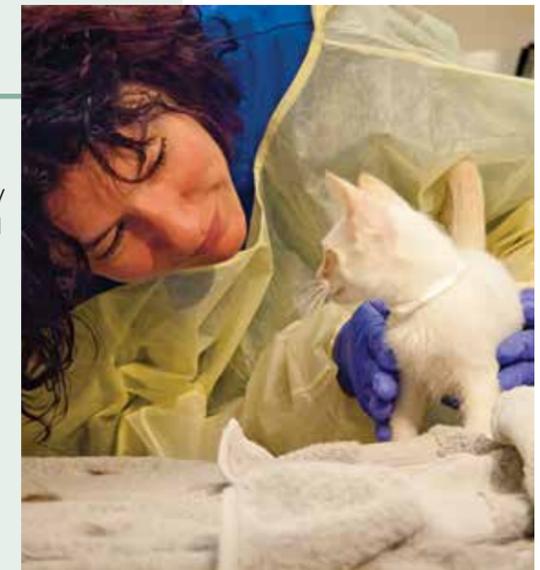
More than 1,100 sick and injured stray and wildlife animals (including lost pets) are brought to our hospital every year, thanks to the county shelters, good samaritans, police officers and firefighters who find them. We work with Audubon Society of Portland by regularly caring for injured wildlife when 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 & Wildlife Program make a difference to the rescues we see. In a committed effort to locate every sick or injured stray's owner, we scan for microchips and post photos on our Lost and Found Pet Database online.

Species of wildlife treated/stabilized:

Cat	512
Dog	214
Wildlife	407
Other	33
Total	1,166



Reuniting families
THANKS TO THE LOST AND FOUND DATABASE ONLINE



DR. LONDON AND CHARLIE, A SICK STRAY KITTEN TREATED AT DOVELEWIS AFTER BEING FOUND WITH HIS LITTER-MATES IN A BUCKET ON THE SIDE OF THE ROAD

Community Programs

BLOOD BANK

DoveLewis' Blood Bank is one of the largest volunteer-based blood banks in the nation. Each year, it provides enough blood and plasma for nearly 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 93 dogs and 16 cats, who are nothing short of real life-savers.



FY 2013:

93 canine donors donated a total of **446 units**.

16 feline donors donated a total of **121 units**.

383 units were provided as transfusions.

107 units were supplied to the community.



TUCKER (RIGHT) RECEIVED EIGHT UNITS OF PLASMA IN A LIFE-SAVING TRANSFUSION, INCLUDING ONE UNIT FROM SUPERHERO BLOOD DONOR PADMA (LEFT).

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

Tucker, a very handsome Labrador Retriever and the pride and joy of Kristen and Colin Sharp's family, found himself facing his own animal emergency during a particularly hot Portland summer day. He had just returned from an afternoon run, one of his favorite activities, when Kristen found him on the floor, foaming at the mouth and barely breathing. Kristen, a human nurse, knew he was in bad shape and suspected heatstroke. They rushed to their veterinarian's clinic, which just as quickly referred him to DoveLewis. Tucker spent six days at DoveLewis in the ICU.

Tucker displayed all of the classic signs of heat stroke," said DoveLewis veterinarian Dr. Maree Doolan. "Neuron damage caused by heat resulted in swelling around the brain, leaving Tucker minimally responsive and uncoordinated. He had multiple bruises on his abdominal skin (evidence that the clotting factors in his body were destroyed), and spontaneous small hemorrhages were occurring not only in his skin but also throughout his body. To recover, he needed multiple units of blood plasma which contains the proteins needed to control bleeding."

A blood donor herself, Kristen had never thought about the possibility of animals giving blood to other animals. "I had no idea that the DoveLewis Blood Bank existed, but it makes perfect sense," said Kristen. Very thankful for the program and the hospital that saved Tucker's life, Kristen is an advocate for the program. "Now that Tucker's received a transfusion, he can't be a blood donor, but he would've been great. Our friend's dog is probably going to become a donor now."

Did you know?

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

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. This year, we partnered with more than 80 local businesses and organizations to hold DoveAdore, a gala and live auction, Dogtoberfest, Portland's largest dog wash, Petlandia, 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 \$396,550 in event income and donations, and attracted more than 2,400 attendees and volunteers.



12th ANNUAL DoveLewis Golf Tournament

\$38,396 raised for the Unrestricted Fund
144 players, **18** volunteers
34 sponsoring businesses

DOGTOBERFEST® Portland's Biggest Dog Wash

\$16,165 raised for the Blood Bank
74 degrees
473 dogs washed, **130** volunteers.
18 vendors and sponsors

Dove Adore featuring BOUTIQUES UNLEASHED

\$254,660 raised for the Unrestricted Fund
400+ attendees and volunteers
9 sponsors

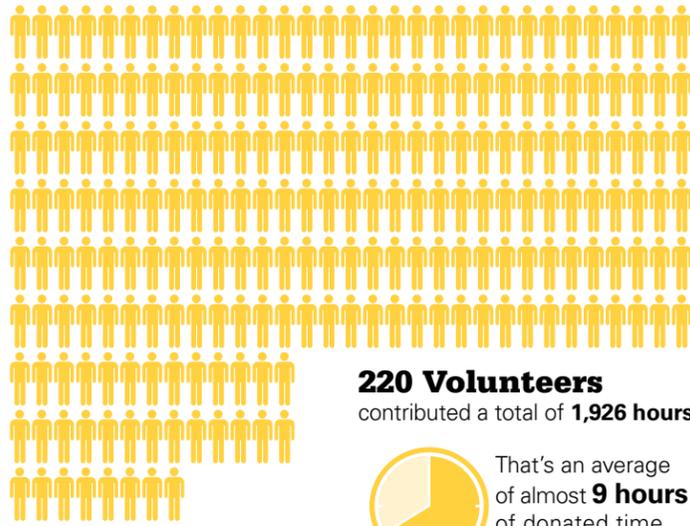


PETLANDIA A Satirical Romp for DoveLewis

\$21,184 raised for the Unrestricted Fund
450 attendees, **45** volunteers
35 sponsors and vendors

Run FOR THE Love OF Dove 5K

\$36,992 raised for the Stray Animal & Wildlife Fund
725 registered runners, **200+** dogs and **92** volunteers
32 sponsors and vendors



That's an average of almost **9 hours** of donated time per volunteer!



14 Board Members
The Board of Directors is 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.



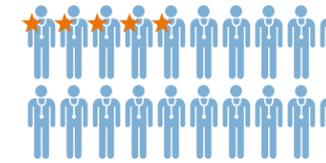
Online Community

3,879+ Facebook fans **1,200+** Twitter followers

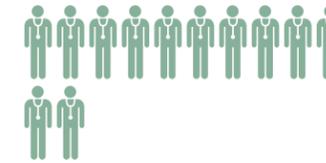


17 DVMS including:
2 Board-certified Surgeons
3 Board-certified Emergency & Critical Care Specialists (ECC)

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.



12 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.

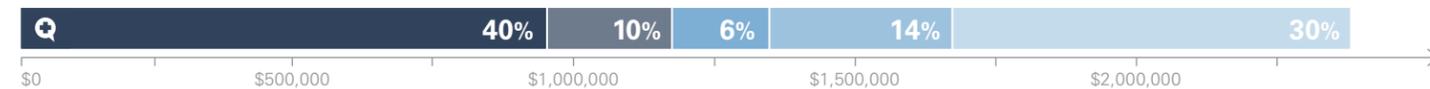
Financial Operations Report

For the fiscal year ending June 30, 2013

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: **\$2,341,129**



40% INDIVIDUAL GIFTS

10% EVENT INCOME

6% CORPORATE GIFTS & SPONSORSHIPS

14% FOUNDATIONS*

30% BEQUESTS**

*Includes \$100,537 in stock transfers that were recorded as noncash donations
**Includes \$404,318 annual endowment through The Lucky Dog Fund of The Oregon Community Foundation

Our Building Fund

As we celebrate our 40th anniversary, we continue to work towards our goal of paying off the mortgage on our state-of-the-art hospital. We announced a plan last year to reduce our debt by \$1.7 million by the year 2017. With the help of generous donations from our community supporters, we are making significant headway on this goal. We recorded Building Fund donations and pledges of over \$360,000 in this fiscal year, and have already met the challenge in order to receive a \$100,000 matching gift in the upcoming fiscal year.



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.

Consolidated Statement of Activities

For the fiscal year ending June 30, 2013, with summarized comparative figures for the fiscal year ending June 30, 2012.

	2013	2012
Revenue and Support		
Medical Revenue (Net)	\$ 6,968,316	\$ 6,551,006
Education Services Revenue	77,266	28,809
Development*	2,240,591	1,479,709
In-Kind Donations	241,533	127,625
Other Income	92,040	73,242
Total Revenue and Support	9,619,746	8,260,391
Other Income		
Gain (Loss) on Sales/Disposals of Assets	(235)	17,604
Total Other Income	(235)	17,604
Functional Expenses		
Programs, Education & Development	1,727,182	1,397,738
Hospital, General & Administrative	7,186,478	7,129,419
Total Functional Expenses	8,913,660	8,527,157
Change in Net Assets	705,851	(249,162)
Net Assets—Beginning of Year	3,569,320	3,818,482
Net Assets—End of Year	\$ 4,275,171	\$ 3,569,320

*Contributions and Events

Consolidated Statement of Financial Position

For the year ended June 30, 2013

Assets	
Cash & Investments	\$ 1,804,733
Short-Term Receivables	347,428
Property & Equipment (Net)	5,574,438
Long-Term Receivables	311,768
Other Assets	344,761
Total Assets	\$ 8,383,128
Liabilities and Net Assets	
Current Payables/Liabilities	\$ 427,606
Current Payroll Liabilities	374,296
Mortgage Notes Payable LT	3,306,055
Net Assets	4,275,171
Total Liabilities and Net Assets	\$ 8,383,128

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

Board of Directors

President

Adrienne Fairbanks, DVM
PEARL ANIMAL HOSPITAL

Secretary

Michael Remsing
DIGNIFIED PET SERVICES

Finance Chair

Sang Ahn
MCDONALD JACOBS

Immediate Past President

Mark Norman, DVM
BETHANY FAMILY PET CLINIC

PVMA Representative

Amy Hille, DVM, MPH, DACVPM
BANFIELD PET HOSPITAL – IRVINGTON

Board Personnel

Elizabeth Altermatt Herman, DVM
MURRAYHILL VETERINARY HOSPITAL

Courtney Anders, DVM
PEARL ANIMAL HOSPITAL

Scott Bontempo
WELSH, CARSON, ANDERSON & STOWE

Andrew Franklin
MEMBER AT LARGE

Tim Munjar, DVM, DACVS
VETERINARY SURGICAL CENTER OF PORTLAND

Julie Poduch
MARKETING CONSULTANT

Steven Skinner, DVM, DACVIM
OREGON VET SPECIALTY CLINIC

Kali Wilson, DVM
FOREST HEIGHTS VETERINARY CLINIC

Kelly Zusman
U.S. DEPARTMENT OF JUSTICE

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.

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 Leadership

Chief Executive Officer

Ron Morgan

Chief Medical Officer

Lee Herold, DVM, DACVECC

Chief Financial and Operating Officer

Rona Amadon, CPA

Director of Human Resources and Program Director of Educational Services

Monica Maxwell, SPHR

Director of Administrative Services

Jerry Holder



DoveLewis



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