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+

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Portland Veterinary Medical Association
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Soper Family Trust
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Tricor Printing
United Way of the Columbia–Willamette
Vanguard Charitable Endowment Program
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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 waivered.

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!

Ron Morgan
DoveLewis Executive Director

$2500+

Auctionpay
Animal Rescue Foundation
Ann Archer–Cooperman & Mike Cooperman
Autzen Foundation
Holly H. Bard
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Gretchen Brooks
Robert & Kay Bruno
Dr. Marcia Darm & Bruce Berning
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James Harnish
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Barbara Larson
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Glenn & JoAnn Tomlinson
Kim Tomlinson & Suzie Starkel
Enid & David Traisman
Vespa Portland
Whole Foods Market
Curtis Williams

$1000+

Ad–Mark
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Bag Parts International Corp
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Jose & Kristine Cienfuegos
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Isis Foundation
James & Nancy Iwasaki
Nicole M. Jergovic
JEZ Foundation
Tery Johnson
Candace Jurrens
Gordon & Katherine Keane
John Kendall
Patricia & Walt Knapp
Lake View Village Association
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Laurelhurst Veterinary Hospital
Lucky Labrador Brew Pub
Candace Manuel
Scott Mazariegos
Norma McAfee
Brian & Heidi McCloskey
Michael McKelvey
Martha Miesen
George & Cherie Miller
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Mt. Hood Beverage
Gail & Ron Murray
Christine Nelson
NIKE Golf
Lee C. Nusich
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Nancy Parr
Pawsitively Clean
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Mary Schick
Jean Schifferns & Steve Nussbaum
Dale Scholl
Jeff C. Schrader
Schroeder's Den Daycare & Training for Dogs
Schwab Fund for Charitable Giving
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Dr. Terry Simpson
Vera L. Smith Charitable Foundation
Eric & Kayla Soleglad
The Standard Employee Giving Campaign
Starbucks Coffee Company Partner Giving Programs
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Melodee L. Thorwegen
Elizabeth Tilbury–Marquard & Jim Marquard
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US Bank
Eric Wager
Ann Wayoner
Alice Weaver
Barbara & Dick Wegner
Wells Fargo Community Support Campaign
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Marilyn Wien
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500+

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Billie Bell

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 Useage

	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
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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
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Karen Ford, Landscape Architect
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Gary & Emily Foster
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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
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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.
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Mary & Jeff Johnstone
Annette & Christian Joly
Stuart & Janet Jones
Michelle Kaiser
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Suzanne Leupold
Ketzel 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 Mimnaugh
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 Compounders
The ODS Companies
P B H Inc.
The P&G Distributing LLC
Colleen & Joe Petrina
PetUtopia
Jaime Phifer
Physical Element
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Julia Poduch
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Rebecca Prentice
Karen Regel–Inberg & Ronald Inberg
The Regence Employee Giving Campaign
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Jennifer Reyes & Brian Dees
Liani Reyna
Phyllis Reynolds
Jack Rickli & John Dickson
Barbara Sakamoto
Kathy Saty
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Carrie & Bernard Silvernail
Steven F. Skinner, DACVIM
Skyline Interiors, Inc.
Valerie Solorzano
Standard Supply
Douglas & Kimberly Strand
Elaine Streger
Rudolph W. Struse
Rubi Sullivan
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
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Miles Ueoka
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Krista Vasquez
Venita Volpp
VTM, Inc.
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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

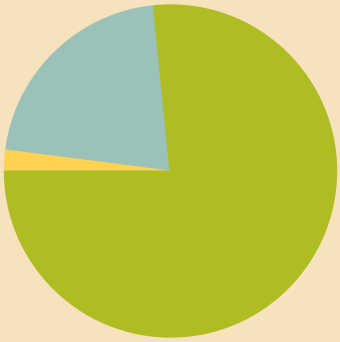
Charlie Fund for Abused Animals

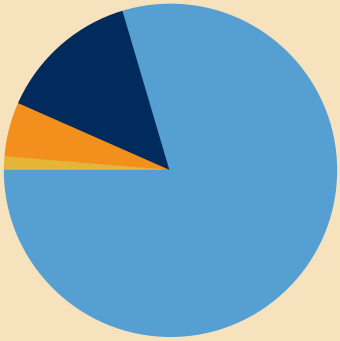
The DoveLewis medical staff sees many victims of animal abuse every year. They are trained to recognize the signs, and legally bound to report abuse to police. The DoveLewis Charlie Fund allows our doctors and technicians to give these mistreated animals the care they so desperately need.

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

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President
Doug Gribskov, DVM

Treasurer
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PVMA Representative
Craig Quirk, DVM

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Mark Norman, DVM
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Dennis Moffit
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Tom Puhl
Carl Rice
Stephanie Rubenstein
Deborah Sather
Miles Ueoka

Leadership Staff

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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
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PORTLAND, OR
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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.