



DoveLewis

Annual Report

Fiscal Year 2018



A Hospital With Heart

We've all had experiences as a customer where we felt as if the person helping us did not care. They were focused on addressing their minimum responsibilities – no more, no less. It doesn't feel good, especially when that interaction involves the health of our family and our pets.

While DoveLewis is known as one of our country's top veterinary hospitals, we try to be more. Our service to our patients and our community must come from the heart. I have learned over the years that people relate most to the warmth and character of our team members. The science behind the medicine is often hard to understand, but kindness and compassion translates easily.

We are working hard to deliver the highest level of medicine and to ensure that our client service meets those same extraordinary standards.

We want our community to be proud of us and to see that our work – including the efforts of our community programs – is meant to reinforce the truth that we all know: The bond we share with pets makes our lives better.

It may be a simple idea, but it is a global one. Not every community has our resources or expertise to support the human-animal bond, so we see it as our responsibility to make educational resources more available in developing countries. It is special to see an organization like DoveLewis – started 45 years ago in Portland – make an impact in veterinary medicine worldwide.

Our next year will be busy, but it will be a welcome challenge in the name of exceptional, heartfelt service to animals and the people who love them.

Thank you,



Ron Morgan
President & Chief Executive Officer
DoveLewis Veterinary Emergency and Specialty Hospital



18,508

Total patients treated this fiscal year



61%
DOGS



30%
CATS



4%
BIRDS



5%
OTHER

161

Team members



1,483

Phone call and emails for grief support



396

Pet Loss Support Group attendees



261

Memorial Art Workshop attendees



300

Service of Remembrance attendees

Supporting the People Behind the Pets

Buddy, a Labrador retriever, had been Carol Otis' faithful companion for over a decade when he passed away, leaving Carol with deep pangs of grief. Her sole comfort was her other dog, Bear. But 10 days after Buddy's death, Bear was diagnosed with an aggressive cancer. He was given four weeks to live.

Overwhelmed and in crisis, Carol turned to DoveLewis' Pet Loss Support Program. Its grief support groups helped her communicate her feelings, and the art therapy workshops provided opportunities for healing.

"The Pet Loss Support Program provides an accepting place to grieve and have it be normal to grieve for your pet," said Carol. "It's a situation where others in the group are also helping you ... a space where we all help each other."

Thankfully, Carol and Bear got some good news after further testing. His initial cancer diagnosis was less aggressive than previously thought, and he has since made a full recovery.

For over 30 years, the donor-supported Pet Loss Support Program has lightened burdens and instilled hope for people in the depths of grief and loss. Thanks to our community's generosity, programming remains complimentary and open to all, regardless of whether their pet has been treated at DoveLewis.

The loss of a pet can have the same impact for someone as the loss of a human family member. The Pet Loss Support Program is a nationally recognized service that supports people through grief and trauma caused by the illness or death of a pet. Buddy and Bear are pictured on the top of the opposite page.





Prescribing Kindness

We can't ever really know the full history of a stray animal when they're brought to DoveLewis. They may have been loved. They could have experienced pain or fear. What we do know is that we can help. If a stray animal is injured or ill, we care for them with the donor-supported Stray Animal & Wildlife Program.

One stray cat recently came to us after a good Samaritan found him roaming the St. Johns neighborhood. This cat seemed to have been on his own for a while as he had scars from previous wounds and was suffering from significant scratches, severely matted fur and a flea infestation. Our team immediately set to work. The infected wounds were cleaned, his matted fur was painstakingly clipped, and the dirt and fleas were removed.

Despite his rough condition, the cat was desperate for affection and our staff happily obliged, snuggling and petting him as they ensured his recovery was on track. Our teams are animal lovers at heart. It's not unusual to find them calming a frightened animal or offering some of the first gestures of kindness an animal has ever experienced.

“Some animals have never had anyone to love them. We're here to help them get better – and part of their treatment is simply kindness.” – Dr. Ladan Mohammad-Zadeh, critical care specialist

This sweet cat represents thousands of ownerless animals and wildlife we cared for last year with your help.



1,561

Stray animals and wildlife treated

\$264,708

For stray animals and wildlife in need



60

PACTT certified teams

645

PACTT facilities visited

We never turn away injured or ill stray or wild animals, and we rely on good Samaritans, first responders and donors to help. It took hours to treat, trim and bathe this cat (left), but the work paid off – he has fully recovered and found a new forever home.



1,715

animals treated with the Velvet Assistance Fund



3

abused animals cared for through the Charlie Fund



\$220,852

funds applied total

Buying More Time at No Cost

Linus, a 15-year-old cat, had been suffering from such severe digestive issues that he had stopped eating and drinking. His owner, Rebecca, did not want him to suffer, but she could not afford veterinary care. Overcome by his discomfort, Rebecca rushed to DoveLewis. She didn't know how she would pay for his care, and she worried that humane euthanasia would be her only option.

That's when our team told her about the Velvet Assistance Fund. Supported by donations from the community, this financial aid program for families in need ensured that Linus could get the treatment he desperately needed at no cost.

Linus was suffering from gastroenteritis, and with a regimen of fluids, anti-nausea medication and pain medication, Linus started to feel better. His appetite and strength increased, and he was able to return home to his family.

"I thought we'd be saying goodbye," said Rebecca. "How can I possibly thank DoveLewis for giving us options that didn't include taking an empty carrier home that day? I am forever grateful."

Your support of the Velvet Assistance Fund ensures that families can put aside financial concerns and focus on the care and recovery of their four-legged family members.

It's because of support from donors like you that we offer financial aid to in-need families and medical care to abused animals. Linus' owner was sure she was saying goodbye to her cat (immediate right), but the Velvet Assistance Fund covered the treatment costs. They're back home, healthy and happy together.





Working Together Saves Lives

What seemed to be a simple test turned into an emergency for an 11-year-old Welsh corgi, Padwan. Her face was swollen, so her owner, Matt, took her to their veterinary clinic for a common diagnostic procedure – a urine sample drawn straight from her bladder.

She returned home after an unremarkable visit, but something wasn't right. Padwan was not interested in food and she could not stand up. Matt rushed Padwan back to the clinic just as the test results came through: Padwan needed an immediate blood transfusion.

The DoveLewis Blood Bank was ready for her. After her emergency transfusion, our Internal Medicine team diagnosed her with thrombocytopenia, an autoimmune disorder that caused Padwan's body to attack its own platelets. As a result, the needle used in her earlier test had caused significant internal bleeding.

While Padwan spent three days in the ICU, Matt worked with Dr. Barbara Davis, DoveLewis' board-certified internist, to become familiar with the condition and prepare for Padwan's recovery. Padwan was going home!

“Without a blood transfusion she would have died. We're taking advantage of this extra time as much as we can,” Matt said.

Padwan's recovery is the result of teamwork. Her owner, her veterinarian, DoveLewis' Internal Medicine team, and Storm, a 3-year-old pit bull and volunteer blood donor, came together to save her. Collaborating for the sake of improved veterinary care is an integral part of our team's practices.

Padwan (bottom right) benefited from the collaborative work of many people. From treating referral patients to taking phone consultations from local clinics to atdove.org (our online veterinary training program), our teaching mission extends beyond the walls of our hospital.



134

Superhero blood donors



990

cardiology and internal medicine cases



25,860

atdove.org members



Champion Circle

The DoveLewis Champion Circle recognizes and celebrates donors who contribute **\$1,000 or more annually**. These generous benefactors stand behind DoveLewis with their significant financial support to help save lives and benefit animals (and their people) in our community. This fiscal year (July 1, 2017, through June 30, 2018), 230 people, foundations and corporations were Champion Circle members.

Anonymous (22)
Lori & Robert Agnew
Margit Albrecht
AmCheck Portland
Andrew & Susan Franklin
Charitable Fund
Annette & David Armstrong
Ash Grove Cement
Ash Grove Charitable Foundation
Banfield Foundation
Banfield Pet Hospital
Kim Barigar & Stuart Zimmerman
The Baron/Gilbert Fund of the
Oregon Community Foundation
Barran Liebman LLP Attorneys
At Law
Beaverton Toyota
Joanne & Darrell Beck
Debby Benjamin & Russ Dragon
Gloria & John Bennett
Stan Bland III & Dixie Bland
Bland Family Foundation
Scott Bontempo & Sharon Harker
Christ Bouneff, DMD &
Barbara Bouneff
Amy Boyle
Wayne L. Bridges
Don Brink & Jeff Tathwell
Gretchen Brooks
Wendy Broussard & Dawn Bauman
Sherida and Sydney Brown
Molly Butler and Robin Manning
Lynda Campf & Richard Weinstein
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Fund of the Oregon Community
Foundation
Cynthia Davis & Elaine Scott
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Katie Gilbertson
Elizabeth Giles
Good Deeds Mortgage
Jeannie & Jeff Gretz
Halsey East Animal Clinic
Frances Hanckel & Anora Tracey
The Harry A. Merlo Foundation

Karen B. Cohen Foundation Inc.
Karen Strand Charitable Fund
Michael Keefe & Chuck Palahniuk
Kristen and Michael Kern
Ryan & Denise Koch
Linda Kozlowski
Greg Kratz & Casey Hill
Cynthia Kupper
Kelly Lang
Gary W. Larson
Stuart & Barbara Larson



I was so impressed with the quick triage activities that happened as soon as a patient came in. I don't know how the staff does it." – Amy R., client

Delap LLP
Delta Dental
Dignified Pet Services
Eric Dishman
Jess M. Dishman
Patty Dost
Robert Doty
Double J Charitable Fund
Margaret and Richard Drake
Drake Family Fund of the Oregon
Community Foundation
Jeff Dresser & Deb Galardi
Dudley and Marie Wade
Memorial Fund
Margaret Dunham
Nancy & Tom Eilers
Elizabeth Jane Lilley Trust
Robert & Lisa Ericksen
Kathryn Estey
Joann Fechner & Jennifer Garland
Robert Fernandez & Dr. Margaret A.
Boone
Linda Finocchiaro
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Oregon

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Howard Hedinger
Hedinger Family Foundation
Betsy Heidel
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Cynthia R. Howard
Diane Hwang & Eric Fox
IDEXX Distribution Inc
IDEXX Laboratories
Intel Corporation
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Jackson Foundation
Jake Janovetz
John Backes and Robin Roberts Fund
at Schwab Charitable
Kathryn & Paul Johnson
Annette and Christian Joly
Stuart and Janet Jones
Kaiser Foundation Health Plan

Leslie G. Ehmann Charitable Trust
Amber Liebmann-Stockdale & Uriah
Stockdale
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Elizabeth Lilley
Jan Lindsay
Linda Locker
Lucky Dog Fund of the Oregon
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Gail MacLean
Isabel McDonald
Sonya & Roger McDowell
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Kevin McLeod
Flo Newton-Merlo
Metaphorosis Publishing
Catherine Millar & Robert Sweeney
Ashish Mistry
Ladan Mohammad-Zadeh &
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Annette Molitor
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Morel INK
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OCF Joseph E. Weston Public Foundation
J. Anthony Ogden & Bill Poulos
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Portland General Electric Employer Matching
Suzanne Prideaux
Wayne & Michael R. Quimby
The R. L. J. Ericksen Family Charitable Fund
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Sean & Traci Ray

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Marti Rhea
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Bill Rouse
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Loreen Schott
Sean Shahidi
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Jane Smith
Sniff Dog Hotel
Dr. Alvin & Janet Solomon
Dick Sorenson
Linda Springer
The Standard Employee Giving Campaign
Peyton & Coralann Storli
Karen Strand
Christy Strong
Summer Lea Hillman Foundation
Kathi Sweeney
Sherif Tawfik & Brad Wald
Thrivent Choice
Sara & Scott Thurman
Liz Tilbury
Richard & Terri Timberman
Tito's Handmade Vodka

Glenn A. Tomlinson
Martha Urman & Perry Rikli
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USI Northwest
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Anya Watts & James C. Prichard
Alice Weaver
Marcia Weiss
Angelique & Chris Whitlow
LeAnne Wilcox
Elaine Wilderman
WinCo Foods Portland Open
Ben and Alli Wood
The Wrath Family Foundation
Sandy & Mark Young
Mark Youngren
Alexandra Zell & Brian Wartell



The Dr. Richard Werner Legacy Society

Named for Dr. Richard Werner, veterinarian and one of DoveLewis' founding fathers, the Legacy Society recognizes those who have named DoveLewis in their estate plans. Legacy Society donors have a remarkable impact on DoveLewis' capacity to develop and remain vital for future generations of animals and their people, providing support for the greatest needs of the hospital and our community programs.

Anonymous (20)
Sierra Allegretto
Diana M. Allen
Rita & Norm Alvarez-Haller
Virginia L. Ammons
Lorri & Emily Axton
David Loftus & Carole Barkley
Terese Barkley & Darrol K. Olson
Linda Barkus
Mary Beth & Cliff Bartel
Barb Beath & Kathy Garrett
Jennifer & Stefan Berg
Ingrid M. Bergstrom & Dorothy Sampson
Katherine Black
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Christ Bouneff, DMD & Barbara Bouneff
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Wayne L. Bridges
Susan Jane & Paul Brown

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Steven Cooper & Clara Martinez
Thomas Costello
Sharon & Larry Coughlin
Dawn-Starr Crowther & Dave Eshbaugh
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Lisa A. DeBruyckere & George Buckner
Michael DeKlyen & Theresa Marshall
Jodi Delahunt Hubbell & Todd Hubbell
Jeffrey Detlefsen
Tess Dietrich
Terrye Dimeo
James & Phyllis Dowty
Linda & George Drake
Gail M. Dreckman

Holly & Patrick Franko
Kimberly Freed
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Valerie Garrett and Craig Carthel
Lois Gearhart
Emma & John Gilleland
Reggie & Joel Goldstein
Tamie Goranson
Diane Gray & Christy Mueller
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Joey Hadfield
Jennifer Hanson
Constance L. Harvey
Gretchen Hayhurst
Frederic & Janice Helm
Lori Hill
Jeanie & Ken Holzworth
Z. Joyce Hopps
Jon A. Howe & Duane McKenery

Lisa M. Lanter
Donald & Patricia Large
Annik Larsen
Julie Laxer
Ketzell Levine
Sylvia & Peter Lindman
Donna Lopakka
Patti & Gary Lukas
Roger Mach & Bridget Becker
Jean & Stephen Mann
Carol Markewitz
Dr. Malcolm M. Marquis
Donald K. Marshall & Michael Marx
Akiko & Ken Marti
Stephen Martin
Drs. J. Norman & Cheryl Matschek
Sandra Matthews
Mary McCabe
Isabel McDonald
Andrea McKee
Janet McLaughlin
Joanne Mechling
John & Michelle Mejia
Chuck Michael
Jerry & Sue Miller
Brenda Mills-Zahner
Laura A. Mundt
Frances Nelson
Lisa Nelson
Ted & Mollie Nelson
Trisha Neuschwander
Garry Nevins
Tonya Nichols & Ron Walters
Doyle Nicodemus & Janet Gluck
Walter & Suzanne Nupen
Tracy & Jimmy Packard
Michael Palmer
Carole Peggarr
Marsha Warren Perket
Jack Pessia & Chrys Martin
Laurie & Dennis Petrie



DoveLewis' facilities are state of the art, as are all the staff, and we wanted to make sure that continued far into the future."

– Linda Read & Larry Tracewell, Legacy Society members

Angie L. Brummitt
Liza & Robert Burney
Mary M. Bush
Leslie Ann Butler
Jeanne Carlson
Kayla Carol
Kathleen Casey
Stella & Young Chang
Susan & Rodger Chapel
Mrs. Mac Chapple
Jeffrey L. Clark

Ken Dyar & Carolyn Moore
Kathryn Estey
Barbara & Gordon Falise
Joann Fechner & Jennifer Garland
Nancy & Mark Feichtinger
Patricia & Jeremy Fellows
Margie & Richard Fink
Joey & Valerie Fishman
Molly & Dave Fletcher
Dick Foley
Lois Foster

Richard Hoyt
Kathryn N. Hummel
Lisa L. Hunefeld & Ann Schatz
Diane Hwang & Eric Fox
Kolleen Irvine & Tom Hausmann
Susan J. Kehoe
Steven A. Kelsey
Rhona Klein
Greg & Barbara Knopp
Kristi Koebke
Timothy Krause



Brinlee, a 10-month-old rat and one of our smallest patients, stayed calm as our emergency team sutured a wound on her back.

Theresa & Torie Phipps
 Sue Piotrowski
 Jeannie & Ron Prindle
 Allan & Shawneen Quick
 Wayne & Michael R. Quimby
 Christy & Jack Ragan
 Julie Rau & James Vandehey
 Linda Read & Larry Tracewell
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 Jaimie R. Scott
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 Robin Sherwin & Christopher T. Lunt
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 Nancy D. Spohn
 Loren & Barbara Strunk

Patricia & Alfred Sturr
 Cathy Swanson
 Kathi & Tim Sweeney
 Sara & Scott Thurman
 Liz Tilbury
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 Janice & Gary Toole
 Maggi Travis
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 Joan & William Truncali
 Rebecca & Darrell Tucker
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Susan L. VerBurg
 Lori Warner-McGee &
 William McGee
 Richard Waterson
 Dr. Larry Weber & Karin Muilman
 Marilyn L. Weber
 Kathryn Welch
 Dr. Richard & Louise Werner
 Elaine Wilderman
 Kristina & Bill Wolfe
 Alexandra Zell & Brian Wartell
 Claudia & Dennis Zerba

These generous estate gifts were realized in Fiscal Year 2017.

Estate of Glenn E. Groce and
 Marion I. Groce
 Estate of Lena Lorraine Jones

Estate of Elizabeth M. Kent
 Estate of Rebecca A. Prentice
 Estate of Scott Travis

Interested in learning more about making a planned gift to DoveLewis? Contact Lauren Cox at lcov@dovelewis.org or 971-255-5912.





Friends of Dove

The Friends of Dove provide recurring gifts to DoveLewis, typically monthly or quarterly. Sustained giving is a manageable way to support DoveLewis, typically through electronic funds transfer. This fiscal year (July 1, 2017, through June 30, 2018), 104 Friends of Dove provided ongoing support.

- | | | | |
|---------------------------|----------------------------------|-----------------------------------|-------------------------------------|
| Anonymous (9) | Paul L. Engstrom | Linda Knox & Henry Alaman | Katherine & Phillip Querin |
| Mike & Marlene Barr | Michael Erb | Charlotte Kostelic | Julie Rau & James Vandehey |
| Margaret H. Bates | Pamela Evans | Leah & Mark Kretschmer | Anne Reed Taillard & Terry Taillard |
| Rachel Bauman | Judith Farmer | Michele Lanctot | Michael Roerig |
| Scott Beebe | Joann Fechner & Jennifer Garland | Libbi Layton | Daniel & Ramona Ropek |
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| Elizabeth Castleton | Charles & Ellen Hackett | Sharon Marcus | Joan & Martin Taylor |
| Kathryn M. Cooney | Hope Hadley | Dr. Alexandra & Stephen McLaughry | Liz Telfer |
| Timothy Cooper | Kathryn Haglund | Chuck Michael | Catherine Tief |
| Kathy & Mike Couch | Frances Hanckel & Anora Tracey | Mike & Judy Morrison | L. Monique Torres & Phillip Bulebar |
| Kenya & Armando Cruz | Bonnie Harper | J. Anthony Ogden & Bill Poulos | Virginia Tribe & Kathy Whittier |
| Jeremy Davis | Kathi & Bob Heller | Tina Olson | Molly & Merlin Triplett |
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| Lynette Eliton | David & Annette Kaiser | Gretchen Plummer & Addison Elliot | Linda & Jeffrey Zerba |
| Jim & Jean Endy | Jeff & Julia Knox | Joan & Roger Porter | |

We depend on the generous support of many individuals, corporations and foundations. Every donation is greatly appreciated. If you made a gift between July 1, 2017, and June 30, 2018, and your name has been omitted, misspelled or listed incorrectly, please accept our sincerest apology and notify Margaret Lieder at 971-255-5981 or mlieder@dovelewis.org.

Thank you!

Because of you, our generous community partners, we have been able to care for animals and the people who love them for over 40 years. We are so grateful for your compassion and loyalty.

\$2,222,040

Total funds raised
this fiscal year

\$1,280,024

Contributions (58%)

\$412,386

Events (18%)

\$529,630

Bequests (24%)



Financial Operations Report

Consolidated Statement of Financial Position

As of June 30, 2018.

	2018
Assets	
Cash & Investments	\$ 4,719,374
Receivables (Net)	349,210
Medical Inventory	215,277
Property & Equipment (Net)	5,450,604
Other Assets (Net)	361,112
Total Assets	\$ 11,095,577
Liabilities and Net Assets	
Accounts Payable	\$ 555,734
Deferred Revenue	265,372
Accrued Payroll Liabilities	576,039
Mortgage Note Payable	1,700,305
Net Assets	7,998,127
Total Liabilities and Net Assets	\$ 11,095,577

Consolidated Statement of Activities

For the years ended June 30, 2018 and 2017.

	2018	2017
Revenue and Support		
Medical Revenue (Net)	\$ 12,501,980	\$ 10,325,616
Education Program Revenue	598,264	434,411
Development Revenue	2,222,040	2,319,919
Noncash & In-Kind Donations	274,705	157,797
Other Income	95,096	106,136
Total Revenue and Support	\$ 15,692,085	\$ 13,343,879
Expenses		
Clinic Operations	\$ 11,065,207	\$ 9,478,083
Community Programs	1,487,514	1,586,334
Development	876,483	772,857
General & Administrative	1,384,768	1,401,892
Other Expenses	17,257	0
Total Expenses	\$ 14,831,229	\$ 13,239,166
Change in Net Assets	\$ 860,856	\$ 104,713
Net Assets – Beginning of Year	7,137,271	7,032,558
Net Assets – End of Year	\$ 7,998,127	\$ 7,137,271



Two years ago, you gave my little baby a new lease on life. He would have died that night if it weren't for you and your beautiful hearts of mercy. Words can't express how grateful I am to you." – Ruth D., client

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.



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VICE CHAIR

Scott Bontempo

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Rona Amadon, CPA

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Chief Administrative Officer



DoveLewis

1945 NW Pettygrove Street
Portland, Oregon 97209

Open 24 Hours

Contact Us

main 503-228-7281
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