



INTERMOUNTAIN THERAPY ANIMALS

ANNUAL REPORT

2012

ABOUT INTERMOUNTAIN THERAPY ANIMALS ~ & NEWS

INTERMOUNTAIN THERAPY ANIMALS (ITA) IS A 501(C)(3) UTAH NONPROFIT FOUNDED IN 1993 (as The Good Shepherd Association) to bring animal resources to human needs. Our mission is to enhance quality of life through the human-animal bond.

Now beginning our 20th year, ITA boasts more than 300 pet partner teams providing animal-assisted interactions to more than 100 hospitals, schools, nursing care centers and youth detention facilities along the Wasatch Front in Utah, and also in Twin Falls, Idaho, Bozeman, Montana, Incline Village, Nevada (Lake Tahoe), and also in Ohio.

In 2012, ITA volunteer teams served more than 12,000 hours and assisted more than 50,000 patients. Recent recognitions we have received from our community include:

- ITA was the focus of a half-hour episode of the series "Turning Point," first aired on BYU-TV.org on January 3, 2012. It was re-aired many times because it received more online viewings than any episode they have yet produced.
- In 2012 ITA's R.E.A.D. program received \$50,000 from Purina and \$30,000 from Cesar Brand pet foods as part of national promotional campaigns. In both cases, we were one of only three organizations selected to benefit.
- ITA launched a new website in 2012, which has received accolades from our users all over the world for its clarity, ease of navigation, and information value. This is important to our audience because we have R.E.A.D. teams, and media inquiries, all over the world.

- ITA was chosen to partner with the University of Utah for their "Be Well Utah" week, to host a dog walk to promote the health benefits of exercising with your dog. This was the second year, and the partnership will continue into the future.
- ITA debuted its "Pupcracker: A Canine Nutcracker" at the Rose Wagner Black Box Theatre in December 2012. This was a 100% sellout and promises to be a wonderful holiday tradition for our community.
- Named partner/beneficiary of the "Bark & Read" Foundation created by the British Kennel Club in 2011 to promote children learning to read through the R.E.A.D. program.
- "Utah Healthcare Hero 2008" award to Colonel and Susan Daynes
- Invitation to be a national educational outreach partner with "Martha Speaks" on PBS Television (R.E.A.D.)
- Delta Society "Beyond Limits" Awards 2004 as Affiliate Organization of the Year (inaugural award)
- The Gwyn Thibault Award (Grand Prize) in the Latham Foundation's 2004 Biannual "Search for Excellence Video Awards," for the R.E.A.D. training video, "Becoming a R.E.A.D. Team," honoring those who advance humane education.
- Utah Chapter of the International Reading Association (UCIRA) "Celebrate Literacy" award, November 14, 2003
- Utah Library Association "Service to Libraries" Award, May 8, 2003

Pictured are 70+ of ITA's volunteer therapy teams (Photo by James Butterfield)





Susan Daynes, Board President, and her late partner Colonel.

FROM THE BOARD PRESIDENT

I have been in the proverbial trenches with Intermountain Therapy Animals now for more than eight years, all that time as a volunteer team with my Colonel, Diva and Reggie, and now as president of the ITA Board of Directors.

I have been privileged in my life to participate in many great and important causes, and I can say with great passion that none have made such a dramatic and valuable difference in the everyday, real world challenges that people face, as animal-assisted therapies can and do.

People of all ages and socio-economic circumstances receive devastating diagnoses and injuries every day. Future paths must veer sharply, dreams are dashed, and all these events reverberate through a patient's family as well.

Our animals come into these situations with great wisdom and intuition; they are catalysts, motivators, sources of fun and inspiration, and — they pass no judgments.

Animals the world over inspire these reactions, so work like ours may seem almost mundane or insignificant in the larger scheme of things. But nothing could be less true, because each encounter, one by one, is also unique and of singular benefit. Our therapists tell us over and over, year after year, that the animals inspire cooperation, participation and progress that they cannot otherwise get from their patients.

ITA is struggling, like other charities big and small, to keep providing these crucial services as the economic world seems to be crumbling around us. We need the help of our communities to survive, to continue helping our patient/clients in over 100 healthcare facilities to heal. But we are committed to being here for those who need us. Animal-assisted therapy is one phenomenon that truly does bring comfort and joy, 365 days each year.

With sincere thanks,

Susan Daynes

Susan Daynes
Chair, ITA Board of Directors

... AND THE EXECUTIVE DIRECTOR

We have long held that companion animals, therapy and otherwise, are one of the best answers in the daily challenge of defeating the forces of fear, hatred and violence in the world. They are superb role models. They offer no criticism, no shallow judgment, just total acceptance. Just love. And basking in love and acceptance is the most validating experience we can have, liberating us to stop being afraid, to be our best selves, to bloom, to heal.

In the movie "You've Got Mail," various characters keep asserting that "It's not personal, it's business." Meg Ryan's character eventually protests by saying, "It seems to me that, whatever else something is, it should at least begin by being personal."

We agree wholeheartedly. What our animals do, that is so inspiring in supporting healing, is definitely personal. It is the very definition of healthy relationships. Some psychologists now theorize that the concept of relationship is indeed the essential requirement to produce positive change.

Our ITA staff is committed to staying personal, despite the relentless advance of the technologies that are disconnecting our society. We will always choose personal interaction over automation, even when that choice may seem "inefficient."

We are also committed to being open and direct when dealing with issues and solving problems. We never fail to be dazzled by how quickly disagreements melt away when people speak to one another directly instead of speculating sideways. We have observed that this is another simple but powerful way that animals are great role models.

We continue to recommend lots of furry, four-paw love—it's a comfort and a constant in our ever-more-challenging world.

Kathy Klotz

Kathy Klotz
Executive Director



*Kathy Klotz, Executive Director,
with Emily*

FINANCIAL ACTIVITIES 2011–2012*

2011

Support

Grants and Donations	\$ 165,211	52.3%
Membership and Training	36,401	11.5%
R.E.A.D. Program	42,211	13.4%
Fundraising Events/Merch.	67,292	21.3%
Interest/In-Kind/Other	4,783	1.5%
	\$ 315,898	100%

Expenses

Facility Programs/Services	\$ 9,176	2.4%
Community Education	129,267	34.6%
Workshops/Evals/Training	54,965	14.7%
Volunteer Support Services	151,381	40.5%
Total Program Services	\$ 344,789	92.2%
Fundraising	23,158	6.2%
Administration	5,796	1.6%
	\$ 373,743	100%

2012

Support

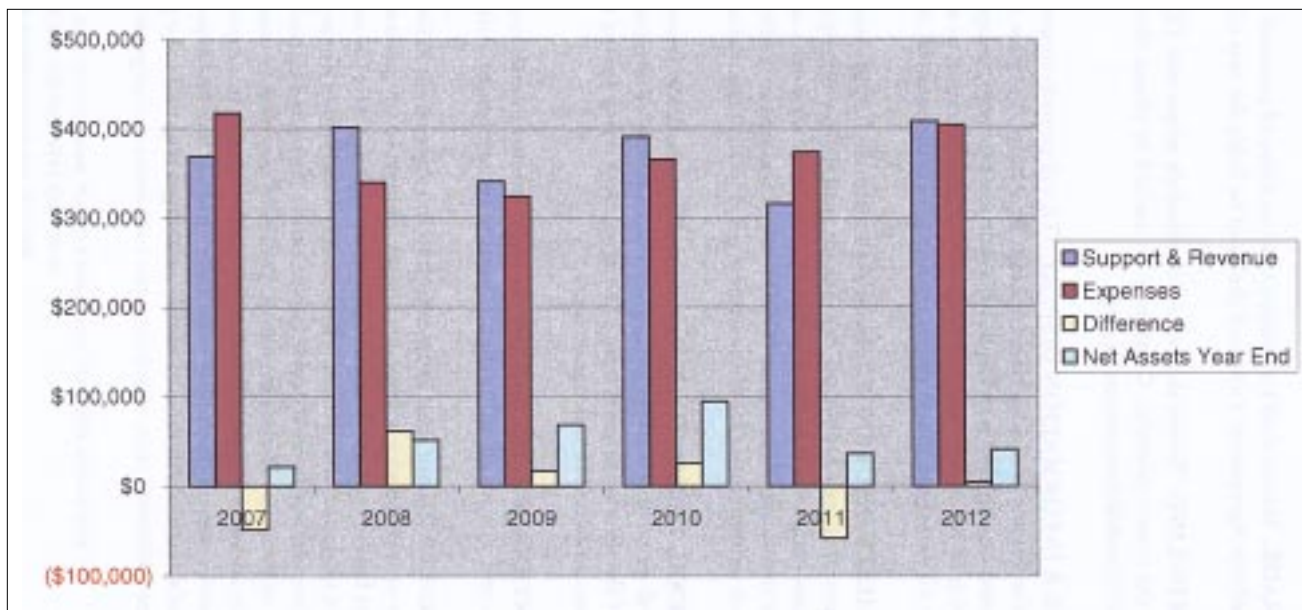
Grants and Donations	\$ 275,535	67.4%
Membership and Training	39,664	9.7%
R.E.A.D. Revenue	26,653	6.5%
Fundraising Events/Merch.	58,382	14.3%
In-Kind/Interest/Other	8,317	2.0%
	\$ 408,551	99.9%

Expenses

Facility Programs/Services	\$ 9,850	2.4%
Community Education	135,193	33.4%
Training Workshops/Evaluations	59,107	14.6%
Volunteer Support Services	167,895	41.5%
Total Program Services	\$ 372,045	92.0%
Fundraising	25,956	6.4%
Administration	6,224	1.6%
	\$ 404,225	100%

*As determined by independent auditor's report.

SIX-YEAR REVIEW



ITA's Premier Program Marches On:

READING EDUCATION ASSISTANCE DOGS®

Intermountain Therapy Animals' R.E.A.D.® program (Reading Education Assistance Dogs®), introduced in December of 1999, continues to inspire children, and impress their parents and school and library personnel, across the U.S. and beyond.

The R.E.A.D. training package, introduced in 2003, has now been sold to people in all 50 of the United States, and many other countries including Canada, the U.K., Japan, Italy, Spain and Israel, Finland and Sweden. Sales continue to average about 100 per month.

Media coverage of R.E.A.D. seems never to end, with more than 300 articles appearing in dozens of major publications, including the *Wall Street Journal*, *Time*, on national news broadcasts, and in special TV segments on "K9 to 5" (Animal Planet) and "Dogs With Jobs" on the National Geographic cable channel. In 2004 ITA trainers taught more R.E.A.D. workshops at Delta Society regional conferences in Florida and Oregon, as well as to visiting Japanese scholars in Seattle in March of 2005 and 2006.

ITA has held national and regional R.E.A.D. conferences, here in Utah at Fort Douglas on

the University of Utah campus, and also in Minneapolis and Atlanta, with more planned. Our next steps are in New England and on the West Coast.

Our ranks of R.E.A.D. program instructors have grown to more than 80 individuals, throughout the United States.

We have registered more than 3,500 other therapy teams to do R.E.A.D. elsewhere throughout the U.S. and the world.

R.E.A.D. has been a national educational outreach partner with PBS Television, in conjunction with their popular series, "Martha Speaks" which debuted in September of 2008 and is focused on building kids' vocabulary.

In 2012, R.E.A.D. was a recipient of two national promotional campaigns, which netted us \$50,000 from Purina and \$30,000 from Cesar Brand/Mars Pet Foods.



"Mom! Today I had the BEST day of my life...EVER! I got to read to a dog! It's the best thing I've ever done in school!"

— Cole, a 2nd grader

"I have been a teacher for 30 years, and have retired this past year. I've taught first graders for 20 years. The information provided in your [R.E.A.D.] textbook pertaining to reading is excellent. I appreciate your focus not only on fluency but also comprehension. The reading prompts are awesome. Too often children are asked to "sound it out" when there are so many other effective and often more efficient ways of decoding a word. Congratulations on producing such an excellent resource!! ."

— Stephanie Mays, Sinking Spring, PA



THE PROGRAMS AND FACILITIES WE SERVE

Intermountain Therapy Animals' volunteers participated in animal-assisted therapy (AAT) and/or animal-assisted activities (AAA), including R.E.A.D.® programs, at all the following facilities during 2012.

UTAH – SALT LAKE AREA

Affinity Hospice / SLC
Alta Ridge of Holladay
Alta View Hospital / Sandy
Anderson-Foothill Library / SLC (R.E.A.D.)
Aspen Ridge Rehabilitation Center (Rehabilitation therapies)
Benchmark Hospital / Woods Cross (Adolescents in Residential Treatment Program for Drugs and Violence and R.E.A.D. program)
Boys & Girls Clubs of Midvale (R.E.A.D.)
Canyon Creek Assisted Living / Sandy
Canyon Rim Academy / SLC (R.E.A.D.)
Canyon Rim Care Center (short- and long-term care)
Care Source Residence (Hospice care)
Children's Center / SLC (Treatment Center)
Chateau Brickyard / SLC
Columbus Community Center / SLC
Copper Hills Youth Center / West Jordan (residential treatment)
Copperview Elementary / SLC (R.E.A.D.)
Crossland Rehabilitation / SLC
Garden Terrace / SLC
HealthSouth Rehabilitation Hospital / Sandy (Long-term Rehabilitation)
Heritage Place / Bountiful (Seniors)
Highland Care Center / SLC (Senior Care)
Highland Cove Retirement Community / SLC
Hillcrest Care Center / Sandy (Senior Care)
Holy Cross Ministries (R.E.A.D.)
Hope Center for Children / SLC
Intermountain Medical Center / Murray
Jackson Elementary / SLC (R.E.A.D.)
Jordan Valley Hospital / West Jordan (Med Surg)
Juvenile Justice Services / SLC (Observation & Assessment)
King's English Bookshop / SLC
La Europa Academy - Girls' Residential Treatment / SLC
Lakeview Hospital / Bountiful (Senior Psych Unit)
LDS Hospital (IHC) / Rehabilitation Services
Learning Services / Riverton (Adult Males with Longterm Disabilities)
LifePath Hospice
Mt. Olympus Rehabilitation / SLC (Rehabilitation Services)
Observation & Assessment, Boys' Unit / Salt Lake City (Adolescents in juvenile detention)
Observation & Assessment, Girls' Unit / Salt Lake City (Adolescents in juvenile detention)
Our House / Sandy (Assisted Living)
ParkLane Senior Apts. / SLC (retirement housing)
Pioneer Valley Hospital / WVC
Primary Children's Hospital (IHC) / SLC (Inpatient Rehabilitation Services)
Primary Children's Residential Treatment Center (IHC) / SLC (Children With Emotional and Abuse Issues)
Recovery Ways Treatment Center / SLC
Riverton Library / Riverton (R.E.A.D.)
RHA Community Services / SLC
Ronald McDonald House / Salt Lake City
Salt Lake City Libraries / SLC (R.E.A.D.)
Salt Lake County Libraries (R.E.A.D.)
Salt Lake County Youth Services
Salt Lake Regional Medical Center / SLC
Sandy Regional Medical Center
The Sharing Place / SLC
Shriner's Hospital for Children / Salt Lake City (Children Undergoing Orthopedic Procedures)
South Davis Community Hospital / Bountiful (Long- and Short-term Rehab)
South Valley Sanctuary / West Jordan

(Woman & Child Center)
Snowbird Mountain School / Alta
TURN Community Services / SLC
TURN Community Summer Camps
University of Utah University Hospital (Rehab Services, Burn ICU, MedPsych Unit and Surgical Waiting Room)
University of Utah Neuropsychiatric Institute (Adult and Child Units)
Utah Cancer Specialists / SLC
Utah Guardian Ad Litem's Office / SLC
Utah School for the Deaf & Blind / Connor Street (Children With Multiple Disabilities)
Utah State Prison / Women's Inpatient Unit
Utah Youth Village / Murray (Foster and group homes)
Veterans Hospital / SLC (Rehabilitation/Hospice/Care Center)
The Wentworth at East Millcreek

UTAH – PARK CITY AREA

Elk Meadows Assisted Living / Oakley
Heber Valley Medical Center
Jeremy Ranch Elementary (R.E.A.D.)



ITAs Betty the Golden Retriever shares secrets with a friend at the TURN summer camp

Old Mill Elementary School / Heber (R.E.A.D.)
Park City Medical Center
Parley's Park Elementary (R.E.A.D.)
Peace House
McPolin Elementary (R.E.A.D.)
Park City Library (R.E.A.D.)
Rocky Mountain Care Center / Heber
Summit County Library (R.E.A.D.)
Timpanogos Intermediate School / Heber (Special Education)
Wasatch High School / Heber (Special Education)

UTAH – OGDEN / LOGAN

Archway Youth Service Center / Ogden
Aspen Behavioral Center / Syracuse
Aspen Care Center / Ogden (Assisted Living)
Behavioral Health Institute / Ogden (Acute Care and Day Treatment)
Canyon View School LIFE Program / Ogden
CAPSA / Logan (Domestic violence shelter)
Centro de la Familia / Providence (Center for families)
Chancellor Gardens / Clearfield (Assisted Living)
Christmas Box House (Children in care of state services) / Ogden
Clearfield Elementary (R.E.A.D.)

Coalville Library (R.E.A.D.)
Country Pines Retirement / Ogden
Crestwood Care Center / Ogden
Davis Behavioral Health - Crisis Recovery Unit / Layton
H. Guy Child Elementary (R.E.A.D.) / Ogden
Emeritus Estates Assisted Living / Ogden
Gardens Assisted Living / Ogden
George E. Wahlen Veterans Home / Ogden
Girls Independent Living / Ogden
Heritage Park Care Center / Roy (Alzheimer's Patients)
Highland Park Elementary / Clearfield (R.E.A.D.)
Holt Elementary School / Clearfield (R.E.A.D.)
Logan Regional Hospital / Logan Manor Care / Ogden
McKay-Dee Hospital (IHC) / Ogden (Transitional Care, Psychiatric, Oasis Program and Rehabilitation Units)
Mount Ogden Junior High / Ogden
Mountain Ridge Assisted Living / Ogden
Mountain View Health Services / Ogden
North Ogden Jr. High (R.E.A.D.)

MONTANA

Absarokee Elementary (R.E.A.D.)
Aspen Pointe / Bozeman
Bear Creek Respite / Bozeman
Belgrade Public Library (R.E.A.D.)
Big Sky Ski Patrol / Big Sky
Big Sky Youth Center / Bozeman
Birchwood Retirement / Bozeman
Bozeman Deaconess Hospital (cancer treatment center, dialysis unit and surgical waiting room)
Bozeman Health & Rehab / Bozeman (Retirement, re-hab)
Bozeman Lodge (Retirement)
Bozeman Public Library (R.E.A.D.)
Churchill Retirement Home / Manhattan
Eagle Mount Camp / Bozeman
Edgewood Vista (Retirement)
Emily Dickinson Elementary (R.E.A.D.) / Bozeman
Epicenter / Bozeman
Gallatin County Health Dept. / Bozeman (immunization clinics for kids)
Gallatin Gateway School (R.E.A.D.)
Gallatin County Rest Home / Bozeman
Hawthorne Elementary School (R.E.A.D.)
Head Start (R.E.A.D. programs)
Highgate / Bozeman (retirement home)
LaMotte School (R.E.A.D.)
Longfellow Elementary (R.E.A.D.)
Missoula Public Library (R.E.A.D.)
Monforton School / Bozeman (R.E.A.D.)
Morningstar Elementary (R.E.A.D.) / Bozeman
Mountain View Care Center / Bozeman
Parkhaven Retirement / Bozeman
Quaw-Heck School (R.E.A.D.)
REACH Homes for Developmentally Disabled Adults / Bozeman
Riverside Assisted Living
Shields Valley Elementary / Willsal (R.E.A.D.)
Sourdough Montessori (R.E.A.D.)
Springmeadows Assisted Living / Bozeman
Whittier Elementary (R.E.A.D.) / Bozeman

IDAHO

3B Juvenile Detention Center / Idaho Falls
Bridgeview Estates (long-term care center) / Twin Falls
Cassia Regional Medical Center / Burley
Eastern Idaho Medical Center (EIRMC)
EIRMC Behavioral Health Center
Fairwinds - Stone Creek / Idaho Falls
Hansen Public Library (R.E.A.D.)
Harwood Elementary (R.E.A.D.)
Jefferson Elementary (R.E.A.D.)
Larsen-Saint Public Library / Preston (R.E.A.D.)
Snake River Juvenile Detention Center / Twin Falls
Southern Idaho Learning Center / Twin Falls
Twin Falls Public Library (R.E.A.D.)

NEVADA/CALIFORNIA

Camp Care, Camp Lotsafun & MDA Camp / Reno
Incline Village Elementary (R.E.A.D.)
Marvin Piccolo School / Reno (R.E.A.D.)
Nevada State Dept. of Corrections / Carson City
Plains Regional Medical Center
Tahoe Forest Hospital / Truckee
Washoe County Public Library (R.E.A.D.) / Incline Village

KENTUCKY/OHIO

Hospice of Hope / Maysville
Mason County Detention Center
Ohio Valley Manor / Ripley

UTAH – UTAH VALLEY AREA

American Fork Hospital
Center for Change /Orem (Eating disorders)
Courtyard at Jamestown / Provo
Golden Living / Orem (Senior care)
Summerfield Manor / Orem (Assisted living)
Utah Cancer Specialists / Provo
Utah Valley Regional Medical Center / Provo
Rocky Mountain Hospice / St. George

BOARD AND STAFF 2012

Members of ITA's Board of Trustees serve minimum terms of two years, which may be extended by mutual agreement. In 2012, nine (9) board meetings were held on January 3, February 7, March 13, April 10, May 8, June 19, July 10, September 11, and November 13. The annual business meeting was held on May 8, 2012. All meetings were held at Intermountain Therapy Animals' offices at 4050 South 2700 East, in Holladay, Utah.

BOARD OF TRUSTEES

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Board President
Owner, Coach Mike's Pro Shop

Alexis Butler
CEO, The Dog's Meow

Peggy Chudd
Board Vice President
ITA Team Volunteer

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Board Secretary
Admitting Manager,
University of Utah Healthcare

Lynne Hanson
Sales Manager (Retired) and Team Volunteer

Pat Hemingway
Team Volunteer

Heather King
Marketing Communications Manager
Spectrum Engineers

Richard D. McKelvie
Asst. U.S. Attorney
US Dept. of Justice

Christine Peterson
Owner, The Dog Lodge

Danette Poulson
Project Manager
Boeing, Inc.

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Erika Daines
Vicky Hall
Donna Olsen

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Kathy Klotz

STAFF

Colleen Baum
Volunteer & Facility Services Coordinator

Karen Burns
Asst. Director/ITA R.E.A.D. Coordinator

Melissa Byrd
Administrative Services

Cindy Harris
Office Manager

Lesley Pulsipher
National/International R.E.A.D. Coordinator

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19th Special Forces
Utah Air National Guard

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Dir. of Community Affairs (Retired)
Qstar Corporation

Penny S. Brooke, RN, MS, JD
Professor, Retired
College of Nursing, University of Utah

LuEllen Brown, MSW
Child and Family Counselor
Bear River Mental Health, Brigham City

Pamela K. Faler
Marriage and Family Counselor
Private Practice

Laura Moseley Helm
Physician Assistant
Intermountain Health Care

Mary Jalongo, PhD
Professor of Early Childhood Education
Indiana University of Pennsylvania

James J. Lynch, PhD
LifeCareHealth Associates
Baltimore, Maryland

A Grateful Mom

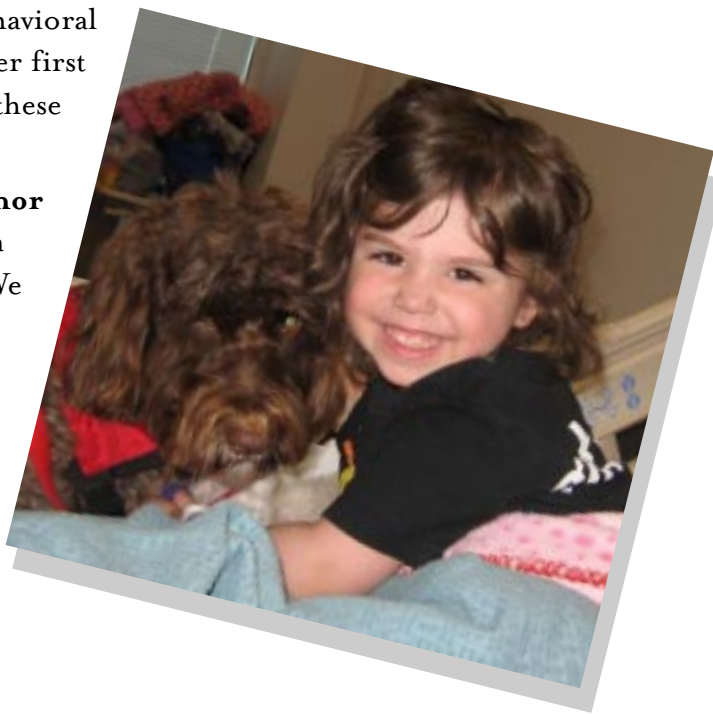
"We are discussing with our insurance some behavioral health services [our daughter] received during her first hospital stay last year. While well-intentioned, these services didn't benefit her much.

"What really changed her attitude and demeanor were her visits from the therapy dogs. What a blessing you were to us during our stays there! We appreciate you so much and all you do."

—JoAnne Christensen

Laughter, so rarely prescribed by any clinician, is surely the most therapeutic thing in the world. Laughter is free ... and has no negative side effects.

—Alexander McCall Smith





“When it comes down to it, no matter how great or how small the need, we can only bless one life at a time.”

— Rachel Naomi Remen, MD

“Therapy animals open doors so that healing may begin.”

— Unknown



INTERMOUNTAIN THERAPY ANIMALS

4050 SOUTH 2700 EAST, SALT LAKE CITY, UT 84124
(OR) PO BOX 17201, SALT LAKE CITY, UTAH 84117
TEL 801.272.3439 • WEBSITE: www.therapyanimals.org