Authenticity — it's irresistible!

Intermountain Therapy Animals
ANNUAL REPORT
2017
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.

2017 marked ITA’s 24th year, and we now maintain 350 to 400+ volunteer visiting teams providing animal-assisted interactions to more than 100 hospitals, schools, nursing care centers and youth detention facilities along the Wasatch Front in Utah, Idaho and Montana, with outposts even in Ohio and Kentucky.

In 2017, ITA volunteer teams again served more than 26,000 hours and assisted more than 230,000 patients, contributing to their comfort, pleasure, healing and progress with their therapeutic goals.

Because of our organization’s excellent reputation in our field, ITA now has 19 affiliated groups using our training and testing protocols in 13 states: Alabama, California, Colorado, Connecticut, Florida, Georgia, Nevada, New York, Tennessee, Texas and Wisconsin. Plus one international affiliate: Italy!

Similarly, our R.E.A.D. program, now in its 18th year, has registered more than 5,000 teams and has affiliated groups in 21 other countries.

Other highlights included:

- We celebrated our 24th anniversary at our annual fundraising gala, “Paws in the Garden,” at Salt Lake City’s This is the Place Heritage Center on October 7, 2017.
- Other fundraisers during the year included the grand opening of Macy’s new flagship store at Fashion Place in Salt Lake, Love Utah, Give Utah on March 30, Paws in the Alley on April 23, and gift-wrapping during the holidays at Barnes & Noble.
- R.E.A.D. trainings were given in Tampa, Florida in August with Spanish-speaking students from Chile, Colombia, Mexico, Venezuela and Barcelona, Spain. This was the first of our ventures into South America.
- We sent R.E.A.D. representatives Merilee Kelley, of Orlando, Florida, and Kim Grobholz of Berlin, Germany, to Taiwan in December for an educational conference highlighting the R.E.A.D. program. They are sending a contingent of six educators to Salt Lake City in January 2018 for further training.
- Several unanticipated grant awards from Charlotte’s Litter, the McCarthey Family Foundation, and the estate of Nancy Brooks enabled us to undertake the production of a new R.E.A.D. training video for the first time since the original, which has been in service since 2003.

On the Cover:
Among the greatest gifts of our therapy animals is their perfect authenticity and their 100% presence in every interaction. These qualities help inspire willingness to engage and motivation to participate in vital therapies. On top of all this, animals are much more fun than mechanical equipment, and the resulting smiles and laughter are essential elements for healing.
FROM THE BOARD PRESIDENT

I am honored to serve as ITA’s Board President, and am fully committed to continuing the most remarkable 23-year journey of Intermountain Therapy Animals.

Although I do not have a therapy animal of my own, my love for animals began at least 60 years ago and has never wavered. I adopted my 13-year-old Border Collie, Charlie, 11 years ago after he was found with bullets in his jaw and shoulder and another which still exists in his shoulder. He has been my greatest ambassador and has been by my side in my capacity as the owner of Pampered Pets of Utah, LLC.

I have a passion for the work that all of our teams accomplish on a daily basis. I can never sing enough praises for all they do and all the lives they have changed and enhanced through animal-assisted therapy. I thank them from the bottom of my heart.

No matter what crises are going on in the world around us, individual people of all ages and socio-economic circumstances receive devastating diagnoses and injuries every day. Our teams are there to help them re-kindle their hope and enthusiasm for life, inspiring them to move forward on the tough path to healing. 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. And we are good medicine for families and staff, as well.

ITA has grown to be one of the most successful organizations of our kind. But it’s a constant challenge, as for all charities big and small, to keep providing these crucial services during these volatile economic times. If you believe in the power of the human-animal bond, we ask for your help to continue helping our patient/clients in over 150 healthcare facilities to heal. Please do all you can to help us keep bringing our special medicine to even more Utahns in the future.

With sincere thanks,

Jane Fischer
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
Executive Director
## Financial Activities 2016–2017*

<table>
<thead>
<tr>
<th>Year</th>
<th>Support</th>
<th>Expenses</th>
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<tbody>
<tr>
<td></td>
<td>Grants and Donations</td>
<td>ITA</td>
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<tr>
<td>2016</td>
<td>$233,552 (53.8%)</td>
<td>$249,511 (54.8%)</td>
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<td>Membership and Training</td>
<td>R.E.A.D.</td>
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<td>48,835 (11.3%)</td>
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<td>R.E.A.D. Revenue</td>
<td>Affiliates</td>
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<td>31,309 (7.2%)</td>
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<td>Fundraising Events/Merch.</td>
<td>Total Program Services</td>
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<td>Legacies &amp; Bequests</td>
<td>Fundraising</td>
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<td>0 (0.0%)</td>
<td>19,497 (9.4%)</td>
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<td>In-Kind/Interest/Other</td>
<td>Administration</td>
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<td>1,129 (0.2%)</td>
<td>35,175 (7.4%)</td>
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<td>$433,859 (100%)</td>
<td>$455,346 (100%)</td>
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<tr>
<th>Year</th>
<th>Support</th>
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<tr>
<td>2017</td>
<td>Grants and Donations</td>
<td>ITA</td>
</tr>
<tr>
<td></td>
<td>$205,468 (46.8%)</td>
<td>$236,910 (50.0%)</td>
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<td>Membership and Training</td>
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<td>61,788 (14.1%)</td>
<td>118,491 (25.0%)</td>
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<td>R.E.A.D. Revenue</td>
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<td>19,382 (4.4%)</td>
<td>38,800 (8.2%)</td>
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<td>Fundraising Events/Merch.</td>
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<td>100,966 (23.0%)</td>
<td>$394,201 (83.2%)</td>
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<td>Legacies &amp; Bequests</td>
<td>Fundraising</td>
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<td>50,000 (11.4%)</td>
<td>44,497 (9.4%)</td>
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<td>In-Kind/Interest/Other</td>
<td>Administration</td>
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<td></td>
<td>1,271 (0.3%)</td>
<td>35,175 (7.4%)</td>
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<td>$438,875 (100%)</td>
<td>$473,873 (100%)</td>
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*As determined by independent auditor’s reports.

## Six-Year Financial Summary 2012–2017

![Six-Year Financial Summary Graph](image-url)
ITA’s Premier Program Celebrates 18 Years:

**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 gratify 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 (see flags at right).

Our trained, licensed network of R.E.A.D. program instructors now numbers 60, and we have 96 official R.E.A.D. affiliate groups in 35 states. These numbers are down because of the Pet Partners organization’s decision to start their own program (“Read with Me”) and forbid their teams to stay with R.E.A.D.

By the end of 2017, we had registered almost 6,000 other therapy teams to do R.E.A.D. elsewhere throughout the U.S. and the world. The R.E.A.D. manual has already been translated into Russian, Kazakh, Spanish and Portuguese.

We launched the "Olivia’s Legacy" fund in 2015 to help ensure that R.E.A.D. can carry on long after the first generation is gone.

R.E.A.D. continues to benefit from national promotional campaigns and partnerships with major corporate entities.

We learned very early that the R.E.A.D. experience is about much more than acquiring reading skills like fluency and comprehension. R.E.A.D. dogs help in significant and unanticipated ways, building confidence, improving class participation, and letting children fall in love with books and reading. R.E.A.D. will no doubt be ITA’s legacy to the world of animal-assisted interactions.

**[NOTE: R.E.A.D. is now more appropriately referred to as “animal-assisted education.”]**

"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
ITA Ramps Up Our Social Media Presence

Facebook:
Intermountain Therapy Animals
"Likes" ......................... 4,296
Followers .................. 4,211
R.E.A.D.
"Likes" ......................... 5,312
Followers .................. 5,173

Twitter:
Followers .................. 500

YouTube:
Subscribers ............. 1,584
Views (just of "Caleb’s Story") .......... 8,913,737

Instagram:
Followers .................. 1,030
### UTAH – SALT LAKE AREA
- Alpine Valley Care Center
- Anderson-Foothill Library (SLC) (R.E.A.D.)
- Aria Senior Living / SLC
- Avenues Courtyard (assisted living) / SLC
- Benchmark Hospital / Woods Cross
- (Adolescents in Residential Treatment Program for Drugs and Violence and R.E.A.D. program)
- Bonneville Jr. High (Special Education)
- Canyon Creek Assisted Living / Sandy
- Canyon Rim Academy / SLC (R.E.A.D.)
- Canyon Rim Care Center (short- and long-term care)
- Carmen Pintegra School for Autism / SLC
- Carrington Court (Memory Care)
- Chateau Brickyard / SLC
- Columbian Community Center / SLC
- Columbus Library (R.E.A.D.)
- Compass Rehabilitation (Short Term Rehab)
- Copper Hills Youth Center / West Jordan
- Cosgriff Elementary / SLC (R.E.A.D.)
- Cottonwood Place Senior Living (Assisted Living)
- Country Life Care Center / SLC
- Draper Library (R.E.A.D.)
- Emeritus Memory Care / SLC
- Garden Terrace / SLC
- Glenrose Library (R.E.A.D.)
- HealthSouth Rehabilitation Hospital / Sandy
- (Long-term Rehabilitation)
- Highland Care Center / SLC (Senior Care)
- Highland Cove Retirement Community / SLC
- Highland Ridge Hospital (Addiction Recovery)
- Huntman Cancer Institute
- In on Barton Creek (Memory Care) / Bountiful
- Inspiration Hospice
- Intermountain Medical Center / Murray
- Jordan Valley Hospital / West Jordan (Med Surg)
- JST Communication Services
- Juvenile Justice Services / SLC (Observation & Assessment)
- King’s English Bookshop / SLC
- La Europa Academy - Girls’ Residential Treatment / SLC
- Layview Hospital / Bountiful (Senior Psych Unit)
- LDS Hospital (IHC) / Rehabilitation Services
- Learning Centers / Riverton (Adult Males with Long-Term Disabilities)
- Lifelong Learning Center (adults with special needs)
- Little Cottonwood Rehab & Nursing MemoryCare Library (R.E.A.D.)
- Millcreek Center Library (R.E.A.D.)
- Midneed Retirement (Assisted living)
- Murray Library (R.E.A.D.)
- Neighborhood House (Senior day care) / SLC
- Observation & Assessment, Boynt Unit / Salt Lake City (Adults in juvenile detention)
- Observation & Assessment, Grnt Unit / Salt Lake City (Adults in juvenile detention)
- Paramount Health & Rehab
- Park Lane 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 Abusive Risks)
- Riverton Library / Riverton (R.E.A.D.)
- RISE Services (After-school program for special needs)
- Rocky Mountain Assisted Living / Riverton (Seniors)
- Ronald McDonald House / Salt Lake City

### UTAH – PARK CITY AREA
- The Abington / Heber City (Assisted Living)
- Park City Senior Center / Craigie (R.E.A.D.)
- Park City High School (Special Education)
- Park City Library (R.E.A.D.)
- Park City Medical Center
- Peace House
- Rocky Mountain Care Center / Heber
- Summit County Library (R.E.A.D.)
- Triad Elementary (R.E.A.D.)

### UTAH – OGDEN / LOGAN
- Acerhouse Youth Service Center / Ogden
- Aspen Care Center / Ogden (Assisted Living)
- Autumn Care Assisted Living / Hyde Park
- Bear River Charter School / Logan (R.E.A.D.)
- Bear River Behavioral Health / Ogden (Acute Care and Day Treatment)
- Canyon View School LIFE Program / Ogden
- Chancellor Gardens / Clearfield (Assisted Living)
- Chancellor Gardens / Ogden
- Christmas Box House (Children in care of state services) / Ogden
- Clearfield Elementary (R.E.A.D.)
- Country Pines Retirement / Ogden
- Davis Behavioral Health – Crisis Recovery / Ogden
- Dee Elementary / Ogden (R.E.A.D.)
- H. Guy Child Elementary (R.E.A.D.)
- Ogden Emeritus Estates Assisted Living / Ogden
- Fairview Elementary (R.E.A.D.)
- Gardens Assisted Living / Ogden
- George E. Wahlen Veterans Home / Ogden
- Heritage Park Care Center / Roy (Alzheimer’s Care)
- Hollis Hall Elementary School / Clearfield (R.E.A.D.)
- Legacy Village of Layton
- Logan Regional Hospital / Logan
- Loveland View Elementary (R.E.A.D.)
- Manor Care / Ogden
- McKay-Dee Hospital (IHC) / Ogden
- Mountain Ridge Assisted Living / Ogden
- Mountain View Health Services / Ogden
- Mountainside Elementary / Mont (R.E.A.D.)
- Newton Town Library / Logan (R.E.A.D.)
- North Ogden Jr. High (R.E.A.D.)
- North Park Elementary (R.E.A.D.) / Roy
- Ogden Regional Medical Center
- Pioneer Elementary (R.E.A.D.)
- Park Elementary (R.E.A.D.)
- Rocky Mountain Care / Clearfield (Assisted Living)
- Taylor Canyon Elementary / Ogden (R.E.A.D.)
- Treatter Brook Rehabilitation
- Vista Care Hospice / Ogden
- Washatch Care Center / Ogden (R.E.A.D.)
- Washatch Elementary / Ogden
- Washington Terrace Elementary / Ogden
- Waterfall Canyon Academy (Students with cognitive disabilities)
- Weber County Library / Ogden (R.E.A.D.)
- Weber Valley Detention Center / Ogden
- Willow Elementary / Willard (R.E.A.D.)
- USUTH – UTAH VALLEY AREA
- Alpine Valley Care Center
- American Fork Hospital
- Beehive Homes of Lehi (Assisted Living)
- Center for Change /Orem (Eating disorders)
- Courtyard at Jamestown / Provo
- Golden Living / Orem (Senior care)
- Green Library
- Park Place of Pleasant Grove (Assisted Living)
- Pleasant Grove Library (R.E.A.D.)
- Springville Library (R.E.A.D.)
- Summerfield Manor / Orem (Assisted living)
- Utah Cancer Specialists
- Utah Valley Regional Medical Center / Provo
- View Valley Elementary / Provo (R.E.A.D.)

### SOUTHERN UTAH – ST. GEORGE & CEDAR CITY
- Beehive - Coral Canyon
- Beehive - Hurricane
- Beehive - River Road
- Beehive - Tonaquint
- Clif View Senior Living Center
- Emerald Point / Cedar City
- Hurricane Rehabilitation Center (IHC) – Dixie Regional Medical Center
- IHC - Valley View Medical Center / Cedar City
- Kolob Care & Rehabilitation - Legacy Center
- Kolob Care & Rehabilitation - Cedar City
- Red Cliff Rehabilitation Center
- Rocky Mountain Hospice / St. George
- Rose Crest Manor
- St. George Care and Rehabilitation Center
- Washington County Detention Center

### MONTANA – BOZEMAN & BELGRADE AREA
- Absarokee Elementary (R.E.A.D.)
- Aspen Pointe / Bozeman
- Bear Creek Respite / Bozeman
- Belgrade Public Library (R.E.A.D.)
- Birchwood Retirement / Bozeman
- Bozeman Health – Decorous Hospital
- Bozeman Lodge (R.E.A.D.)
- Bridger Rehab & Health Center / Bozeman
- Chief Joseph Jr. High School / Bozeman
- Churchill Retirement Home / Manhattan
- Eagle Ridge Assisted Living
- Edgewood Vista (R.E.A.D.)
- Emily Dickinson Elementary (R.E.A.D.)
- Epona Senior Living
- Gallatin Gateway (R.E.A.D.)
- Gallatin County Rest Home / Bozeman
- Heck-Quay Elementary School (R.E.A.D.) / Belgrade
- Highgate / Bozeman (Retirement home)
- Longfellow Elementary (R.E.A.D.)
- Missoula Public Library (R.E.A.D.)
- Montana State University Career Services
- Mountain View Care Center / Bozeman
- Park Haven Retirement / Bozeman
- RiverWalk/View School (R.E.A.D.) / Belgrade
- Riverview Assisted Living
- Spring Creek / Bozeman
- Springmeadows Assisted Living / Bozeman

### MONTANA – HELENA AREA
- St. Peter’s Hospital Behavioral Health Unit, Helena
- Veterans Administration VA Hospital, Helena (Fort Harrison, MT)
- Masonic Home Assisted Living, Helena
- Touchmark on Saddle Drive Assisted Living, Helena
- Hunters Pointe Retirement Home, Helena
- Landmark Springs Assisted Living, Helena
- Shodar Children’s Hospital, Helena (R.E.A.D.)
- Broadwater School, Helena (R.E.A.D.)
- Radley School, East Helena (R.E.A.D.)
- Eastgate School, East Helena (R.E.A.D.)

### IDAHO
- 3B Juvenile Detention Center / Idaho Falls
- Bridgeview Estates (Long-term care center)
- Bear Creek (R.E.A.D.)
- Cassia Regional Medical Center / Burley
- District 50 Schools (special presentations grades 9-12) / Idaho Falls
- Eastern Idaho Regional Medical Center (EIRMC) / Idaho Falls
- EIRMC Behavioral Health Center / Idaho Falls
- Fairwinds - Stone Creek (assisted living) / Idaho Falls
- Falls Valley Elementary (presentations grades 1-6) / 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.)
- Morning Star Senior Living / Idaho Falls
- Snake River Juvenile Detention Center / Twin Falls
- Southern Idaho Learning Center / Twin Falls
- Twin Falls Public Library (R.E.A.D.)

### KENTUCKY/ OHIO
- Hospice of Hope / Mayville
- Mason County Detention Center
- Mayville Nursing and Rehabilitation Facility
- Ohio Valley Manor / Ripley
- Pioneer Trace (nursing home) / Flemingsburg
- Women’s Crisis Center (Domestic violence shelter) / Mayville

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**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 2017.
Board and Staff 2017

Members of ITA’s Board of Trustees serve minimum terms of two years, which may be extended by mutual agreement. In 2017, ten (10) board meetings were held on January 7 (retreat), February 7, March 14, April 11, May 8, June 14, July 11, September 12, October 10 and November 14. Executive officers did not meet separately this year. All meetings were held at Intermountain Therapy Animals’ offices at 4050 South 2700 East, in Holladay, Utah.

Board of Trustees
Jane Lee Fischer
Board President
Owner, Pampered Pets of Utah

Amanda Choudhary
Administrative Director, Family Support Services
Primary Children’s Hospital

Peggy Chudd
Board Vice President
ITA Team Volunteer

Mindy L. Cox
Controller, McKay Management

Susan E. Daynes
Owner, Coach Mike’s Pro Shop

Heather King
Board Secretary
Social Media Manager
Children’s Miracle Network

Kim Mikesell
Dog Trainer

Cathy Milner
Partner/Broker
American Landmark Group

Jane Peterson, LCSW
Clinical Director, Matt’s Place

Brian Reeder
ADOF/Hotel Finance, Montage Deer Valley

Volunteer (non-voting)

Eileen Ambrose
Carol Prince
Beth Wolfer

Executive Director
Kathy Klotz

Staff
Karen Burns
Ant. Director/ITA
R.E.A.D. Coordinator

Melissa Byrd
Administrative Services

Sue Lee
International R.E.A.D. and Affiliate Organizations Coordinator

Volunteer Coordinator
Sabrina Walker

Advisory Board
Jan Bates
Dir. of Community Affairs (Retired)
Questar Corporation

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

Katie Domann, DVM
Veternarian
Powder Paws, Jeremy Ranch

Pamela K. Faler
Marriage and Family Counselor
Private Practice

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

James J. Lynch, PhD
LifeCareHealth Associates
Baltimore, Maryland

ITA Membership Status as of 12/31/17

0 Resignations
1 Termination
55 Non-Renewals, including:
   48 Handler retired
   3 Volunteer died
   19 Animal retired/died
316 Renewals since 1/1/17
14 Pending renewals
6 Returning after hiatus
6 Current handlers adding additional animal
67 New members in 2017
344 Total current teams

"Hi, I’m _____ at Primary Children’s Hospital. I am 7 and a half. I have a syndrome that made my bones not grow right. In April, I had 2 surgeries on my face. It hurt a lot and I was scared. I would go to the playroom and make crafts so I wouldn’t think about it. My favorite part of all was having ITA dogs come to my room. Thank you!
Love ~"
ITA "other species." Dogs have been acknowledged for thousands of years as the species most willing to interact and support humans. So while about 96% of ITA therapy animals are canines, and will likely always be, that other 4% is represented by several other domesticated species, and all are wildly popular with their clients.