

HOW MUCH IS THAT DOGGIE IN THE WINDOW SUFFERING?

A Lot— but You Can Help.

BY KATHERINE MCGOWAN

Day by day, exam room attendant Brandy Turnbough observes which dogs sleep on their pillows. She learns which stuffed animals they prefer and which toys are chewed to shreds. In spite of the huge numbers of rescued dogs and puppies who descend into an already full shelter, Turnbough tries to learn all the names, favorite toys, treatment schedules, unique behaviors, and quirks. She can tell all the puppies apart and, without looking, knows which dog is barking when she walks past a bank of cages.

During their first days at the Humane Society of Missouri, some dogs rescued from puppy mills are so frightened they won't eat. Turnbough often spends her own money and cooks chicken livers, pork tenderloin, hamburger, scrambled eggs with cheddar cheese, and any other food that might entice her terrified charges. She offers them globs of peanut butter, hoping to build trust and pull these traumatized dogs through their haze of fear and malnourishment. She takes pride in seeing their bodies respond to treatment.

"I hope that if we do our jobs well enough, a family will be able to sweep them into their homes and put them on a couch where they will be loved and adored the rest of their lives," she says. "It is stressful because at some point you wonder about putting all this work and energy into something that the general public will probably never understand. ... We don't do it for money or glory—especially since we're covered in grime and every bodily fluid imaginable!"

Working day in and day out with these dogs, Turnbough usually identifies which ones are going to pull through. Her passion for animal welfare drives her diligence and long hours, but she does suffer the emotional toll. She has patiently watched the metamorphosis, as emaciated, bald, hollow-eyed creatures gain body weight, fur and new light in their eyes. But for some of the most traumatized dogs, that light never returns.



HUMANE SOCIETY OF MISSOURI

Most puppy mill dogs probably don't recall their first few weeks of life. They're usually sold to a broker and transported across the country in early puppyhood, arriving at pet stores to be sold for anywhere from \$300 to \$2,000 to families who don't know what kind of animal they're buying—or what kind of industry their purchase supports. But when those same puppies manifest serious behavior issues or expensive health problems as they grow up, consumers are confronted with the consequences of their naiveté.

For local animal shelters, those consequences are only compounded. Whether they're located in puppy mill areas or not, whether they've been involved with rescues and seizures of puppy mill dogs or not, shelters throughout the country every day see the results of the puppy mill industry's poor breeding and neglect.

A "puppy mill" is a commercial breeding operation that produces puppies en masse for profit. Unlike small-scale, responsible breeders, puppy millers focus on generating high volumes of ani-

mals and selling them to distributors, who then transport them to pet stores throughout the United States. And following the Internet's debut as a powerful selling tool—allowing mass breeders to market their "products" on professionally produced websites peppered with deceiving photos of healthy, breed-standard puppies—more and more puppy mill operators are selling directly to consumers. Classified advertisements in newspapers and magazines also encourage direct sales to unsuspecting pet lovers; these arrangements allow the mill operator to bypass the retailer and net higher profits. In some cases, consumers purchase a puppy online or over the phone and meet the breeder in a parking lot to pick up the pup. They never get a glimpse of the puppy's birthplace, let alone meet her mom and dad—an arrangement that allows puppy millers to keep their secrets.

And what are those secrets? The list is nightmarishly long.

To begin with, puppy mills typically ignore best breeding practices—for example, where

responsible breeders will allow breeding females a period of rest between litters, puppy millers often compel the dogs to be pregnant at every cycle. A responsible breeder seeking to maintain high standards will not breed dogs who have physical imperfections such as overbites, hip dysplasia, or blindness. Puppy millers suffer from no such compunctions: If they can sell the puppies, they will breed the dog—even if she's bald from mange and infested with parasites.

The long-term effect of mass commercial breeding on the standard of certain breeds is bad enough. Worse, though, is the suffering and neglect inflicted on individual animals who live within the environs of the puppy mill itself. Puppy mills may house as few as 50 and as many as 1,000 animals, often in cramped, filthy conditions with poor nutrition and minimal veterinary care. The worst of the puppy mills crowd hundreds of animals into wire cages. Dogs stand and walk on wire-mesh flooring; these dogs not only develop splayed feet but never learn how to walk on grass or a reg-

ular floor. Dogs are also often forced to drink green water and eat moldy food mixed with their own excrement. When injured, they're seldom given adequate veterinary care; instead, they will self-medicate by chewing at their wounds. Some have even been known to chew off a limb.

This shouldn't be allowed to happen—and if the inspection system overseen by the United States Department of Agriculture actually worked well, it wouldn't. But the

other small breeds are easier for mass-breeding facilities to house; they can crowd several dogs in one cage and stack cages on top of one another. Consumers want small dogs—and puppy mills deliver, with little regard for the quality of life of their breeding stock.

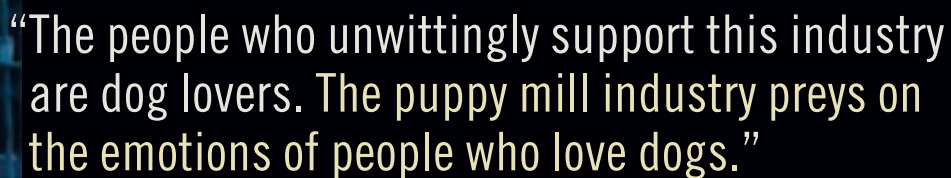
But that quality of life matters to you. As an animal shelter, you are literally combating the negative effects of puppy mills in your own backyard. Though states like Missouri and Pennsylvania have

preys on the emotions of people who love dogs," says Shain. "We will win by educating the public about the reality of pet store and Internet puppies. We have a new generation of puppy buyers who have never heard of a puppy mill—and if they saw the conditions of a puppy mill, they would be horrified and wouldn't want their money supporting it."

Animal shelters should never underestimate their power to effect change in their communities, says Shain. She suggests that shelters need to be aware of who is selling dogs in their area and how they are selling them. "I think shelters should be asking people who turn in their animals to a shelter where the puppy came from," Shain says. "That is an important piece of information for a shelter to know. If shelters look at their numbers and see they are getting a lot of dogs from a particular pet store, they can take action on that."

Shelters operating in puppy mill territory can attest to the truth of Shain's conviction: Citizens who find out about the conditions of the animals in mass-breeding facilities often turn to their local shelter for help. But in many cases, a shelter may not have the authority to act—and even where they do, a puppy mill bust can be a massive burden on an organization already taxed by day-to-day operations. The costs of a large-scale seizure can be enormous, and the operation is likely to exhaust staff and fill all the existing space in a typical facility. If your animal shelter received a complaint regarding a large-scale breeding operation, would your staff be prepared to investigate and rescue several hundred animals at once?

A handful of animal shelters across the country have already done so—and, in the following profiles, they offer advice to colleagues embarking on their first journey into puppy mill mayhem.



"The people who unwittingly support this industry are dog lovers. The puppy mill industry preys on the emotions of people who love dogs."

USDA's inspection of puppy mills is spotty at best. Many mass-breeding facilities clean up their act just enough to scrape by inspections and then rapidly spiral back down into neglectful squalor. And lack of resources compromises the USDA's ability to adequately inspect all facilities: The agency's 100 animal care inspectors are charged with visiting more than 3,500 licensed breeding operations, not to mention zoos, circuses, and research facilities.

Mostly through ignorance, the public encourages the continued existence of puppy mills by purchasing animals from pet stores. And the public's desire for certain kinds of dogs helps drive the puppy market. After all, how many of your potential adopters ask about the availability of 45-pound chow-shepherd mixes?

Most people in search of a new dog want small ones, a demand that puppy millers are only too happy to meet. Shih tzus, cocker spaniels, Yorkshire terriers, Malteses, pugs, Pomeranians, and

long been known hosts of puppy mills, animal advocates can no longer consider puppy mills a localized problem.

Historically, puppy mills have been located in farming states because puppies were viewed as an agricultural commodity; in the wake of the second World War, the USDA actually encouraged farmers to compensate for declining crop prices by raising puppies. But mass breeding facilities are beginning to crop up in places where they haven't been before, and the cross-country complaints show that while these animals may come from a "puppy mill state," they don't always stay there.

While the problem is increasingly widespread, it's also a problem shelters can help solve.

As the head of the campaign against puppy mills for The Humane Society of the United States, Stephanie Shain is optimistic that the forces fueling the puppy mill businesses can be turned inside out.

"The people who unwittingly support this industry are dog lovers. The puppy mill industry

MISSOURI: Head of the Class

Missouri is the most notorious of all the puppy-producing states, leading the nation in puppy exports with more than 1,400 licensed commercial breeders. And if that number sounds high, it pales in comparison to the estimated 2,500 unlicensed breeders in the state. But the distinctions are little more than theoretical. Though logic dictates that unlicensed operations would be worse, Missouri has such a bad track record of ignoring violations in commercial breeding facilities that a facility's possession of a license is almost meaningless.

In February 2001, Missouri State Auditor Claire McCaskill con-

ducted an audit of the Missouri Department of Agriculture regulatory program that oversees commercial breeders. She identified several areas of concern: spotty state inspections that resulted in few sanctions and that were less thorough than federal inspections; an appearance of conflict of interest in top management because program heads also owned and operated breeding operations; and lax program performance measures. Media reports on the audit revealed that puppy production was a \$2 billion-a-year industry in Missouri.

Three years later, McCaskill conducted a follow-up audit. She



Puppies from a Missouri bust get a ride to safety inside a staffer's t-shirt.

AS
LOW AS 20¢
PER
GALLON!*

KILL CANINE FLU!

with **TripleTwo**
Cleaner/Disinfectant/Deodorizer



- Kills the Canine Influenza Virus Preventing the Spread of this highly contagious respiratory disease
- Excellent for use in hospitals, kennels, animal quarters, pet shops, zoos and all types of animal care facilities



TRY OUR COMPLETE
LINE OF PRODUCTS

1 (800) 424-7536

HHealth
Technology
Professional Products

* Ready to Use gallon
(with minimum purchase)



HUMANE SOCIETY OF MISSOURI

Veterinarian Donald Bridges listens to a rescued puppy's heartbeat during triage after a bust.

found that little had been done by the Missouri Department of Agriculture to correct the problems outlined in her original report. Of her nine recommendations for improvement, only one had been fully implemented.

What had changed during those years was the intensity of the backlash from the Missouri Pet Breeders Association. During the 2002 state legislative session, breeders pushed for a law that would have made it a felony violation to take photographs inside a commercial breeding facility without the owner's consent. Photographs are the evidence most commonly used by cruelty investigators seeking warrants. To date, the photo ban bill hasn't passed—largely due to exhaustive lobbying efforts by the Missouri Alliance for Animal Legislation. But fears of the bill's potential success still lurk with each new session.

With little intervention from state inspectors, Missouri puppy mill operators have prospered. For many of the dogs housed in these facilities, help comes only from the Humane Society of Missouri in St. Louis—mostly because there is no other animal welfare organization

in the state big enough to handle large-scale rescue operations. But the positive results of such rescues are well worth the demands placed on staff, volunteers, and budgets, says vice president of operations Debbie Hill, who oversees rescues and investigations.

Investigating the Property

Puppy mill investigations at the Humane Society of Missouri usually begin after someone observes the conditions on a puppy mill property and files an anonymous complaint with the rescue and investigations division. Since most puppy mills are located in rural areas, the complaint is usually assigned to one of the organization's statewide cruelty investigators.

The organization first takes an educational approach; an investigator tries to talk to the operator of the business with the hope that some suggestions—and the operator's desire to avoid future legal trouble—will encourage improvements. Unfortunately, contacting the owner to discuss the original complaint can prove difficult, since puppy mill operators disguise their breeding operations behind banks

of trees, set far back from the public road on properties canvassed with “No Trespassing” signs.

If educational attempts fail to bring the breeder into compliance with the Animal Care Facilities Act—a Missouri state law that sets standards for a variety of animal-related businesses, including shelters—the investigator seeks assistance from local law enforcement in procuring a search warrant. “There have been cases in the past where the sheriff's department has done a fly-over with a helicopter or small plane,” says Hill.

Once the warrant is served and the property entered, the investigator must embark on what Hill refers to as a “CSI-type approach,” likening the experience to the popular television crime drama. “I sometimes half-joke and half-seriously say this is CSI St. Louis,” she says. “You're not just the investigator; you're the evidence technician on these scenes, documenting the scene as it is found, videotaping the property and conditions. Your report and the live animals themselves are the evidence.”

Investigators gather water and food samples, collect any medicines found, and remove deceased animals so a necropsy can reveal the cause of death. While on the property, investigators also document signs of neglect such as lack of food or water, unsafe caging systems, unsanitary conditions, untreated medical issues, and other violations of the Animal Care Facilities Act.

“Sometimes in these large-scale operations, you learn that the owner might be administering some home remedy or collecting medicine from other sources and actually doing more harm than good. They might also have things in their custody that they shouldn't,” Hill says. “You always, always, always look in the refrigerator or freezer. You might find a dead ani-

mal in there or something else important to the case.”

Hill advises other organizations to keep a timeline in mind during their investigations. “You aren’t going to just seize these animals; this is a process,” she says. “You need to have some legal counsel lined up and perhaps your board of directors to walk you through the legal process.”

Keeping a close working relationship with law enforcement officers is also important, says Hill. “You might be guiding law enforcement through this process,” she says. “If that initial warrant isn’t written correctly, you might not get final custody of these animals. The worst thing is that you’ll have to

can help staff stay focused on the realities of each situation and help them document each case appropriately and dispassionately. “We don’t investigate puppy mills because they are ‘puppy mills’—we are looking at the care of the animals,” Rickey says. “Our ideology is left out of it; we focus on state law. During the court phase, our investigator has to be able to go into a court of law and communicate in a manner the judge can understand. Your reports have to be thorough; you have to follow up with the shelter staff and veterinarians.”

Shelters should consider the following questions before moving forward with any animal rescue

Rescue and Triage

For the rescue operation itself, the shelter enlists the aid of a third-party veterinarian to examine the animals on the property and determine if removing them immediately is necessary—and legal. (In many jurisdictions, premature seizure of animals kept in conditions that don’t clearly violate any laws can ruin a case.) When large numbers of animals do have to be seized, the “all-hands-on-deck” approach is set in motion.

“It could be 5 or 6 or up to 25 to 27 employees on-site for a larger rescue,” Hill says. “The lead investigator oversees documenting the animals. The animals are taken back to the shelter, where 25 more peo-



Brandy Turnbough, an exam room attendant at the Humane Society of Missouri, takes a blood sample from a rescued puppy mill dog.

return these animals to the breeder.”

Training staff to assist with puppy mill cases is a must, says Tim Rickey, assistant director of rescues and investigations at the Humane Society of Missouri. “Bring in people who have law enforcement experience combined with people with animal experience,” he says. “These are criminal investigations that need to be conducted legally and ethically. Take advantage of the national cruelty investigation schools as well as local colleges and universities.”

Training in cruelty investigations

efforts, says Hill: Where are the animals going to go? Do you have the ability to maintain these animals? “You aren’t doing anyone a favor if you don’t have the facilities or personnel available to provide care. These animals are going to come in with serious medical needs and behavior issues,” she says.

If your organization isn’t well-positioned in the community, and if you don’t have the support of trained staff and volunteers, you won’t be prepared for the stresses of a large-scale rescue.

With nearly 20 veterinarians on staff, the Humane Society of Missouri’s animal hospital is ready to kick into high gear following a puppy mill bust.

ple will triage those animals. Vets, vet techs, and other animal specialists will examine and begin treating those animals upon arrival.”

It’s a labor-intensive process that involves shaving animals, cleaning eyes and ears, administering pain medicine, and giving animals baths, says Hill. Even though all animals are photographed and catalogued at the site of the rescue, staff back at the shelter photograph them once again during triage. The animals are given names, assigned numbers, examined by a veterinarian who documents

physical ailments and body conditions, and finally handed over to animal care staff who will make them comfortable in clean, safe cages with fresh food and water during their first night at the animal shelter. Since the animals are evidence in a criminal case, they are held separately from the rest of the shelter population in a special holding space.

Veterinarians play a critical role at this stage; medical documenta-

required treatments. These dogs are usually plagued by internal parasites, dental disease, fleas and ticks, dehydration, and eye, ear, and skin problems. Many will have festering wounds or improperly healed injuries that will require surgery at a later date. Some of these bald, mangy creatures may be simultaneously pregnant and emaciated.

Genetic health issues include overbites and underbites, hip dysplasia, congenital cataracts, deformed eyelids, and heart murmurs—all of which should have precluded animals from being used as “breeding stock” in the first place, says Bridges. “A good breeder would no longer breed such animals,” he says. “They would have them spayed or neutered and find them a new home.”

For shelters without veterinary staff to assist in triage and treatment of the animals, Bridges suggests retaining a veterinarian with a mixed practice of large and small animals. An understanding of herd health issues will be helpful during the rehabilitation process. “But most importantly, familiarize yourself with the conditions that are seen in these cases and take the time to train the staff because they can be taught to recognize normal and abnormal health issues,” Bridges says.

Rehabilitation and Adoption

Once the animals have settled in at the shelter, the real work begins—a long-term process of rehabilitating dogs who have spent their entire lives crammed into cages with little human interaction. Animal care staff and behaviorists are vital to this part of the journey.

Exam room attendant Brandy Turnbough has helped with busts several times in her seven years at the Humane Society of Missouri. The morning following triage, Turnbough arrives at the shelter

knowing the coming weeks will overwhelm her. Yet she is still pleased to see new friends she can make happy, safe, and comfortable as they begin recovering.

Turnbough works closely with Linda Campbell, a licensed veterinary technician who has spent more than 25 years at the Humane Society of Missouri. Campbell has extensive animal behavior training and serves as the shelter’s director of programs. Always involved with the behavior assessment of rescued puppy mill dogs, she develops exercises and protocols to teach the dogs to trust people.

It is not an easy undertaking. “A dog that misses out on crucial socialization and environmental enrichment for the first four months of their life is challenged for the rest of their life,” Campbell says. “Most of these dogs from puppy mills are denied that opportunity and grow up in a void. Once they reach an adult age, they cannot make up for what they lost.”

Campbell describes rescued puppy mill dogs as unsure of humans. “They have no positive experience with people, they may dislike being petted or any type of physical handling, and they tend to hide from people,” she says, noting that many puppy mill dogs don’t even know how to play with other dogs. “They usually have two reactions: they either bolt or they freeze and don’t move when being handled. They don’t have the reaction of most dogs—they don’t wiggle. If you have to handle them on a table, they just stand there and don’t move.”

The initial focus of rehabilitation is getting the dogs into a routine that helps them accept their caretakers. “First off, we don’t handle them unnecessarily. We give them time to settle in, relax, and get accustomed to their new environment. We hold them in an area



HUMANE SOCIETY OF MISSOURI

Debbie Hill, vice president of operations for the Humane Society of Missouri, examines a puppy on-site during a puppy mill raid.

tion at the time of triage is one of the most powerful forms of evidence for these cases.

With nearly 20 veterinarians on staff, the Humane Society of Missouri’s animal hospital is ready to kick into high gear following a puppy mill bust. “In triage, we are taking care of emergency issues,” says director of veterinary services Donald Bridges, DVM. “We vaccinate them regardless of their status, clip their nails, weigh them, treat them with a flea product that also kills mange even though we don’t yet know if they have it. On the next day, we do individualized treatment plans for each dog.”

Typically, the animals seized in puppy mill busts require a medical treatment plan. Their rehabilitation can take several weeks or months and can cost thousands of dollars per animal, depending on the severity of the issues and

where there isn't a lot of noise or stimuli so they can settle down," Campbell says. "We perform a basic evaluation on the dog to look for signs of aggression, but most puppy mill dogs don't have aggressive problems because they tend to be in the freeze mode. The majority are very passive."

Depending on dogs' ages and the length of time they spent in the puppy mill, some respond quickly. Others never truly bond with people, never conquer their fears, and are never fully housetrained. "When we deal with a fearful adult dog, we ask someone to walk by their cage and drop in especially tasty treats. You never make direct eye contact, as that will increase fear in the dog," Campbell says. Usually puppies are much quicker to respond, so the staff works

with litters extensively, teaching them to play and accept handling and grooming.

While the shelter focuses on rehabilitation, lawyers and investigators work to gain protections for the animals in court. The prosecuting attorney in the case usually files criminal animal neglect charges. Prior to criminal proceedings, the cruelty investigator and sometimes the case veterinarian appear at a disposition hearing, a civil court process—usually held within two weeks of the rescue—in which a judge determines whether the shelter will gain legal custody of the animals. The breeders have the opportunity to post a bond for the animals but often fail to appear or send legal representation. Legal custody thereby defaults to the Humane Society of Missouri, and

then the shelter can begin screening animals for adoption.

Although adoption is the hope for each of the rescued dogs, Campbell offers a reality check: you aren't going to be able to rehabilitate every one. "It is very challenging working with these dogs," she says. "If you set up guidelines and are consistent, you will have some success. These animals came from a bad situation and we owe it to them to do what is best for them—even if that means euthanasia—because they should not have to suffer anymore."

Turnbough waits to see a sparkle return to the dogs' faces, but sometimes it's permanently gone. "Beyond the medical reasons of their bodies not responding, when their emotions don't respond and the light doesn't come back in

LOVE NASCAR? LOVE PETS?

Support Both with the 2007 NASCAR® Pets Calendar



Suggested Retail Price: \$13.99

Whole Sale Pricing for the Sheltering Community:

Buy a case of calendars (48 units) and receive 50% discount off suggested retail price.

Only \$336.00/ case= \$7.00/ Calendar plus FREE shipping

To order the NASCAR® Pets calendar please call:

1-888-799-8463 and ask for the ASM special!

A portion of net sales will benefit the Greg Biffle Foundation!

www.thegregbifflefoundation.com

Greg Biffle Foundation for Animals:
To create awareness and serve as advocates to improve the well-being of animals by engaging the power and passion of the motorsports industry.



NASCAR® is a Registered Trademark of The National Association for Stock Car Auto Racing, Inc.

their eyes—it's time to draw a line," she says. "It's not fair to make them sit and wonder what is going on around them when you realize they will never move beyond that point."

Once Turnbough identifies that line, she spoils the dogs as best she can, filling their cages with stuffed animals, cushy comforters, and

who administers the medical procedure on the dogs work on behavior modification because the dog might not have a positive association with that person. So we have a consistent person providing medical treatments and a consistent person providing socialization. ... For dogs, as well as for people, there is nothing as fearful as the unknown."

selves. Things like the telephone ringing, the doorbell ringing, or even the television can be difficult."

The week after Bob and Alexa Hull adopted a puppy mill dog named Bibi from the Humane Society of Missouri, they worried they had made a mistake. Bibi, a bichon frise, was riddled with separation anxiety. She'd never even



Dirty water bowls are standard fare in mass-breeding facilities. Dogs in puppy mills frequently end up eating and sleeping in their own feces.



THE HUMANE SOCIETY OF THE UNITED STATES

"We have a canine play school with a list of protocols for each volunteer to work on. If the animal is adopted, we let the adopter know what we've been doing so they can continue."

toys filled with chicken livers, peanut butter, and scrambled eggs—no longer as incentives to start eating but as some glimmer of happiness in their day. "If they have to sit in the cage mentally miserable, at least they can be physically happy," she says.

For those dogs who respond to medical treatment and socialization, Campbell recruits volunteers to assist with the behavior modification process. "We have a canine play school with a list of protocols for each volunteer to work on. If the animal is adopted, we let the adopter know what we've been doing so they can continue," she says. "It's tailored for each dog—we don't want to push the dogs too far because we want a positive experience. We try not to have anyone

Anyone planning to adopt a former puppy mill animal must be prepared for serious challenges. Even once they've gone through treatment and into the home of a loving family, those early experiences can be difficult to overcome. Campbell has seen several puppy mill dogs adopted to owners willing to accept the difficulties of caring for an animal who may be riddled with anxieties and physical ailments. "The average person thinks all they need to do is cuddle them, hug them, and show them a lot of love. But they can actually make the behavior worse because [cuddling can be] extremely stressful and fearful for these dogs," Campbell says. "They do well in a home where they are allowed a quiet place for them-

been in a house before.

"She followed us all day, and if she lost sight of us, she would panic," says Alexa Hull, who has volunteered at the shelter for 12 years. "When we would leave for dinner, she would run around the house urinating and defecating. It took at least six months before she realized that when we leave, we [are] coming back. We had to stop feeding birds in the backyard because she has been conditioned to eat anything that is put in front of her—birdseed or dirt."

Adopters and fosterers of puppy mill dogs need to be aware of the behavior issues, says Hull: "It takes huge amounts of time, patience, and paper towels."

The Humane Society of Missouri's adoption selection process favors

people who've been pet owners before. "When you have a special-needs animal requiring a lot of patience and socialization, we don't want to place them with a first-time pet owner," Campbell says. It's helpful if the applicant has experience with the same breed or already has another pet in the home, especially an outgoing, well-socialized



HUMANE SOCIETY OF MISSOURI

Many of the dogs rescued from puppy mills suffer from severe skin inflammations and mange.

dog who can serve as a role model for the puppy mill dog. Adoptions are not usually granted to households with small children, since the puppy mill dogs probably have little or no experience with kids.

"We don't want people or children to be injured, and we don't want it to be a bad experience for the dog either," Campbell says. For some of the older puppy mill dogs with high energy, the shelter prefers to place the dog with someone who is home most of the time; very shy dogs won't need the constant companionship and do well in a home where people work all day and interact with the dog in the evening. "We try to make a match for the dog's need and what the people are able to provide for the animal," Campbell says.

FLORIDA: The "Lemon Law" State

Only weeks after assisting with the Katrina relief effort in Mississippi, staff members at the Humane Society of Vero Beach & Indian River County were assaulted with a whole new storm: a puppy mill rescue of more than 150 springer spaniels and dachshunds.

Like Missouri, the state of Florida categorizes puppies as an agricultural commodity. "Animals in Florida are considered chattel—no different than a breadbox," says Ilka Daniel, the shelter's director of outreach services and cruelty investigation.

During puppy mill busts, Daniel focuses on maintaining the chain of evidence. It's not the touchy-feely side of rescue work, but it's vital. "If we mishandle our evidence, it can blow the entire case. It is very important that each and every piece of evidence is logged accurately with veterinary statements as support," Daniel says. "If we are the leaders in our field, law enforcement can come to us if we conduct ourselves professionally. Remember, you're dealing with the legal system and they tend to look at us as tree huggers."

Take your time when conducting an investigation, Daniel advises. "It



THE HUMANE SOCIETY OF THE UNITED STATES

is imperative to sit and gather facts to make sure you have a thorough, solid case," she says. The Humane Society of Vero Beach retains independent veterinarians and usually takes two with them onto a puppy mill property. The veterinarians serve as witnesses and help document medical evidence.

Even though the organization is endowed with good emergency

rescue cost the shelter about \$60,000, including staff overtime. "We budget every year looking back five years to see how much we spend," Carlson says. "Our board of directors and senior staff believe we cannot be driven by the budget when it comes to cruelty. We accept the responsibility of the expenses. The community sees that we're helping, which improves our

unteers provide a lot of TLC," DeMars says. "With the traumatic cases, we try to stay away from doing that. We focus more on teaching them confidence instead of cuddling."

DeMars admits it is extremely difficult for the staff to take in so many animals in need. "If you take in 150 puppy mill animals, it is probably the equivalent of 200 to 250 animals from the street," he says. "They all have special diets, require special baths, medical needs. Just maintaining the workload and cleaning up after them while trying to balance out the normal operation of the shelter is stressful. The last thing we want, and we do not allow it, is to put down animals that are coming in normally because we are stretched."

Through the staff behaviorist, free counseling is provided to anyone adopting a puppy mill dog. "We provide free obedience training and consultation," DeMars says. "We don't have veterinarians on staff, but depending on the adopter and their financial status, we help as much as we can with any medical expenses."

Though the encroachment on resources can seem staggering, DeMars implores other animal shelters to tackle this issue in their communities. "Do not be afraid to take on a puppy mill and bring in 100 or 200 animals in your shelter," he says. "Do not let it continue to fester. I can see how some shelters would not have that expertise and might be frightened by taking on a large puppy mill."

But "taking them out of a horrible life and watching them walk out the door as pets versus objects" is one of the most rewarding activities a shelter can undertake, says DeMars. "It's a tremendous burden on the shelter emotionally, but the payoff is very, very rewarding."



THE HUMANE SOCIETY OF THE UNITED STATES

resources—including a newly constructed facility that can serve as both a hurricane shelter and a holding space for large seizures—Daniel still seeks assistance with rescue operations from other agencies and national organizations like The Humane Society of the United States. "HSUS has always been available to back us up," she says. "They make us feel like one big family, and there are other shelters that will step up to the plate to help."

In assessing the extent and nature of the challenges they face in their community, the staff of the Humane Society of Vero Beach attempt to track the origins of relinquished dogs whenever possible. Of those they've been able to track, 40 percent originate from a backyard breeder, pet store, or puppy mill, says executive director Joan Carlson.

"Those selling the dogs are getting craftier, and there is little consumer protection," she says. "We have a lemon law in Florida, and yet very few people who purchase a sick animal will actually go to small claims court instead of exchanging for a new puppy."

Carlson estimates the springer

credibility—public relations and our donations have gone up!"

Working a large bust means long hours for staff and a change in standard operating procedures. Carlson brings in food for her staff and watches to make sure no one is stretched too thin; she wants the entire staff to feel they're part of the investigation. "It's important to remind them why we do this," she says. "They all realize this is a part of crisis management. We show the video of the investigation so staff sees why the animals were removed."

Volunteers help enormously when the organization takes on rescues, explains Van DeMars, associate director for the Humane Society of Vero Beach. "We have a special group of volunteers who instill discipline in the dogs, help them gain confidence," he says. "We have an obstacle course in back, and they do things they've never done before, like play in grass, because they've spent most of their lives on concrete or in cages."

Volunteers undergo special training before working with puppy mill seizures. "We don't have the vol-

PENNSYLVANIA: The Beast of the East

Pennsylvania carries the nickname “Puppy Mill Capital of the East.” Although rural Lancaster County is home to the greatest concentration of puppy mills, an organization in the suburbs of Philadelphia conducted a huge rescue last February—from a man who, at one time, had a good reputation as a hobby breeder specializing in papillons and King Charles cavalier spaniels. Unlike the many commercial breeders in Missouri, he was not selling to brokers or pet stores; he was using his

website to sell puppies to consumers all over the country.

What the Chester County SPCA found on the property was hardly a hobby. Investigators discovered building after building with cages stacked one on top of another, floors covered in feces, rats scurrying through the buildings and up walls. Some dogs were simply roaming the property. Susan Spackman, executive director of the West Chester-based organization, recalls finding an English bulldog actually eating rat poison.

“The rusty cages were filthy, with dogs balancing on wire caging,” she says. “There were buckets of water on the floor with a gray film and gelatinous blobs floating in the water. The stench was overpowering.”

The on-site rescue lasted from 1:30 p.m. to 3 a.m. More than 300 animals were removed. Whereas the Humane Society of Missouri has a custom-built rescue trailer that can transport 100 small dogs in cages back to the shelter, Chester County SPCA staff had to use any

Ark Software

The best value in shelter management software.



Only
\$29.95
PER MONTH

www.arksoftware.com ■ info@arksoftware.com
toll-free 800-543-DOGS

New Web-Only Application — Available September 1, 2006!

Ark/online

The perfect solution for small to medium sized animal shelters, humane societies, animal control agencies and SPCAs.

Pay only for the access you need.

You can work from any place with an Internet connection (broadband connection recommended) — from your office, from your home, even from the road with a wireless network connection. You can ALWAYS access your data

- No initial set-up costs or long-term obligation • No file server required
- Unlimited technical support • Daily backups done automatically
- Experience ARK's advanced software features at a fraction of the price

www.arksoftwareonline.com

Simply the best, most affordable software solution for your agency.

ARK has been assisting shelters all over the country since 1987. Our MANY clients are large and small, and include Humane Societies, SPCAs, and Animal Control facilities.

A few words from the author ...

My dog probably doesn't remember being rescued from a puppy mill. I doubt he recalls being soaked in urine, balancing on a feces-caked grate, or having to fight other dogs for food. I hope his memory has blocked the stench of neglect that emanated throughout the facility where he was born. He was only six weeks old when the Humane Society of Missouri rescued him and nearly 100 other dogs and puppies from a substandard breeding facility in Fenton, Missouri, in 2002. He has probably forgotten. But I cannot.



SYLVIA EVANS

The puppy mill where my dog was born was closed due to the investigation and rescue conducted by the Humane Society of Missouri. The property was condemned, the breeder's license revoked, and the Missouri Attorney General filed legal action based on 16 individual consumer complaints to the Better Business Bureau.

It wasn't the only time I witnessed such cruelty at the hands of a mass breeder whose operations are bolstered by a public that doesn't understand and a system that looks the other way. During my seven years as manager of public relations at the Humane Society of Missouri, whose efforts I profile in the articles on these pages, we rescued hundreds of animals from puppy mills each year.

I sometimes look at my dog and wonder what his life might have entailed if he hadn't been rescued four years ago. He might still be living in that same puppy mill as part of the cycle of neglect. Or he might have been one of the lucky puppies sold to a broker and purchased by a loving family who would spoil him as I do now. Regardless of what his future might have held, having him as my companion constantly reminds me of the thousands of dogs living in misery waiting to be rescued from a puppy mill—a life not fit for a dog.

Katherine McGowan has spent the past decade raising awareness about puppy mills and has participated in many large-scale rescues. She is a consultant for the Companion Animals section of The Humane Society of the United States. She lives in St. Louis with her shih tzu and three cats.



CHESTER COUNTY SPCA

Rescuers from the Chester County SPCA found more than 300 animals on-site when they busted this puppy mill early this year.

vehicle they could find to transport the animals.

"We have two ambulances and a jeep vehicle," Spackman says. "People were using their own cars to get the animals back to the shelter. Once at our shelter, we actually used up all the hot water trying to clean. I think I left the shelter at 4 o'clock in the morning—it really was a 24-hour process."

Chuck McDevitt, manager of public relations for the organization, encourages quickly engaging the media in a puppy mill case. "Involve the media from the beginning," he suggests. "They were continually running our requests for product donation and financial contributions. People saw the story and contacted us saying that they had purchased a dog from this breeder. We later had the option to bring those people forward in the case."

In response to the media coverage, the shelter was also flush with blankets, beds, and other donations that helped keep the animals comfortable.

The puppy mill dogs in the Pennsylvania case manifested the same physical ailments as found in Missouri puppy mill dogs—mange, lice, ear mites, infected

eyes and ears, and dental problems—but with the added complication of parvovirus. Behavior challenges were the same. "They didn't know how to be dogs," says Spackman. "Everything was new—interacting with people, discovering grass, toys."

McDevitt recalled that the males were especially challenging. "They weren't as accustomed to people," he said. "It was upsetting to put them on the floor and see that they didn't know what to do."

Chester County SPCA has about 30 staff members and usually houses about 110 animals at a time. To conduct the rescue, staff collaborated with breed rescue groups, veterinarians, and other animal agencies able to help house the puppy mill dogs.

Although the bust and aftermath were overwhelming and stressful, the staff recognized this was the time to be heroic, Spackman says. "We tried to do various things to reward them—we gave them a day off with pay to reward them, pizza, thank-you notes. We got a note of praise from the assistant district attorney about the humane officers and the professionalism of the staff and how they worked endless hours on this case. We posted that for the staff to see."

The task was huge, but “how could you not do it?” asks Spackman. “At least with us, the dogs had clean cages, towels, food, water, and medical care.”

The results speak for themselves: The primary breeder was charged with 337 counts of animal cruelty. The animals were with the Chester County SPCA from February through late June, when they were finally allowed to be put up for adoption. McDevitt remembers having people camped out to adopt the dogs—more than 500 interested adopters showed up at the shelter. The breeder and his cohorts were found guilty in late April. They appealed but were ultimately put on probation for 15 years and not allowed to handle or own animals. Restitution owed to the Chester County SPCA totals \$122,000.

Given the pain inflicted on the animals, the sentence might at first seem less than fair. But consider the usual results, says Curt Ransom, a former cruelty investigator who is now program manager for The HSUS’s West Coast Regional Office. A “normal sentence would be no days to 10 days

in jail, restitution to the shelter caring for the animals, and then probation, which would normally be two or three years,” Ransom says.

Holding breeders responsible for their actions is the main goal, Ransom says, and even a probation sentence can help accomplish that. Ransom understands: He spent 10 years as director of rescue and investigations at the Humane Society of Missouri. He recognizes that shelters across the nation are overwhelmed by the prospect of investigating a puppy mill and housing hundreds of dogs in the aftermath of a rescue. And it’s a legitimate worry: Many shelters don’t have the extensive resources—money, staff and space—to tackle such large-scale breeding operations.

But even smaller organizations can help chip away at nasty mass-breeding facilities. “My advice to any animal control officer or any humane society is that if you see abuse, you can still file on them even if you don’t take any animals,” Ransom says. “As part of their probation, have the animals dispersed. You might not be able to rescue those animals, but you can prevent the breeder from hurting them. ...

Even if you have to go in and get a few animals to get the evidence, then take a few. Do not ignore the situation because you can’t take them all.”

And don’t get too hung up on getting a conviction. “Get them to stop doing it on the scale that they are doing it,” he says. “If all you do is get them out of the business—great!” 🌸

Stop Puppy Mills
 Want to fight puppy mills in your community or enlist public support for the cause? Order the new Dog Saver's Kit from The Humane Society of the United States. The \$3 kit contains printed materials, letter templates, model legislation, and other tools to help advocates get started. For more information, visit www.StopPuppyMills.com, or contact your regional representative for The Humane Society of the United States through www.hsus.org.



CHESTER COUNTY SPCA

Cramped quarters and overcrowding are typical of puppy mill conditions. Many mass breeders favor small dogs; more animals can be kept in less space, which makes for more sales.

New Columnist Joins *Animal Sheltering*

Meet the new Doc—not the same as the old Doc.

In response to the success of Dr. Kate Hurley's veterinary column, *Animal Sheltering* is increasing its coverage of shelter medicine issues. This department will run in every issue, with authorship rotating between Dr. Hurley and our new columnist, Dr. Lila Miller of the ASPCA. Your shelter veterinary news source is now bicoastal!

We're delighted to have Dr. Miller sharing the space with Dr. Hurley, and we look forward to learning from their columns.



BY LILA MILLER, DVM

I was very flattered when the editor of *Animal Sheltering*, one of the most respected venues for information about shelter medicine, asked me to share the writing of the regular shelter medicine column with Kate Hurley. One of the biggest challenges of such an assignment is selecting one topic from the hundreds I could write about. But for my first column, I decided to follow the precedent set by Dr. Hurley by providing some information about my background in the field.

I confess that I never envisioned a career working with shelter animals. My only experience with a shelter was when my family adopted a puppy from the ASPCA when I was about five years old. At six, I decided to become a veterinarian,

but when I eventually graduated from Cornell University's College of Veterinary Medicine, I had no long-term career goals. I knew I wanted to return to New York City to work, but I didn't want to plunge into private practice. Nor did I want to intern at another venue where I would learn more of the same "high tech" medicine that I knew the clients I most wanted to serve—those in inner-city neighborhoods—would not be able to afford.

After performing sterilizations through a veterinary student externship program at the ASPCA's Henry Bergh Memorial Hospital, I wanted to return to do an internship. The program ended just before my graduation, but another job opportunity presented itself through the ASPCA's animal control contract with New York City. But after accompanying the supervising veterinarian on a few very depressing visits, I thought it was one of the last places I wanted to work. So when he first suggested I work with him to develop shelter health care protocols, I was very hesitant. Shelter medicine was unheard of at the time. There were no guidelines available for providing veterinary care for shelter animals, so we would be basically on our own,

armed only with the support of the organization, his years of practical experience, and my new degree to guide us. Although resources were limited, improving the care of the animals was a priority for the organization, which was handling more than 85,000 animals in five shelters that were open 24 hours a day, 7 days a week. I agreed to give it a try, planning to be there for a year or so while I figured out what I really wanted to do.

That was more than 25 years ago. The challenges were enormous, and, needless to say, we were sometimes very discouraged. Changes didn't happen overnight, and the staff and volunteers didn't always cooperate—I am sure this sounds familiar to many of you. We weren't always sure that our improvements would actually work, for what seemed good in theory or on paper didn't always work out in practice. But we persevered. All animals received complete physical examinations almost as soon as they entered the facility. We identified and segregated adoptable animals from the general population, then vaccinated and dewormed them. Sick animals were either isolated and treated or euthanized. Treatment protocols and better

Dr. Gwen Hawtof runs PetPoint



The Florida Keys SPCA was badly affected by Hurricane Wilma in 2005. Water levels within the building approached four feet. As the shelter was then running a traditional server based software program, Wilma resulted in an almost total loss of their computer hardware and servers. More importantly, all their data relating to the pets in the shelter was badly affected.

Before the creation of PetPoint, animal welfare organizations were restricted largely to traditional software programs which required them to maintain their own server networks and databases on site, thus leaving their IT infrastructure vulnerable to hurricanes, tornadoes and other possible disasters.

In May 2006, Florida Keys SPCA became one of the over 400 organizations that have made the move to PetPoint, now the most widely used web based animal management system. Now, should Dr. Hawtof's shelter face another emergency forcing evacuation, her staff will only need to take their laptops with them to their temporary accommodation. Simple access to the Internet will allow them to fully resume their work using PetPoint, the emergency response software of choice. Even better, PetPoint is **FREE** to animal welfare organizations running the 24PetWatch microchip program and promoting the ShelterCare Pet Insurance Programs. Just ask Dr. Hawtof or call us at 1-866-630-PETS (7387).


PetPoint
ANIMAL MANAGEMENT SYSTEM
Perfection Has No Price

recordkeeping systems were put in place. Although several “experts” said it couldn’t be done because of the sheer number of animals we handled, we switched from euthanasia by decompression chamber to intravenous injection of pentobarbital—at a time when it was not unusual for more than 100 animals to be euthanized daily. We categorized animals by health status for adoption, and we held training classes in animal handling and basic behavior assessment for all staff. A large part of my job was examining and treating animals held for longer periods due to ongoing cruelty cases. The work was difficult, and heartbreaking at times, but also enormously satisfying.

After I’d spent five years doing hands-on work in the shelter, the ASPCA asked me to run a small out-

**THE WORK WAS
DIFFICULT, AND
HEARTBREAKING
AT TIMES,
BUT ALSO
ENORMOUSLY
SATISFYING.**

patient clinic in its new shelter in one of New York City’s most impoverished neighborhoods in Brooklyn while continuing to supervise the shelter health program. The clinic was designed to provide better care for the shelter animals and low-cost care for already owned pets. We got off to a slow start, with one technician and one receptionist working with me in one exam room, but the demand for service quickly proved to be extraordinary. The Brooklyn clinic added a surgical suite, installed radiographic equipment, set up contracts to

perform blood work and EKGs, and hired additional staff.

After 15 years of providing low-cost quality care and spay/neuter services to the community and shelter, the Brooklyn clinic closed; the ASPCA had relinquished the contract for animal control two years earlier. I was then offered another job as veterinary advisor and director in the newly formed animal sciences department of the ASPCA. I invited several prominent veterinary behaviorists, dog trainers, and public policymakers to a Dangerous Dog Summit to probe the issues of handling dangerous dogs, and I wrote an article for American Humane about how veterinarians could recognize and document animal abuse. I provided veterinary expertise for a variety of ASPCA projects and visited shelters around the country to



The Los Angeles County Department of Animal Care and Control (DACC) cares for more than 85,000 animals each year in its six animal care centers located throughout Los Angeles County. DACC patrols more than 3,200 square miles, including all unincorporated County areas as well as 50 incorporated cities that contract with DACC for services. With over 320 staff, hundreds of volunteers, and a \$25 million budget DACC has many employment opportunities available for persons interested in a career in animal welfare. Please visit these websites for more information:

<http://animalcontrol.co.la.ca.us/html/Main1.htm>

<http://dhr.lacounty.info/>



DEPUTY DIRECTOR-SPECIAL PROGRAMS AND OUTREACH

Has responsibility for all special programs within the Department, e.g. Volunteer Program, Major Case Unit, Dangerous Dog Prevention and Education Program, Community Outreach, Animal Business Licenses, and the Emergency Response and Disaster Preparedness Program. Annual Salary: \$75,968 to \$113,951

CHIEF, ADMINISTRATIVE AND CONTRACT SERVICES, ANIMAL CARE AND CONTROL

Has immediate responsibility for directing the Administrative Branch with personnel involved in contract services, human resources, budget, finance, information technology, communication, facility services, performance measurements, vehicles and animal licensing services. Annual Salary: \$75,968 to \$113,951



ANIMAL CONTROL MANAGER

Plans, organizes and directs the total operation, programs and services of an animal shelter and all field animal care and control services in an assigned geographical area. Annual Salary: \$52,916 to \$79,373

ANIMAL CONTROL MANAGER

Plans, organizes and manages the Major Case Unit, handling all priority animal abuse and neglect cases; dangerous dog investigations; animal facility license inspections and other specialized functions. Annual Salary: \$52,916 to \$79,373

REGISTERED VETERINARY TECHNICIAN

Requires a valid Registered Veterinary Technician Certificate issued by the California State Board of Examiners in Veterinary Medicine. Under the supervision of a licensed veterinarian conducts physical examinations to determine the nature of illness, injury and abnormality; administers medications and immunizations prescribed; assists in spay/neuter clinics with surgeries. Annual Salary: \$35,544 to \$44,028

VETERINARIAN

Requires California State License to Practice Veterinary Medicine. Performs professional medical work such as diagnosis and emergency treatment of animals at animal care shelters; spay/neuter surgeries; supervision of technician and support staff regarding the care of sick animals and conducts vaccination clinics. Annual Salary: \$70,452 to \$92,400

help them deal with their medical problems. My days were filled with requests for information about a variety of veterinary topics.

In 1998, I was asked to co-teach an elective course with Dr. Janet Scarlett at Cornell University. It was called "Issues and Opportunities in Shelter Medicine," and although I was concerned about my ability to lecture professionally at my alma mater, I jumped at the chance to be the first to bring a formal course in shelter medicine to a veterinary college. The first class was held in 1999 with 9 students. (In 2005 there were 30.) After the first year, we could see there was a definite need for a textbook in shelter medicine, so Dr. Stephen Zawistowski and I drew up a proposal to edit a text that was accepted by Iowa State Press (now Blackwell Publishing).

Shelter Medicine for Veterinarians and Staff became a reality in 2004, and Kate Hurley and I have begun collaboration on another shelter medicine textbook that will focus solely on the management of infectious disease in shelters.

My current position at the ASPCA is Vice President of Veterinary Outreach and Veterinary Advisor. In addition to advising, lecturing, and writing about shelter medicine, I also teach about the veterinarian's role in investigating and reporting animal cruelty. I supervise a program that focuses on bringing spay/neuter programs to local communities and universities, and I serve as president of the Association of Shelter Veterinarians and on the National Board of Veterinary Medical Examiners and the board of the

American Association of Human-Animal Bond Veterinarians.

I don't think that anyone could have predicted that my first position as an animal care supervisor in a shelter, a job that was once deemed a final resting place for retired or incompetent veterinarians, would become a respectable career choice; nor could anyone have foreseen that shelter medicine would become recognized as a veterinary specialty. As I think back to the seemingly insurmountable obstacles the ASPCA had to overcome in order to realize its potential to become a national leader in the movement to improve the lives of animals, my message to other shelters that are facing similar, overwhelming circumstances is to continue to persevere—because anything is possible. 🍀



BlueDiamond[®]
by **ONEX**

Crematory Incineration Systems

Patented Clamshell Design Simplifies Handling

Blue Diamond animal crematory incineration systems improve burn efficiency and load handling...ideal for vets, labs, humane societies, hospitals, clinics and universities.

Superior Design

- Waist level hearth for easy loading and ash removal
- Lock-Down feature ensures a complete burn cycle
- Loads from 200 to 2,000 pounds
- Safe, clean, smoke and odor free
- EPA compliant

Call 800-282-6639
or visit
www.AnimalCrematories.com





Call to get your FREE Brochure



Helping People Buy and Sell Homes —and Putting Pets in Them, Too

Real estate agent creates program to promote shelter adoption

BY KATINA ANTONIADES

WHO SHE IS: Collette Blanchette, a real estate agent in California

WHAT SHE DOES: Finds and sells homes for humans—and while she's at it, finds homes for local shelter pets

WHAT SHE HOPES: That companies around the country will borrow her idea to help reduce pet overpopulation

“Free” is a word you don’t hear very often during the process of buying a house. The house inspection, the appraisal, the closing costs—pretty much the only thing you don’t have to pay for is the smorgasbord of snacks your settlement company provides to munch on at closing.

Clients of Brubaker-Culton, a real estate company in southern California, receive something much more special than munchies when they buy—or sell—a house: the opportunity to adopt or sterilize a pet free of charge. The company began its “Free Pet with Purchase” program earlier this year after one of its agents pitched the idea.

The plan to find pets for clients and new homes for shelter animals grew out

of a loss. Last fall, real estate agent Collette Blanchette’s two Yorkshire terriers, Cujo and Scruffy, got loose and disappeared. They were never found, despite help from both a pet detective and a bloodhound.

While searching for her dogs, Blanchette frequently checked for them at the Ramona Humane Society in San Jacinto, often visiting two or three times a day. While she didn’t find her dogs, what she saw there spurred her into action. “Going in there was so sad because there are so many animals,” she says. “We have a relatively small city, but they’re just euthanizing so many animals every year because of overpopulation, and people just not caring, so I wanted to do something to alleviate the situation in some small way.”

Blanchette approached Brubaker-Culton and the Ramona Humane Society with a proposal to which they both agreed: the company would offer a voucher for the adoption of a pet from the shelter to clients who bought or sold a house through the company. If an individual or family already had a pet who happened to be unsterilized, the voucher would be good for one free spay or neuter surgery.

Brubaker-Culton now promotes the “Free Pet with Purchase” in every advertisement it prints; the company has offered hundreds of adoption vouchers to clients. “It’s been pretty successful. ... We’ve saved, I think, six or seven pets so far this year,” says Blanchette, who once again shares her home with a furry friend after adopting a dog herself.

To Jeff Sheppard, the Ramona Humane Society’s executive director, the true success of the promotion isn’t measured in numbers. “We’ve had several [adoptions]; we haven’t been bombard-

ed as we wish we would,” he says. “But you know what? If we had just one, the program is a success.”

When potential adopters seek to redeem the vouchers, they’re still required to meet the shelter’s regular adoption criteria, says Sheppard. Without a voucher, adoption fees at the shelter, which include various services and products, are \$97.50 for dogs and \$65 for cats. The certificate allows for adoption of any species.

Sheppard feels grateful for Blanchette’s help. “No one knows how bad it is until they come into the facility and they see how many homeless pets there really are,” he says. “And when they take that matter into their own hands or when they accept the responsibility that it’s all of our jobs—not just mine or my kennel or whatever—it’s all of our jobs to take care of these animals, it’s a good feeling.”

Brubaker-Culton’s clients appreciate the program, too. “I remember one client recently, she just moved into her first house, and she had a son who had just lost his dad,” says Blanchette. “And they sort of had limited means, so it was just great; she was so appreciative of the opportunity, and [it was] the perfect thing her son needed to help him through the time that he was going through.”

Blanchette hopes the program will start a nationwide trend among companies of all sorts. “It would help to alleviate the huge problem with pet abandonment and overpopulation,” she says.

You don’t have to be in the animal welfare field to make a difference for animals, Sheppard adds. “If everybody put their heads together and used their expertise to help the less fortunate, what could we accomplish?” 🐾

Chameleon Software

a single answer to complex issues



Now offering an integrated solution for
on line pet registrations!
Chameleon WebLicensing

www.ChameleonBeach.com www.PetHarbor.com
sales@chameleonbeach.com
(800) 459-8376

Copyright 2006 HLP, INC (562) 592-9899 All Rights Reserved

MEET YOUR MATCH™

Canine-ality & Puppy-ality Adoption Program



TRAINING GUIDE & VIDEO

Increase Adoptions
Improve Customer Service
Make Better Matches

MYM
MEET YOUR MATCH
CANINE-ALITY AND PUPPY-ALITY

ASPCA

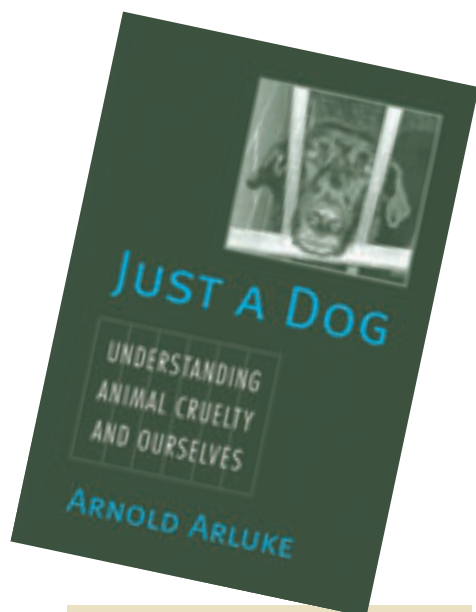


Guide Only (three-ring binder, 54 pages) **\$15**
Guide and Interactive Video
VHS or DVD (55 minutes) **\$30**

ASPCA®

Good For Life
IAMS®

www.asPCA.org/meetyourmatch



Since the mid-1980s, Arnold Arluke has been watching us.

Don't be creeped out: It's a good thing. Arluke is a professor of sociology and anthropology at Northeastern University and senior scholar at Tufts University's Center for Animals and Public Policy. His most recent book, *Just a Dog: Understanding Animal Cruelty and Ourselves*, is a fascinating and provocative examination of the subject of animal abuse.

Instead of looking at the animals' experience, he looks at those who try to help them—humane law enforcement officers and shelter workers—and observes how they attempt to process and understand cruelty. Arluke's subject matter is broad in scope, covering everything from the experiences of hoarders to the “no kill”/open-admission debate. The book even devotes some pages to a discussion of marketers who rely on cruelty cases to generate support for shelters.

Essential reading for those with an interest in the humane movement, *Just a Dog* is likely to create some controversy in the field because of its questions about some of our core beliefs—most notably, the presumed link between animal cruelty and violence towards people. *Animal Sheltering* associate editor Carrie Allan spoke to Arluke about his research; excerpts of that interview appear here.

The Context of Cruelty

How did you get involved in studying people who work with animals?

I'm a sociologist, so I got involved in this not so much as an advocate [but] more as someone who's interested in the culture of laboratories and science that made it possible for people to do these animal experiments without assuming that they are fundamentally flawed or sadistic. I found that when I was doing that work, the whole area of human-animal relationships opened up to me as this gold mine, really, of fascinating relationships. And when I was studying their euthanasia of animals—which they call “sacrificing”—they kept saying, “Well, you should go to shelters because they do this euthanizing full time.”

Why did you start looking at animal cruelty particularly?

I was talking to someone [in the early '90s] about research that I was doing on the relationship of animal abuse to subsequent violence toward humans. And the person I was speaking with suggested that, as a sociologist, I might come at the issue of cruelty in a very fresh and new way. The feeling that he had, and I shared as I thought more about it, is that the intellectual or academic understanding of animal cruelty was arrested and very limited. To understand the nature and significance of cruelty, at least in America, we had to get beyond what I thought were very narrow approaches—and approaches, by the way, that were full of what I thought were faulty assumptions. It doesn't mean we have to stop the kind of work that was already going on ... but can't we supplement it and provide an alternative that really goes about asking very different questions? To stimulate thinking, I wanted to be more

sociological in looking at cruelty than the two literatures that I thought were the predominant literatures around.

What were those two literatures? What kind of gap did you see?

One literature I call the alarmist or advocacy literature, which serves an important function. It's a literature that's largely not research-based, and it argues, usually, for ever more unsavory and grotesque ways that humans cause suffering to animals. And by the way, I don't doubt that this occurs. And it really is a wake-up call ... for readers out there who may not be on the bandwagon to see animal cruelty as a horrible thing and something which we need to curtail. I often wonder whether it's often preaching more to the choir, but that's OK too; that serves a function. It sometimes is based on a few studies, but by and large, it's really to drum up support.

The other literature that's more of a research-based one is very psychologically driven, and that also has an important place. That literature tries to understand the causes of animal cruelty among children, and often it does this by looking at or arguing for seriously disturbed individual psychological flaws that are thought to be at the root of why a child will seriously harm an animal, and then the effects. The effects are [documented in] later psychological research, now known as “the link” studies that have sought to connect animal abuse with subsequent behaviors. They often focus on either serial killers or wife abusers. I felt we needed to somehow expand our understanding of what this thing is we call animal abuse, and understand more about the context around it that shapes its meaning.

**JOIN
US
FOR**



**May 9-12
2007**

**Hyatt Regency
Dallas**

*Animal Care Expo is a world-class
educational conference coupled with
a full-scale trade show*

HERE'S WHAT YOU'LL FIND IN DALLAS, TEXAS, NEXT MAY

**Dallas,
Texas**

ENJOY 48 Workshops
and day-long certificate courses on a variety of topics
specially designed for animal care and control professionals.

MORE Than 125 Vendors
of products and services displaying and demonstrating
everything from air purifiers to animal-housing units.

MORE Than 1,400 Attendees
including humane society and animal control professionals, veterinarians, board members,
volunteers, and others—making it by far the largest show of its kind. Please plan to join us!

To receive the complete *Animal Care Expo 2007 Registration Guide*,
please call 1-800-248-EXPO (FROM INSIDE THE UNITED STATES) or
1-202-452-1100 (FROM OUTSIDE THE UNITED STATES).

Or visit www.AnimalSheltering.org/expo.

Sponsored by

**THE HUMANE SOCIETY
OF THE UNITED STATES**

2100 L Street, NW, Washington, DC 20037
202-452-1100 ■ www.AnimalSheltering.org

PROMOTING THE PROTECTION OF ALL ANIMALS

Can you talk a little bit about what you mean by “context”?

As a sociologist, I don’t believe ... concepts like “animal cruelty” are best understood by looking at legal codes or definitions in the diagnostic and statistical manual for psychologists. Those kind of writ-

occur in childhood or adolescence and have no long-term subsequent effect that is observable or detectable in any way, by either looking at criminal records or a psychiatric interview. And to do that I really think is uncomfortable for the humane community.

ers and show that a good number of prisoners harmed animals as kids, and try to get beyond that to see under what circumstances this link exists. One of the things I note in the book is how many nice, average college students will report having harmed animals—although when we talk about this, too, we have to distinguish someone who [says] they harmed an animal because they crushed a butterfly versus someone who shot the neighbor’s dog. There [is] an enormous range of kinds of abuses that occur. But I think that’s again pointing to the need to refine the kind of research to understand, well, what is the difference? Is it normal in our culture to grow up and cause some harm to some animals versus more serious harm or egregious harm to higher animals? And what’s the pathway that develops?

Do you think a universal definition of cruelty is even possible?

It’s interesting you ask that question because when I studied humane law enforcement officers, they enforced laws that are often really ambiguous and fuzzy. A lot of them were written 100 years ago and hardly updated. And most of them talk mostly about horse abuse, for obvious reasons, given what our societies were like 100 years ago. And I would often say to them, “Wouldn’t you like a whole new law that was really specific?” And I often got quite the opposite response: that having a very vague law allows humane law enforcement officers more play for themselves to define, in the field, what constitutes cruelty.

Another idea you raise in your book is that exposure or participation in cruelty may not always have a negative effect on people, and may occasionally have a positive one.

First of all, I want to be very clear

“Even though there appear to be a number of studies, we also really haven’t gone far enough to identify the specific kinds of abuse and conditions that are predictive of future violence.”



ings and books are really for professionals, but they may not tell us a thing about how the animal abuser him or herself understands it, or how people who deal with animal abuse understand it. I wanted to ground the understanding of animal abuse in everyday life, so that was one goal of the book.

Another goal of the book was to not view animal abuse as invariably having long-term destructive impact on people. Again, the tradition of “the link” literature in psychology really shaped that image: that only by the grace of God can someone harm an animal and not become a really hideous adult. We have to allow that that can exist and understand when that occurs, but we also have to allow for the possibility—no matter how unsavory that is—that animal abuse can

Your questioning of the link between animal abuse and human violence is going to be pretty controversial.

Even [in] the scientific literature itself, [there’s] not a consensus at all that the link is accurate. Even though there appear to be a number of studies, we also really haven’t gone far enough to identify the specific kinds of abuse and conditions that are predictive of future violence. That would be the most helpful work, because I don’t think it’s useful to identify with a red flag every adolescent in every public school who harms an animal. I do think any adolescent who does needs *attention*, but I don’t think that every adolescent who does it will be tomorrow’s Jeffrey Dahmer. But I would like to identify those who would.

What I think we need is fewer studies that just interview prison-

what I mean by “positive” effects. I *never* advocate or support cruelty to occur. [As a sociologist], I’m looking at situations—in this case cruelty—[that have] some subsequent effects for people that for them is regarded as positive, or useful; that might be a better term. As I mentioned earlier, when cruelty does occur, even if there are “positive” uses, there’s no question that we need to look at its roots and try to prevent it.

But what you’re saying is that experiences or encounters with cruelty can be “character-building,” to put it in lay terms?

Each chapter really does look at a positive use or uses of cruelty. The one that looks at abusers themselves is the second chapter on [my interviews with a cross-section of] college students. When they tried to reconstruct their cruelty, many of them remembered it as a form of play—play that was, by the way, thrilling and exciting for different reasons, but nevertheless a form of play. And when I started thinking about that and doing more research, I found that there are social scientists who talk about what’s called “dirty play.” But they never talk about animal abuse as “dirty play”—they talk about things like using racist epithets or sexual play or gray-zone crimes that are really not serious. [It’s] this whole in-between area of kids doing things that adults find unsavory, but they’re not going to imprison the kids over.

And the literature on “dirty play” often suggests that there’s more the kids are doing than just harassing each other, or in this case, harassing animals. They’re rehearsing things they see adults doing that they’re not yet allowed to do. For example, a lot of the thrill kids would recall when they harmed animals involved first carrying it out so that no one would see it, because they knew that others would not approve, and then once it was done, making sure no one would hear about it. They would relate it to how they thought their parents or other authority figures had secrets, too. And it was the possession of knowledge that to them defined what an adult was. I found that it started ticking off, one after the other, that the way they saw

the abuse was really a rehearsal for what they saw adults doing. The most obvious example was hunting: many of them said they had uncles or parents who went hunting, but they weren’t allowed to go yet, or they could go but couldn’t shoot. And they very much wanted to partake in that adult activity, and animal abuse for them became a surrogate or pseudo form of hunting.

Now, the question is, how positive is this? Well, it’s positive only in the sense that one can view this interloping as a way that they’re transitioning from childhood or early adolescence into late adolescence or adulthood, and that like any other transition or rite of passage, such rites of passage are essential to forming adult identities. Now, should this be the way we do it? No. And should these children have been talked to about this and should it have been stopped? Yes. So again, to reaffirm, this is not a defense of what I call “normal” abuse, it’s merely saying that in our society, when it occurs, it looks like this. And for certain people it may be part of their developing sense of self and they may not go on as adults to commit any kind of crime, at least not any kind of violent crime. I found one or two people had some parking tickets and that was about all I could find. 🍷

For more of our interview with Arnold Arluke, see the next issue of Animal Sheltering.



ADOPT-A-FRIEND
ANIMAL SHELTER MANAGEMENT SOFTWARE
FROM ISLAND BUSINESS GROUP

Phone: (631)-288-6031
email: info@islandbusinessgroup.com
On the web: www.islandbusinessgroup.com



Free Data Conversion

Adopt-A-Friend supports all of these functions

▼ Adoptions	▼ Fiscal Management	▼ Wait List
▼ Fund Raising	▼ Point Of Sale	▼ Web Integration with
▼ Animal Control	▼ Lost and Found Pets	Petfinder.com
▼ Animal Health/Pet Care	▼ Mailing Lists	ADOPT A HOMELESS PET

IBG CALL FOR A FREE DEMO CD!  DEVELOPED WITH 

The VersaCage™ Inhalation System



Before Therapy



After Therapy

- Treat URI without pills or injections
- Administer medication via a nebulizer
- Induce anesthesia in the fractious animal




U.S. PATENT #5,168,829

Cedar River Laboratories
800-323-4858 -- www.cedarriverlaboratories.com

ANIMAL ARTS

GATES HAFEN COCHRANE

25 years of helping people and animals by design...



Animal Shelter Architects
1-800-332-4413
www.animalarts.biz



Batch Loading
"CB" Series

CRAWFORD Industrial Group

Animal incineration / cremation equipment designed to meet your operational needs.

- EPA Approved
- Efficient
- Clean & Safe
- Economical
- Guaranteed

Crawford Industrial Group
9101 Parkers Landing
Orlando, Florida 32824
800-228-0884 • 407-851-0993
www.animal-cremation.com



Random Loading
"C" Series



Easy Cartridge Collection Fundraiser -- 100% Profit, 0% Investment



- ✿ Collect empty ink jet & laser cartridges
- ✿ We pay up to **\$4** (\$2 for most) ink jets
- ✿ Based on styles, we pay **\$1-12** for lasers
- ✿ We pay for shipping costs
- ✿ And we match all competitor's pricing*

* Price matching for comparable fundraising programs. Price matching based on "total order."

Call Toll Free! 1-866-301-7027

Start turning empty cartridges into cash today!

Visit Online: www.cashforcritters.com

E-mail: info@cashforcritters.com

"Shelter Planners of America"

533 Cedar Drive, Watsonville, CA 95076

831-722-3253 phone/fax

billmeade@charter.net • www.shelterplannersofamerica.com

From small shelters...



- 12 nationwide offices to serve you

- 30 years of exclusive shelter experience

- Shelter design to fit your **REAL NEEDS** within your budget
- Call for a free consultation



to large shelters.

A few reasons why RACS PVC coated floors are the best...

- RACS are oven cured...our coating process provides the hardest, most durable coating available...90 durometer plus.
- RACS coated floors will not chip, crack or peel... guaranteed!!
- RACS dimensions are guaranteed within one eighth of an inch, and our 25 years + experience will provide the exact product you need.
- RACS carries standard sizes for Shoreline, Suburban, Dirk and Snyder cages.

RIDGLAN ANIMAL CARE SYSTEMS
PO BOX 287
MT. HOREB, WI 53572-0287

RACS also offers you custom design of:
Run & Gutter Covers
Resting Benches
Cage Platforms
Tub Platforms



COMPARE RACS PVC COATING TO ANY OTHER!

RACS sample & complete catalog on request.

☆ NOW AVAILABLE IN COATED ALUMINUM! ☆

1-800-338-3178 • FAX 608-437-3683

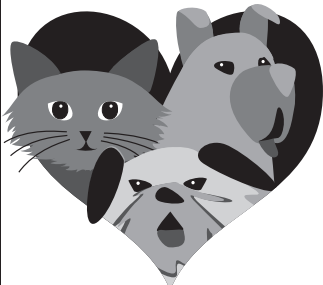
www.racs.net

RACS

THE BEST OVEN-CURED
PVC COATED FLOOR AVAILABLE

FANTASTIKRITTERS by *Loren Olson*

These expressive designs, just for pet people, are available on ■ Tee shirts ■ Sweatshirts ■ Embroidered caps ■ Embroidered denim shirts ■ Watches ■ Tote bags



- ☐ Choose from many other products
- ☐ Purchase Wholesale
- ☐ Customize Many Designs
- ☐ No minimums
- ☐ Join our Just For Pets Program to receive other benefits

Flying Panda Gifts ■ 1259 El Camino Real #153
Menlo Park, CA 94025 ■ 1-800-947-2632

www.flyingpanda.com

SWAB ARF 95

- Fiberglass Animal Transport •



Since 1868

*"Designed with the Humane
Treatment of Animals in Mind"*



Standard features:

- 750 CFM air system • Full through compartment • Extra large rear storage compartment • Large 6" stainless door handles • 2-year warranty



SWAB

WAGON COMPANY, INC.

One Chestnut Avenue

Elizabethville, PA 17023 • Fax 717-362-4579

Call or write
for free brochure

1-800-834-SWAB(7922)

Visit our website: swabwagon.com



Specializing in custom imprinted
pet carriers

Call for a FREE catalog
800-234-5330

or

visit us on the web at

www.cspecialties.com

317-872-7022 cspec@cspecialties.com
P.O. Box 68591 Indianapolis, IN 46268-0591



Shelter Design Consultants

- Feasibility Studies • Plan Review
- Programming • Master Planning



CONNOLLY

ARCHITECTS & CONSULTANTS

Austin, Texas • 512.480.9611 • www.connollyaia.com

Cat Boarding



Five caging options

Standard to Luxury

Resting shelves

Recessed litter pans

Windows

Lighting

**Cedar River
Laboratories**

800-323-4858

www.cedarriverlaboratories.com

HOW WE
CAN SAVE
5,000,000
LIVES
A YEAR

An invaluable
resource for your
shelter's visitors,
adopters,
contributors,
volunteers and
associates —
everyone who
loves animals



At bookstores
or directly from www.xlibris.com • 1-888-795-4274



DEERSKIN MFG. INC.



Custom
Animal
Control
Units

2 to 8
Compartments
•
LIFT SYSTEMS
•
VAN
CONVERSIONS



www.deerskinmfg.com

P.O. Box 127, Springtown, TX 76082

1-800-880-6089 Phone: 817-220-5535 Fax: 817-523-6685

Easy Release Muzzles



JorVet offers an extensive line of easy release
muzzles. The muzzles are made of a high quality
water resistant nylon. A wide variety of sizes are
available including, three different cat sizes and a
specific ferret muzzle. The muzzles come with
adjustable straps for proper fit and a easy release
snap for easy removal.

Jorgensen Laboratories Inc.

1450 North Van Buren Ave., Loveland CO 80538

1-800-525-5614 or 970-669-2500, Fax: 970-663-5042

Bacon Group, Inc.

A service-oriented design firm experienced in

Animal Shelter Design

Providing professional facility planning, architecture and engineering services.

Bacon Group, Inc. 2641 Sunset Point Rd • Clearwater, FL 33759 • Tel 800-961-1967
www.bjgarchitects.com AA C002095 EB 0006092

FREE Friends Fur-ever Adoption Gift Bags

- Start adoptions on the right track with free **Friends Fur-ever** adoption gift bags containing trial size samples and educational literature!
- Send adopters home with a smile, wanting to adopt again, and telling all their friends about your shelter!

100% Free, No Shipping Charges and No Restrictions

To learn more call **1-800-972-7994** or go to **www.adialogue.com/shelter**

The Dialogue Company, Inc. • Pennington, NJ 08534

Millions of cats are *in the dog house* because they don't use their litter box.

Non-use of the litter box is the #1 behavioral reason cats are abandoned, abused or euthanized. Now, there's an effective solution to this often misunderstood problem. With its natural herb blend, **Cat Attract Training Litter** is the only litter product specially formulated to attract cats and kittens to their litter box.

Developed by Dr. Bruce Elsey — a 25-year feline-only veterinarian — **Cat Attract** has been clinically tested and is guaranteed to work or your money back.

Don't send your cat to the dog house — try **Cat Attract Training Litter** instead. Available in pet stores and veterinary clinics.

- Helps bring problem cats back to the litter box
- Great for kittens
- May be used for multiple cats
- Scoopable, with superior odor control

877-311-CATS (2287)
www.preciouscat.com
Contact your local pet supply retailer for availability

Tomahawk Live Traps and eqpt

Tomahawk Original and still the Best...

...Since 1925
www.livetraps.com

- Guaranteed Satisfaction or money back
- Over 80 different sizes of Tomahawk Traps
- A complete line of animal restraint eqpt
- Call for Free Catalog: 800-272-8727

P.O. Box 323
Tomahawk, WI 54487
Fax: 715-453-4326
trapem@livetraps.com

CREATIVE ANIMAL SHELTER DESIGN

JACKSON & RYAN ARCHITECTS

MARTHA SENG, AIA PRINCIPAL

2376 RICE BOULEVARD, SUITE 210,
HOUSTON, TEXAS 77005
Voice 713-526-5436
Fax 713-526-4241
www.jacksonryan.com

Visit the newly redesigned
AnimalSheltering.org

for the latest news, information, animal care and control job listings, an expanded resource library, *Shelter Pages* online, and much more —all just a click away.

We hope you'll visit **www.AnimalSheltering.org** often and rediscover the wealth of online resources you've come to know and expect from The HSUS.

Promoting the protection of all animals
THE HUMANE SOCIETY OF THE UNITED STATES

The Cat Came Back

In early April, a little shop in New York City's West Village lost its mascot and chief protector. Molly, a young cat who lived in Myers of Keswick and kept the British specialty shop mouse-free, did not show up for her morning duties. What happened after that made the papers across the United States and internationally as people tuned in to see what would happen to Molly. Here, with details culled from our own interviews and other stories from the *New York Times*, the *Daily News*, and the *New York Post*, we present some highlights of the rescue saga. —Carrie Allan

1



Molly disappeared from her usual basket in the shop on Friday, March 31. She was not seen over the weekend. On Monday, store employees could hear her meowing from somewhere.

2

The building, old and full of nooks and crannies in the walls and the basement, is very close to the adjacent building; all that separates them is an alley too small for a human to slip into. The local fire department, working on the theory that Molly had worked her way into that tiny, trash-filled crevice, sprayed water into the alley, but Molly did not come out.

3

Word spread in the neighborhood that the cat was missing. "You have to see it from where we are," Elena Salvana, a longtime employee of Myers of Keswick, told *Animal Sheltering*. "This is the West Village and people just love their animals ... So someone called one of the channels to say there was a cat trapped and no one was doing anything, and it all started from there."

6

Over the course of the next two weeks, would-be rescuers from New York City's animal care and control department, police emergency service unit, and fire departments—along with local contractors—donated their time and energy to locating Molly within the building walls, coping with media inquiries, keeping the crowd under control, monitoring demolition efforts for safety, and trying to assure the owner and the Landmark Preservation Commission that they would pay for the repairs to the property.

8

News stories about the cat appeared in papers from France to Australia to South Africa.

5

The local Fox News crew covered the story, reporting on what citizens were allowed to do to save an animal trapped in a National Landmark building. Suddenly, the little shop was surrounded by media and onlookers round the clock, reports Schermer. In his online account of the rescue, he wrote that he "knew things were getting big when newspapers from London, India, and Japan wanted to interview me, along with CNN and the *New York Times* too."

4

Nancy Gambert, an animal rescuer and representative of the Renaissance Project, a nonprofit spay/neuter group in the city, got word of the cat's plight and enlisted Josh Schermer of Downtown Pets to help. Schermer and others began spending most every day in the basement of the shop, trying to figure out where in the walls the cat might have gotten to.

7

Crowds gathered to watch the scene. The building was cordoned off with police tape—not exactly good for business, reports Salvana. People turned up with kittens who mewed for Molly to come out. Someone suggested sending a ferret in after her. A cat therapist played whale and seagull sounds. Someone else brought catnip. A psychic tried to "feel" where Molly was within the building. Humane traps baited with cat food were set, and some turned up with fancier French cat food, suggesting that it might be more of a temptation. The *New York Post* oh-so-helpfully sent a person dressed as a mouse to help lure the cat out from her nook. Oddly, the giant gyrating rodent did not persuade Molly to emerge.

10

At 10:30 p.m. on April 14, Kevin Clifford, foreman of a nearby construction project who'd stopped by regularly to help, reached into the last hole and carefully pulled Molly out of the wall. She was a little dehydrated, but otherwise "not very dirty for a cat that's been in the wall for two weeks," Mike Pastore of New York City Animal Care and Control told the *New York Times*.

9

The major break in the rescue came just in time, Schermer says. After nearly two weeks in a hot and dusty basement, the owner was getting annoyed and everyone was getting discouraged. But a sound expert named Al Fierstein turned up on the scene and used special acoustic equipment to determine Molly's location. Rescue crews made a hole in the wall behind the shop's main counter.

11

While a few naysayers had gathered to mock the rescue, most people were excited and happy about Molly's safe return, says Schermer. "It shouldn't be such a surprise that there was international attention," he says. "It shows a growing appreciation for animals."

Do You Need Quality Animal Care Products For Your Facility?



GET YOUR FREE "GETTING STARTED" PACKET TODAY! SEE BELOW.

Beautiful And Versatile T Kennel Run Systems... Plus A Whole Lot More!

T Kennel offers quality equipment for safe and secure animal handling, transport and sheltering.

Below are several items that can help you perform at a high level.

- Patented T Kennel Run Systems
- Modular Cat Condos
- Stainless Steel Cages
- Animal Transport Truck Bodies
- Plastic Cages
- Animal Handling Equipment
- Cleaning Supplies



Planning a new shelter or expanding an existing facility?

Take advantage of our **FREE** layout and design services.

T KENNEL™
MODULAR SYSTEMS INC.
415 Osage
Kansas City, Kansas 66105
www.t-kennel.com

To inquire about a product, a catalog, or request a "Getting Started" packet Call 800-377-7103

Stretch...your kennel space.



Lasting Solutions for Your Unique Needs

With no gutter or special sewer lines required, the UltraBase™ system permits you to install indoor kennels in spaces not normally constructed for housing animals.

Trust Mason to deliver:

- Customized modular kennel systems & accessories
- Unsurpassed craftsmanship
- Installation assistance upon request
- Free design support & estimates
- Complete customer satisfaction



UltraBase™ Above-Floor Isolation Kennel
Elevated Base Routes Liquids to Sewer



**MASON
COMPANY**

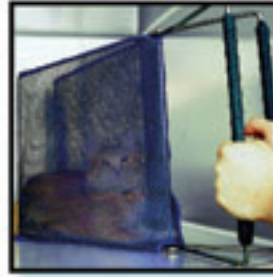


Trusted Animal Enclosure Solutions — Since 1892

Ask for your **FREE** planning brochure & video!

800.543.5567 • info@masonco.com • www.MasonCo.com
260 Depot Street • P.O. Box 365 • Leesburg, OH 45135

Providing Common Sense Products for 20 Years!



At Campbell Pet Company our goal is to bring Animal Service Agencies common sense, quality products to help in humanely handling animals while protecting the handlers. Since 1984 we've been designing and manufacturing gadgets that make an animal service agent's life a little easier and safer. We offer everything from leashes to identification tags, muzzles to gloves, and snares to pole syringes.

Call us for a catalog.

Campbell Pet Company • 800-228-6364 • www.campbellpet.com

Animal Sheltering

The Humane Society of the United States

2100 L Street NW
Washington, DC 20037

ADDRESS SERVICE REQUESTED

NON PROFIT ORG.
U.S. POSTAGE
PAID
PERMIT NO. 2483
RALEIGH, NC