

SPRING
2018

All Things Pawsible



HUMANE
SOCIETY
SILICON
VALLEY



In This Issue:

Teaching an Old Cat New Tricks

Ringworm Puppies at Our Model Shelter?

Clarice and Ranger Transform in Our
Kitten Nursery

Susannah Loves Her Doggy Day
Out Dates

Cleo's Journey Home



901 Ames Ave.
Milpitas, CA 95035-6326

hssv.org

408-262-2133

Medical Services	Behavior & Training
408-262-2133 x108	408-262-2133 x352
Grooming	Lost & Found
408-262-2133 x124	408-262-2133 x110
Dog Park	Pet Surrender/ Euthanasia
408-262-2133 x164	408-262-2133 x110
Pet Store	Donations
408-262-2133 x164	408-262-2133 x132
Adoptions	
408-262-2133 x150	

From the President

At Humane Society Silicon Valley (HSSV), thousands of animals enter our Animal Community Center each year. While they're here, we work hard to provide each one with the comprehensive, personalized care that will give them a happy, healthy life.

We are pleased to be the world's first *model shelter*, an achievement accomplished by meeting over five hundred guidelines for standards of animal care set by the Association of Shelter Veterinarians.

Being a model shelter is about more than just caring for sick animals. It's also about protecting the health of the entire population here at HSSV, to ensure healthy animals who enter our shelter stay healthy while they're with us. And it is about treating animals as individuals, whether it's while addressing their medical needs or their emotional well-being.

In this issue of *All Things Pawsible*, you'll see what treating animals as individuals means for animals like Cleo, Sandy, and many others. And you'll hear about some of the deeply caring volunteers who also do their part to make all of these positive outcomes happen.

Saving animals is a community effort, and we are so grateful for a community that believes in the important work we do. Thank you for doing your part to strengthen our lifesaving work, and for proving time and again that this is a community that truly cares about animals.

Sincerely,

Carol Novello
President



Board of Directors

- Kurt Krukenberg, Chair
- Sally Hazard Bourgoin, Vice Chair
- Terry Lee, Treasurer
- Clint H. Severson, Secretary
- Alison Buchanan
- Peter Detkin
- Sumita Dutta
- Blythe Jacks
- Lars Rabbe
- Rebecca Ranninger Owen
- Brenda Swiney
- Debbie Vander Zwaag

Honorary Board Members

- Kara Berg
- John Diekman
- Sue Diekman
- Dick Levy
- Sue Levy
- Judy Marcus
- Betty Moore
- Gordon Moore
- Timi Sobrato
- Tara VanDerveer
- Steve Wozniak

Leadership

- Carol Novello, President
- Candice Balmaceda, VP Finance
- Dr. Cristie Kamiya, Chief of Shelter Medicine
- Stephanie Ladeira, VP Development
- Yvonne Saucedo, VP Human Resources & Volunteer Programs
- Joanne Jacobs, Chief of Operations

Humane Society Silicon Valley Animal Community Center

408-262-2133
901 Ames Avenue
Milpitas, CA 95035

Sunnyvale Neighborhood Adoption Center in PETCO

408-720-1419
160 East El Camino Real
Sunnyvale, CA 94087

Mountain View Neighborhood Adoption Center in PetSmart

408-425-1569
2440 East Charleston Road
Mountain View, CA 94043

West San Jose Neighborhood Adoption Center in PETCO

408-370-2732
500 El Paseo de Saratoga
San Jose, CA 95130

Teaching an Old Cat New Tricks

In a past life, Sandy had been a tough street cat. But now, severe gum and tooth disease had forced our veterinarians to remove all her teeth, making outdoor living unsafe. Meanwhile, she'd swat at humans who got too close and would hiss and growl at other cats. Naturally, this made her a pretty poor candidate for adoption.

But our behavior team noticed something that gave them hope: Sandy was extremely motivated by food and treats. They were determined to use this to their advantage. Starting slowly at first, they'd feed Sandy treats from their hands, luring her out of her hiding spots and teaching her to trust them. After a while, the team "tricked her" with toys to entice her to play — creating positive associations. Then, she came around to being petted. The team was ecstatic about the progress, but potential adopters showed zero interest.

Tricks for Treats

To increase Sandy's odds of adoption, our behavior team began using treats to teach her new behaviors and tricks. Soon, she'd learned to high-five, to spin around in a circle, and to enter and exit her crate when asked. She was energized by such consistent training and human attention. And slowly, this rough, grumpy girl changed.



Sandy was a tough, unfriendly cat when she arrived at Humane Society Silicon Valley. She had been around the block a few times. It's a good thing Sandy had one major weakness: She loved food. We were up for the challenge of leveraging that knowledge in any way we could.

Months after arriving at Humane Society Silicon Valley as a scared, unfriendly cat, our adoptions staff introduced Sandy to a lovely couple. Hannah, one of our behavior associates who had worked with Sandy, showed the couple all the fancy tricks Sandy had mastered, and shared how those tricks had transformed her. They were impressed and decided to adopt her on the spot.

Your support gave Sandy the time and dedication she needed in order to have a second chance. Thanks to you (and a little creativity from our behavior team!), she'll be cherished as a family pet for the rest of her life.

Ringworm Puppies at Our Model Shelter?

They were chunky, squirmy, tiny puppies, wrestling and playing on top of each other. So cute, but even though they didn't realize they all had small lesions and hair loss, WE knew the signs of ringworm!

When we received a call from another shelter asking if we could take in seven underage puppies, we said, "Yes, of course!" Puppies require a lot of care, but we typically can find homes for them quickly.

"However," the shelter folks said, "the puppies may have ringworm." While ringworm is treatable, it's also highly contagious to other animals. It can quickly make its way through a shelter if there is improper handling or inadequate isolation. And it takes weeks to treat before the affected animals are healthy enough for adoption. Would we be able to treat the puppies' ringworm and make sure no other healthy animals were at risk?

Absolutely.

Two years prior to those puppies ever setting foot at Humane Society Silicon Valley, we had already started to create and implement new protocols to treat disease, manage behavior, and provide comfort and enrichment to animals during extended care with us.

World's First Model Shelter

At that time, we were attempting to become the world's first model shelter, meeting over five hundred guidelines created by the Association of Shelter Veterinarians

Ringworm is highly contagious, and the puppies would need weeks of care. Thanks to your support, we were able to give them the time they needed to heal their tiny bodies — and keep our other animals safe and healthy at the same time.



on standards of animal care and welfare. In 2017, we accomplished that goal, which means puppies like these could be cared for safely.

The protocols we created not only dictated how we treat disease, but most importantly, how we prevent the spread of disease from an infected animal to a healthy one. That was good news for these puppies, who needed a safe, isolated part of the shelter and strict handling protocols to allow the treatment to work quickly. It was also good news for the rest of the animals in our shelter, who needed the puppies to be kept separated in order to prevent the ringworm from spreading.

We treated the puppies for a number of weeks, healing their ringworm and caring for their emotional and behavioral health as well. Volunteers and staff took turns playing and snuggling with the puppies, taking

special care to avoid contamination of clothes or other items that could spread the ringworm to other animals.

In a few short weeks, the puppies had finished their ringworm treatments. Their hair started to grow back, and they finally looked like healthy, normal puppies. We placed them on the adoption floor, and all were adopted to loving families in a matter of hours.

Thank you for your compassionate support, and for ensuring each puppy — and hundreds of other animals — can experience a happy, healthy future.

Your support has allowed Humane Society Silicon Valley to become the first model shelter in the world. We're saving more lives, preventing the spread of diseases, and giving animals happier, healthier futures.



Recognizing Members of HSSV's Visionaries' Circle

Recognized for giving at the highest levels and inspiring our community, our Visionaries' Circle members enjoy unique opportunities to personally experience our mission.

As a Visionaries' Circle member, you can join us on a rescue mission to another shelter, experience our lifesaving work in our Medical Center, or enjoy a stress-relieving Puppy Pit or Kitten Cube with friends or colleagues! It's our way of saying "thank you" for your deep investment in our mission. For more information on our President's Circle and Visionaries' Circle, please visit hssv.org/presidentscircle

Emerald Paws (\$25,000 - \$49,999 per year)

Alison and Joe Barta
The Nikki and Rich Beyer Family
Dana Dymond Rutherford
Derk Hunter
Debbie Vander Zwaag and Bill Johanson
Charu Ramaprasad and Kurt Krukenberg
Norma Fries and Rita Lane
Lotte and Jan Leschly
Ruthann Quindlen and David Liddle
Kate Mulligan and Dr. David Mack
Anne Mattos-Miller and Guy Miller
Mary Orton-Mitchell and Gregory Mitchell
Diane Christensen and Jean Pierret
Blythe Jack and Bob Rider
Denise and Raymond Scheaffer
Connett Ahart and Clinton Severson
Elizabeth and Charles Travers
Elizabeth Laverty and Kevin Williamson
Pamela Crooke and Michelle Winner
Darlene Woodson

Diamond Paws (\$50,000+ per year)

The Joseph R. and Katherine F. Anderson Foundation
Marilyn and Fred Anderson
The Berg Family
The Borch Family
Coyote Properties
Michael C. Dearing Trust
Michelle Oates Detkin and Peter Detkin
Sue and John Diekman
Sumita Dutta
Robin and Bob Fox
Mary Turner Gilliland and Clinton Gilliland
Sue and Dick Levy
Judy and George Marcus
Moore Family Foundation
Rebecca Ranninger and Marc Owen
Brenda Lynne and Frank Slooman
Timi Sobrato and John M. Sobrato
Diane B. Wilsey

Clarice and Ranger Transform in Our Kitten Nursery

Clarice and Ranger were ill, and not particularly friendly. Would these kittens miss their chance to be loved in a forever home?

It was the middle of kitten season, and healthy, fluffy, friendly kittens were entering the shelter in droves. Some were ready for adoption almost immediately, while others needed to be fostered for a few weeks. And whenever they were ready, almost all kittens found homes within days, and sometimes within hours.

But there was also a handful of ill kittens, like Clarice and Ranger. These two were suffering from upper respiratory infections and panleukopenia, dangerous and sometimes fatal diseases for kittens. Clarice and Ranger weren't fluffy, either — both kittens had ringworm, and needed weeks of treatment to clear the infection. And they certainly weren't friendly. They were terrified whenever anyone came near. They'd hide, cowering in the back of the kennels, sometimes even hissing at staff.

Second Chances for Troubled Kitties

Luckily, Humane Society Silicon Valley specializes in these sorts of health and behavioral issues. Shy, under-socialized kittens are taken to our Kitten Nursery to



receive individualized attention from nursery volunteers. Under direction from our behavior staff, these volunteers work to reduce fear and stress for over four hundred kittens a year. Kittens spend anywhere from a few days to a few weeks in the nursery. At the end of their stay, they're put up for adoption — usually finding homes very quickly.

We are so grateful to be able to care for not only the physical health of our animals, but the emotional and behavioral health as well. Because of the dedication of our Kitten Nursery volunteers and generous friends like you, they have a chance to find their forever homes.

As for Clarice and Ranger? They spent only a week in the nursery before their personalities began to flourish and they found their forever homes. Thank you for giving them that chance.

Spring Clean & Save Animals!



Donate your vehicle today! It's easy at [hssv.org/auto](https://www.hssv.org/auto)

Susannah Loves Her Doggy Day Out Dates

Susannah Greenwood was unemployed, restless, and in need of an outlet for all her unused energy. She had heard about Frosty, a dog at Humane Society Silicon Valley who was becoming restless in the shelter environment, and the Doggy Day Out program that was designed to give bigger dogs like him a day out of the shelter with volunteers. Susannah signed up, and soon went on her first Doggy Day Out.

She was paired up with Layla, a gentle pit bull who was adopted soon after their outing thanks to a video Susannah shot and shared on social media detailing their day together. After that, she began to take out Frosty, the famous dog who started the program.

Social Media Stars

After a few dates with Frosty, she was hooked. The program gave her a reason to get outside and exercise, and she loved how happy it made the dogs. Susannah began fervently sharing photos and videos of her hikes and excursions on social media, and her descriptions helped find forever homes for more of the dogs, including Frosty.



After a year of volunteering with our Doggy Day Out program, Susannah says her excursions with our big dogs have given her sincere joy.

In November 2017, Susannah celebrated her one-year anniversary and 25th trip out with the Doggy Day Out program in the best way she knew how — by taking another dog out for the day. This time the lucky dog was Izzy, a young, energetic pup whose happy-go-lucky personality was delightful, but a difficult fit for shelter life. The two spent the day hiking, sharing kisses, and enjoying the fall weather. Three days later, Izzy was adopted.

Thanks to volunteers like Susannah and supporters like you, bigger and more active dogs are given a chance to get away from the shelter for a few hours and be themselves. And it's not just the dogs who benefit — Susannah's time participating in the Doggy Day Out program has given her joy, comfort, and purpose. "I cannot imagine a time now where this wasn't part of my life," she said. "What a difference this has made to me."

With your support, our Doggy Day Out program continues to change the lives of both dogs and humans alike. Thank you for helping us save and enhance lives — both two- and four-legged!

Cleo's Journey Home

This beautiful Dobermann needed a special family to call her own . . .

Cleo was in bad shape. When she was brought to Humane Society Silicon Valley, it was clear that she would need surgery to repair her broken leg. The surgery was complex, but thanks to your support, our skilled veterinarians were able to mend her leg, and set her on a path to successful recovery.

Cleo was initially shy around people, and nervous of new surroundings. We placed her in a loving foster home to help her while she healed and to build her confidence. In the foster home, Cleo began to open up with the help of the foster family's dogs. When the family's three dogs came into the room, Cleo became a completely different dog. No longer shy and reserved, she was excited, playful, and animated. The family's dogs showed Cleo that humans could be good and kind, and her personality began to blossom.

Cleo Needed a Doggie Friend. Enter Zara . . .

Cleo spent months in her foster home, healing from both her physical and emotional wounds. Over the holidays, we brought Cleo back to the shelter in hopes she would catch someone's eye and finally find a home.

Rajeev and his family were not new to shy Dobermanns. In fact, just years before, his family had adopted a shy



female Dobermann named Zara. Under their loving care, Zara had flourished. Now, the family was ready to take in a new dog who needed their help.

They met Cleo, who was initially nervous around the family, but became more comfortable when she was near Zara. The family decided to adopt Cleo and help her continue to learn to trust people, just as Zara had years before. We are so proud of Cleo's progress, and overjoyed that we were able to help Cleo heal in more ways than one during her time of need.

Now, thanks to your support, Cleo knows what it feels like to be a cherished member of a family who couldn't love her more. Thank you for giving her that chance.

We love animals. Every. Single. Day.

Faithful Friends are the heart of what we do. Set up your automatic monthly gift and ensure every homeless animal who comes through our doors has the resources they need.

Sign up to be a Faithful Friend today!
Visit hssv.org/faithfulfriends

