



GPA Communique

Volume 11 Number 3 Winter 2002

Greyhound Pets of America National Organization

<http://www.greyhoundpets.org>

From the President...

2003 and GPA

I've been pondering our future and how we as an organization can improve! Last year we implemented our 7X7 program and in keeping with its purpose, adopting 7,000 greyhounds each year by 2007 without sacrificing quality I feel that we must in some instances rebuild our foundation. Over the years we have updated and rewritten our policy and procedures manual on several occasions. When we made changes, we never reviewed other areas of the manual to see what the impact of the change would be to the whole manual. We have also discovered that some items that should have been in your manual have been omitted, and not all of us have the latest manual. We have also discovered that we need some work on our by-laws and local by-laws. All of that will be discussed in further detail at our National conference.

Now none of this has happened on purpose, but with an organization that is structured as our organization happens to be, these things will happen. I personally have taken it upon myself as a mission to see that our policy and procedure manual and by-laws are updated and that each of you receives a current copy.

Right now we have some volunteers busy working on this! Rest assured

that any changes will be discussed at the meeting in September and you will have a chance to review them and vote on them. We will also be soliciting your input in the future! Any new changes will be presented with the reasoning behind it and why it will benefit the greyhounds. When completed, these will be documents that you had input in and that our board will vote on! When this process takes place, each of you that is a board member is charged with verifying that they are workable for not only National but for your local chapter, and that these documents are in keeping with our mission and that the greyhounds will benefit from them!

During this time frame, we will refrain from accepting complaints! Since we know that not everyone has the correct manual and we also know our by-laws need work, our rules committee would just be spinning its wheels! Now we will continue to accept complaints if the life of a greyhound is at stake or our organization is at risk! I also want to remind everyone that you need to work out local issues at the local level first! We also all need to keep in mind when issues arise that we are all in this for the greyhounds and that we should base our actions

on what is in the best interest of the greyhounds and not what is in your personal best interest!

Let's make 2003 the year that we get our documents in order and that adoption as an option is not just a phrase on our letter head, but a process where an adoption is defined as a process where an adopter and a greyhound become friends for life.

I look forward to working for you and the greyhounds this year! My wife, Barb, and I are so thankful for GPA! The time and effort put into our first adoption was tremendous, and the greyhound, Anna Marie, was the perfect dog! Thank you GPA, and Anna Marie. Barb and I have had the chance to make many friends for life!

Keep up the good work, you are some of the most dedicated people I have known and it is a pleasure to serve you as your President.

Rory
President
602-510-6951
Pres@greyhoundpets.org

Rory S. Goree'

**7X7 is not just a dream, but something
the greyhounds expect
out of us!**

Rory

GPA and the IRS

by Lee Edgington
Treasurer, GPA National

In June of 2002 I received a letter from the Houston office of the IRS inviting me to a review of the 1999 tax return.

There was a list of 16 items that they asked for copies of;

- 1) Governing instruments (Articles of Incorporation, bylaws, etc)
- 2) Minutes from meetings of board and any auxiliaries
- 3) Auditor's report, if any
- 4) Copies of Form 990 for tax years ending December 31, 1998, December 31, 1999 and December 31, 2000
- 5) Copies of any other Federal tax returns filed (i.e. Forms 990-T, 941s, 940, W-2s, W-3s, 1099s)
- 6) Employee personnel files including employment application, W-4s, and job descriptions for the year above
- 7) Copies of all W-2's and Form 1099's issued. A written explanation of the services rendered by all individuals issued a form 1099 shall be prepared and made available
- 8) Pamphlets, brochures, and other liabilities printed
- 9) Other: Membership listing
- 10) Copies of all contracts, deed, and leases owned entered into by your organization this fiscal/ calendar year
- 11) Correspondence files
- 12) Copies of any publications, newsletters, etc. printed by the organization
- 13) General Ledger and subsidiary ledgers, if applicable, i.e. accounts receivable, accounts payable, cash receipts and disbursements journal
- 14) Accountant's work papers regarding tax form 990 (i.e. year-end worksheet, year-end adjusting journal entries, year-end bank reconciliation)
- 15) Bank statements, including deposit slips, cancelled checks, and transit items for the period December 31, 1998 through January 31, 2000
- 16) Membership listing, if applicable

With all of this in hand I presented my appropriately humble self to the IRS office. Everything went fine until about 2 hours into the review when there was a fire drill. Everyone evacuated the building, we were on the 5th floor, and walked to the assembly point (2 long blocks away in 95 degree Houston heat and humidity). When we were allowed back in the building, with the required security screenings, the agent in charge asked some questions and then picked 3 chapters to request additional information from. They based the selection of the 3 chapters on the amounts of their income, phone expense and vet expense.

The 3 chapters – Greater Orlando, Northwest and Central Florida - were notified of their selection and asked to provide all of the above information as well as:

- 17) Who were veterinarian expenses paid to and how was the doctor selected.
- 18) Receipts and cancelled checks to verify telephone expense for program services
- 19) A list of the assets reported on balance sheet
- 20) An inventory listing
- 21) A copy of any contracts for veterinary services you may have
- 22) Receipts and cancelled checks for boarding and hauling & trailer expenses

As you can tell they wanted a lot of information and it took a while to get everything assembled and copied and shipped to Houston. Two of the chapters requested to have the reviews done at their local IRS Offices but were told that doing so would probably change the meeting from a review to a full audit. They both decided to send their files to Houston.

At this time I haven't heard any results but I am confident that if things were not going well I would be contacted.

I can't emphasize how important good record keeping and retention is. Ask any of the 3 chapters involved how long it took to get everything together and copied. Ask them what thoughts went through their mind when they got the letter from the IRS. Hopefully the answers that the IRS was looking for were given to them and no other chapters will have to be reviewed but you never know when you're dealing with the IRS.

End of Year Reports

By now all of the chapters should have received information from our National Treasure, Lee Edgington! You must get it back to Lee by the time specified! If you don't you will be on your own! I have no problem being a butt about this! Last year, one of our chapters was not able to file the National IRS paper work with their State on time. What happened? The State pulled their ability to have fund raisers. Who was impacted? the greyhounds! On our end, we have the assurance of our National Treasure and accountant that we can meet these deadlines! If you have not received your information from Lee, please contact him at treas@greyhoundpets.org

Rory



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Dewey 2002

by Alane Shultz

If you've never been to a Dewey Beach Gathering you MUST work this into your vacation plans.

It's definitely a memorable and enjoyable experience. Thanks to the Greyhound Project Inc. that continues to head up this well organized event. Also thanks goes to many many other volunteers and the Town of Dewey Beach, DE, for this fun and informative Columbus Day weekend.



SouthWinds Hotel

This was Dewey's 8th year. In fact, this year was dedicated to the three greyhounds that started it all. In 1995, three greyhounds, Chella, Argus and Autumn, were the inspiration for a trip to the beach. Several friends with greyhounds had planned a quiet relaxing leisurely weekend. They enjoyed it so much that the word spread and many others began to join them for this Fall weekend. Now they have a few thousand of their closest friends and relatives. I had never been to Dewey. Now I know why it is so wonderful. I was honored to attend and promote the 7 X 7 Program. During four days there I did work in some shopping and socializing as well.



Sherry Cramer, GPA - Spfd. MO VP, attended with me and this too was her first time. Sherry and I flew to Baltimore on a Thursday morning and drove 2 1/2 more hours to Dewey Beach. I also wanted to be sure and meet every vendor I'd ever bought anything from. These same generous vendors have donated many items to our group over the years for fundraising events. I also finally met for the first time many other greyhound group volunteers I've talked to and worked with for 10+ years through email and by phone. This made the trip even more special for me. It was very special for Sherry too. Sherry made five of the quilt squares for the famous Greyhound Friends of NJ Greyhound Quilt Raffle that is being drawn in Dec. 2002. Many contributed to this quilt across the country and it was displayed in the vendor tent and raffle tickets sold there for it

. Sherry was able to meet many people she's corresponded with on this project by email and phone. Some of the activities going on are from casual and fun to presentations on health concerns. There is also lots of shopping and every greyhound vendor you've ever known about is there and more. David Wolfe of the National Greyhound Adoption Program gave talks on dentistry, blood problems and cancer. Animal communicator Gina Wilson educated attendees on how to listen to the messages your greyhound is sending you. Mrs. Bones did a Charity Fashion Show in conjunction with the 4th Annual Greyhound Ice Cream Social. There was a Senior Sit & Talk, a greyhound chiropractor from Abilene, KS, Bob McKinnon with his ENTERTAINING film about his greyhound Jones, an update about Greyhounds in Europe, a Fundraising Workshop, the 2nd Annual Beer and Biscuits Ball with a Greyhound Costume Contest, greyhound runs and of course walks on the beach. The famous and funny Betty White and advocate for the welfare of animals and spokesperson for the Morris Animal Foundation, was the featured speaker at the Sunday Brunch. New to Dewey this year was a Greyhound Art Show and Book Signing. It was fantastic!

This was a benefit for THE MORRIS ANIMAL FOUNDATION. The proceeds from the Silent Auction and Raffle and a percentage



Suzy Waddell 20 years young

of all art sales were donated to The Greyhound Project's Canine Cancer Fund. Talented greyhound artists and greyhound book authors were Kathy Hoynes, Yvonne Sovereign, Carmon Deyo, Barbara Karant, Lynne Roick, Jilli Hawkins, Claudia Presto, M.E. Holderbaum and Polly Hornberger and Tammy Updegrave Braunsberg.

For future attendees: Most people attending live on the East Coast. It's quite a long trip for the rest of us greyhound fanatics, however, a very worthwhile one. Save your money and make plans to attend next year. I think it would be most fun by getting several couples to drive there with their greyhounds and rent a condo right on the Atlantic beach. There are plenty of greyt seafood restaurants for take out! You can't take your pooch into the wonderful restaurants but the friendly community welcomes the greyhounds.

Alane

Dewey and 7 X 7



Alane cuts the ribbon.

First of all let me say that Dewey Beach is an awesome event and everyone should go at least once in a lifetime!

I attended Dewey Beach to promote the 7 X 7 Program. Other GPAers on the 7 X 7 committee there to participate were Dennis & Claire Tyler of GPA - Central FL, Catherine McGovern of GPA - Atlanta and Noreen Reid of GPA - Houston. GPA - MD volunteers rounded up by Ethel Whitehurst helped man our table and answer questions. Thanks Ethel too for the two USA pin maps, getting the brochures printed there and hauling in the tables and chairs, etc. More thanks goes to other GPA groups that attended also and wore our 7 X 7 buttons to attract attention

and lend support. We were set up next to the vendor tent to talk to anyone interested in learning more about 7 X 7 and our goals. Everyone was very supportive, receptive and enthusiastic. However, most of the people attending Dewey were already very active with an adoption group in their community. We did talk to a few people that were trying to develop more promotional activities with reps in surrounding communities. Dennis & Claire Tyler displayed the new 22-hole trailer used by several GPA groups in FL to transport greyhounds to other adoption programs. We had a banner displayed on the trailer: ASK US ABOUT 7 X 7. We passed out 100 buttons with the GPA logo and "Ask Me About 7 X 7" and we had brochures with information about GPA National.

Having GPA Reps there in person definitely made an impact. The 7 X 7 message of increasing adoptions by increasing adoption programs was made loud and clear. It was a worthwhile effort that gave 7 X 7 lots of exposure and a greyt place to start. Now there's lots of work ahead!



7 X 7 Update

The concept or goal of this program is for GPA to achieve placing 7000 greyhounds by 2007. We placed approx. 3500 in 2001. Whether it's 7000 or 6500, we want to try to make a significant increase. This would be accomplished primarily by developing, establishing NEW adoption programs where there are none or getting greyhound adoption promoted in areas where there are no local adoption programs. BTW, we are not interested in converting responsible established existing groups to GPA. We should have a rough 5 year business outline on how to achieve this by Jan. 1. Our committee members are me Alane Shultz, GPA - Springfield, MO, Catherine McGovern, GPA - Atlanta, Mary Ann Tolliver, GPA - Largo, FL, Bobbie Wier, GPA - Central TX, Noreen Reid, GPA - Houston, Carla Myers, GPA - Springfield, MO, Dennis Tyler, GPA - Central FL, Brent Schlappy, GPA - Rocky Mtn., Bob Vinnacombe, GPA - Northwest, Shelly Dobson, GPA - Central OK, Skip Bollens, GPA - Emerald Coast and Rory Goree, National President.

After our 3rd Conference Call for this committee, here's where we are:

1) GPA National Poster. Incorporate People Interaction into the Poster
Coast to Coast Concept. (You'll all get to see this later.)

2) Bob Vinnacombe of GPA - Northwest and Rory Goree are developing a rough outline for a 5 Year Business Plan for the GPA 7 X 7 Program in the next few weeks. We will set goals for every year thru 2007 and have a plan.

3) Map Software - Bob Vinnacombe is testing a more sophisticated Mapland Software Demo to see if it meets our needs. They will have final information on that soon. This is a Pin Map Program. We've been testing a less sophisticated Mapland Edition now and think we need one that does more.

4) We're proposing a budget for 2003 to cover US Mailings looking for and recruiting people to promote adoption in areas that need it. Mary Ann Tolliver has developed a letter to use for this soliciting. It includes some travel to NGA meetings, greyhound gatherings, AGTOA meetings, cost of a new poster. It may include cost of Mapland Microsoft Program and some costs for ads for racing publications and web sites.

5) We're developing ads for Racing Publications and Web Sites to invite, include and urge them to become more involved in adoptions. The Greyhound Review will give us a half page every other issue. This will list specifics that racing people can do to become more active on the adoption level.

6) The Regional Support Coordinator. This person will be available to his/her region for advice and help to benefit the welfare of greyhounds if needed.

The person should have experience in greyhound adoption, a lot of free time, financial stability personally, organization skills, timely qualities, good problem solving skills, a good rapport with volunteers, trainers, owners, track mgmt., etc. and should have good communication skills. We would like names suggested from GPAers that meet these requirements and would be willing to commit to this position. Then the 7 X 7 committee will announce these people as they are identified and recruited. We have the country divided into 11 regions and about 4 of these have a person willing to work in this capacity above.

We believe the 7 X 7 Program is feasible, viable and do-able. We all want to see the day that all greyhounds available to adopt get their forever home. It will make a difference in addition to what already is being done by adoption groups today. You can all help by keeping your ears open to someone that might be interested in promoting adoption in a new territory!

THINK OUT OF THE BOX! is going to be my motto for 2003!



Dealing With Complaints

Have you ever made a mistake in an adoption? Every business will make a mistake and our business is no exception. No matter how perfect the rules or how well the screening process was processed, we are bound to make a mistake or two! How we conduct ourselves when dealing with the customer is very critical to the reputation of our business of greyhound adoption. The adopter who is complaining will remember how the problem is resolved. They will pass information on to many friends!

When dealing with someone who is not satisfied, here are a few things to keep in mind.

1. When you contact them, thank them for bringing the problem to your attention. Also address the issue head-on. Do not try to evade the issue.

2. Apologize even if you are right. Remember if they are not happy they will pass this info on and the ones who will suffer from the negative publicity are the greyhounds.

3. Offer an explanation, not an excuse. It is important to let them know if the problem was an exception to your normal practice. If it is part of your normal practice, explain to them why this is normal and the benefit the greyhounds receive from this practice.

4. If it really is a problem that is not part of your normal practice, assure them the problem is in the process of being resolved and that they can count on you in the future!

How can you avoid making mistakes?

1. Make training a priority. Nothing beats good old fashion education. No one should be out representing GPA without some formal training on GPA, greyhounds and your adoption process. It is also a good idea to be trained in evaluating dogs. This is very key into placing the right greyhound in the right home.

2. Use your volunteer's skills wisely. Get to know your volunteers and place them into a position where their skills will shine.

3. Follow your chapter's and national's policies and procedures.

4. You may be a young gun in this organization, but our volunteers and our founders who have been around for years have a wealth of knowledge in this business. Use them and you will be surprised at how many "golden nuggets" you will find!

5. If you are unsure of something, don't be afraid to ask!

6. Don't assume. If you're unsure ask!

7. Provide training. If you're one who would benefit from training and your chapter hasn't had any, ask for it!

8. Use common sense and good business practices!

9. Plan on attending the Annual GPA National Conference in 2003 in Birmingham, AL. You will get some good training there. The people that have the "golden nuggets" will be there in abundance! You also might be surprised to find out you have a "golden nugget" up your sleeve that someone else might need.

That's all for this issue, just a few simple business practices that if practiced, will be a benefit for our greyhounds.

I personally appreciate all the hard work each and every one of you put into this business. The long nosed dog called greyhound is the recipient of some of the most talented, hard working individuals I have ever had the privilege to serve.

Your President,

Rory

602-510-6951

pres@greyhoundpets.org

GPA National 2003

The 2003 GPA National Annual Meeting will be September 12-14, 2003. GPA - N.AL of Birmingham, AL will be the host for the 2003 meeting. It will be held at Rime Garden Suites on Beacon Drive in Irondale. This is just a few minutes away from the track.

More information will be coming later.

Thanks to N.AL for hosting!
Mark your 2003 Calendars now!

Yahoo group for RVers

Do you travel the roads with your greys in your RV? If so, you may be interested in joining this Yahoo Discussion Group RVing with Sighthounds. <http://autos.groups.yahoo.com/group/RvingwithSighthounds>

Greyhounds Lose a Close Friend

Founder - Greyhound Pets of America Passed away 12-23-02
GPA Florida - SE Coast

We lost a very good friend and a tireless greyhound adoption advocate as Emily Griffin passed away. It must have been fate when someone tied a greyhound named Underdog to the Griffin's mailbox about two decades ago. Little did they know, that the Griffins would take the dog in, and then many, many more in the years to come. I was first approached by this 4' 10" - 90 lb. (soaking wet!!) woman back in the early 1980's. She had an attitude and was prepared to use it when it came to what was right by the greyhounds. She came to the Kennel Club to request help with her greyhound adoption efforts. She wanted it made clear that kennels could come to her when their greyhounds retired. And she had the support of her husband Wally, who also worked tirelessly for the program. She called me often to discuss this dog or that dog and the funny things they did, problems they had, and we'd figure stuff out together. She had a unique sense of humor and rarely did you hang up the phone without laughing like a mad woman. Next time around she'd tick me off because she'd gotten into it with one of the kennels or was too strict with the people who got her greyhounds. But she knew what she was doing and there was no one who cared more about those dogs. She revered greyhounds and often commented that she'd rather have a house full of dogs, than a house full of people.

Emily was early to bed and early to rise so the dogs could be let out

first thing in the am. She'd care for a full kennel, doing turnouts, cleaning crates, feeding, walking and then do it all again later on that day. On top of that, she'd schedule vet appointments, take calls from volunteers, potential adopters and pet owners and do whatever else needed to be done. It was a 24 hour a day, 7 day a week, 365 days a year job for them. Her legacy is that she and her husband built one of the finest adoption programs in the country. They also built a great family of volunteers with all the many, many people who adopted greyhounds from them. They have always stayed true to their goal of finding "good" homes for retired racers. They would never refuse to take a dog in that needed a place. She and Wally dedicated their lives to greyhounds. The Kennel Club, the industry and the many happy adopted greyhounds and their owners will never forget Emily.

Theresa Hume
Publicity Director, Palm Beach Kennel Club

If anyone would like to make a donation in Emily's memory Wally has requested they be made to: Hospice & HomeCare By The Sea, 1531 W. Palmetto Park Road, Boca Raton, FL 33486



Celebrating Greyhounds 2004 Calendar

Celebrating Greyhounds is starting to work on the 2004 edition of the Celebrating Greyhounds Calendar, so it's time to remind every one to send in photos of their special Greyhounds. 2004 will be the 10th anniversary of the calendar, so we are looking to do something really, really special.

Here are the guidelines for this year...

We will be doing both a wall calendar and a desk diary for 2004. And I am pleased to be able to announce that the desk diary was popular enough this year that we will be able to do the next one in full color.

You can send us prints of your favorite pictures. Any size is OK. We will be able to use photos from your digital cameras, too.

If you have digital images that were taken at the highest resolution setting on your camera, save the image as a tif file and put it on a CD. Also make a decent hardcopy print of the image. Then send us both.

We need the hardcopy for the photo selection process, but will use the tif file in the calendar instead of trying to re-scan the image.

Please make sure that you label both the print and the CD with your name, address and the name(s) of the dogs and note on the label on the photo that it is also on a CD.

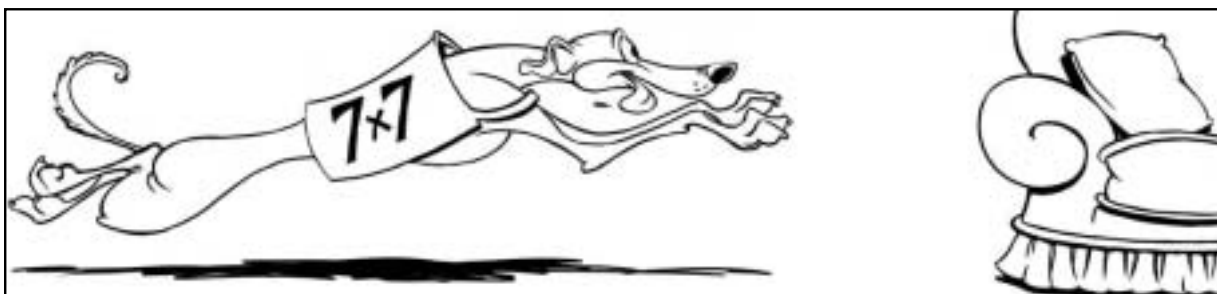
You can send the material to The Greyhound Project, Inc., P.O. Box 358, Marblehead MA 01945.

Calendar of Events

Date	Event	Location	Contact Information
May 9, 10, 11	Greyhound Gathering	Kanab, Utah	www.greyhoundgang.org
June 12 – 13, 2003	Abilene Greyhound Gathering	Abilene, Kansas	www.racethewind.org
June 20 - 22, 2003	Great Lakes Greyhound Gathering	St. Joseph/Benton Harbor Michigan	www.glgg.org
September 12-14	GPA National Conference 2003	Birmingham, Alabama	www.greyhoundpets.org
October 2003	Dewey Beach Greyhound Reunion	Dewey Beach, Delaware	http://www.adopt-a-greyhound.org/dewey/

New 7 X 7 Ad

The following ad was created to be run in racing publications and on websites. It will be in the March edition of Greyhound Review.



Greyhound Retirement is a Fast Track to the Couch!

Greyhound Pets of America needs your help.

Our new "7x7 Program" is working to place 7000 greyhounds by the year 2007. We're looking for a few good Greyhound people willing to start new GPA chapters in areas where there are currently no adoption programs. We will provide you support and guidance.

GPA is a non-profit, neutral to racing organization.

We can reach this goal – with your help!



Contact Info:

7 X 7 Chairperson,
Alane Shultz
National GPA Vice President
417-883-8156
Fax: 417-887-5853

P.O. Box 3693 • Springfield, MO 65808
vp@greyhoundpets.org
Greyhound Pets of America National Website:
www.greyhoundpets.org

"Greyhound Pets of America is an absolute godsend to retired Greyhounds. What a precious service they provide to the noblest breeds around. Thank you, GPA, for all you do for the Greyhounds. You are immeasurably appreciated!"

Gary Guccione, Executive Director, NGA

Forget the Trinkets or Parties....

How to Really Recognize Us

by James D. Tedford
Volunteer Management Review

No matter how modest a volunteer might act, it's a fact that we all want to be recognized. We all want to think we are doing a good job and are having a positive effect on the organizations we serve. "Recognition" in this sense means more than being thanked. We likely get thanked a lot. What we really want is to be *acknowledged* — acknowledged that we are an important part of the work being done, and that the organization respects us for who we are and what we contribute.

It seems, however, that many volunteer programs seem to think that recognition means having a volunteer recognition event or giving us a coffee mug once a year. While parties and trinkets might be fun (if a bit hackneyed) they don't convey that sense of respect we all crave. We want something a little more active.

There are a variety of approaches you can take to really showing us your organization values what we contribute. Most cost little or nothing in monetary terms, but they produce big returns in making volunteers feel valued.

One of the best ways you can recognize our contributions is to tell us how our work is directly helping the organization. We really would like to hear updates about the volunteer program and what it's accomplishing.

It's also a great vehicle to spotlight individual volunteer contributions. Whether it's a newsletter, quarterly report or a more informal communication is up to you.

Know what would be better than a party? A chance for some structured

time with other volunteers where we can share problem-solving strategies, swap ideas and generally "talk shop." Have some of the direct service staff attend so we can ask questions. This would also be a great chance for your Executive Director to get to know us and vice versa.

This kind of thing can go beyond a single event. Ever thought about setting up an e-mail list or discussion group with your volunteers? Chances are pretty good most of your volunteers are on-line. There are lots of free services available that allow you to set up discussion groups. Check out Topica (<http://www.topica.com>) and Yahoo! Groups (<http://groups.yahoo.com>) as examples. (And remember, a volunteer e-mail list also provides you with a means to directly communicate with your volunteer corps. And send out the aforementioned updates.) Don't think you have the time or expertise to set up or maintain such a thing? Well, you could recruit a volunteer?

How about giving us a chance to upgrade our skills? Be on the lookout for community college, adult education, or other classes or seminars on topics relevant to our work. Send us to them once in a while. You'll be sending the message that we're important enough to expend some resources on. And you get a more skilled volunteer to boot.

Sing the praises of your volunteers beyond your organization. Consider sending a letter to your volunteer's employer, acknowledging your volunteer's/their employee's work. Have the letter signed by your Executive Director or board president. Or perhaps write up a little profile of your volunteer and his or her work and send it, along with a picture, to the local community paper. Not only does the volunteer get a bit of external recognition, it gets your organization's name out into the community.

Remember the really simple things. Start introducing us to the staff. Your

volunteers are just as dedicated to the organization as anyone who works there. (Arguably we're more dedicated, given that we don't have the motivation of a paycheck.) We'd like to get to know our paid colleagues a bit, so make sure the staff knows who we are and vice versa. Give us our own space at the office or the worksite, even if it's just a cubbyhole to receive memos or mail. Make us feel like we're an integral part of what goes on at the organization. Which we are.

Ask us for our opinions, ideas, and complaints. If your organization has an advisory board or committee, make sure we have a place in it. Do occasional surveys, polls or volunteer focus groups. We're doing the nuts and bolts work of your organization. Believe me, we have something to say.

These are just a few ideas. You likely can come up with many more. Just remember that your respect is something that will stay with your volunteers far longer than a drawer full of trinkets.



6 Important Numbers That Every Pet Owner Should Know

1. NATIONAL PET RECOVERY HOT LINE: 1 800 984 8638. Whenever your pet is lost, this is one of your first places of help to report your missing friend. This 24-hour service will help you to locate your pet. Lost pets usually end up in an animal shelter before the county or city steps in. Members pay \$25.00 for the lifetime of the pet or \$55.00 to find the pet for free and non-members pay \$50 and above.

2. LEGAL HOT LINE: 1 800 555 6517. I think my neighbors are abusing their pet. Can I do anything to stop them? Here is the number to call. To know your rights and how to go about expressing your displeasures, this number is for you. But try not to call because you don't like someone's method of training his or her dog. Animal Legal Defense Fund help with landlord-tenant issues, vet problems, neglect and any form of abuse.

3. NATIONAL ANIMAL POISON CONTROL CENTER: 1 888 426 4435. In a life and death situation when every minute counts for your cat, dog or other pet, this 24-hour manned emergency number is your pet lifesaver. Sponsored in part by 36 different companies along with a \$45.00 charge for consultation.

4. EMERGENCY DISASTER HOTLINE: 1 800 22 7 4645. Provided by the American Humane Association, this number is your first point of call in earthquake preparedness for your pets or any disaster, what to do and where to go. They provide support and relief information.

5. PET LOSS SUPPORT HOT LINE: 1 888 478 7574. Iowa State University College of Veterinary Medicine provides a source for emotional support for those who have lost an animal friend or are anticipating the loss of their pet. Veterinary students at the college man this free service. A 24-hour touch phone line where you can leave a message and someone will

return your phone call. Seven days a week 6:00pm-9:00pm CST, May to August, Wednesdays and Fridays 6:00pm-9:00pm. This free service is funded by the Iams Company and dedicated in memory of Krista Rankin.

6 SPAY HELP LINE: 1 800 248 SPAY. One way to prevent several unwanted lovely pets from ending up in shelters or destroyed is to spay or neuter them. Thousands of abandoned and unwanted pets are euthanized yearly due to over irresponsible breeding and other factors. So before you consider giving off your pet to the shelter, this organization can help you. SPAY USA provides free or low cost services to all. Call them for an appointment and locations of over 950 programs and clinic nationwide. Your local Shelters also help in providing similar services.

Dr. Olakunle Ayeni DVM Dr. Ayeni is a Veterinarian, educator and founder of <http://www.animalevent.com>



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