



A Singular Year

INTERMOUNTAIN THERAPY ANIMALS

ANNUAL REPORT

2020

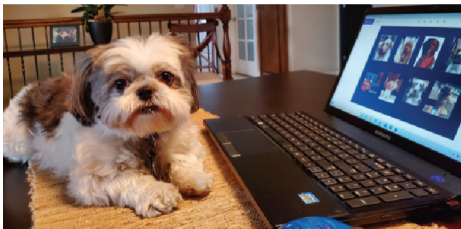
INTERMOUNTAIN THERAPY ANIMALS ~ 2020

INTERMOUNTAIN THERAPY ANIMALS (ITA) is a 501(c)(3) Utah nonprofit, founded in 1993 (as The Good Shepherd Association) to bring animal resources to human needs. Our mission is to enhance quality of life through the human-animal bond.

2020 marked ITA's 27th year—and what a unique (we hope) year it was! Our 350+ volunteer visiting teams providing animal-assisted interactions were abruptly sidelined in mid-March, and for the next year (so far) we have not been able to screen, teach, train, or visit at the more than 150 hospitals, schools, nursing care centers and youth detention facilities throughout Utah, Idaho and Montana.

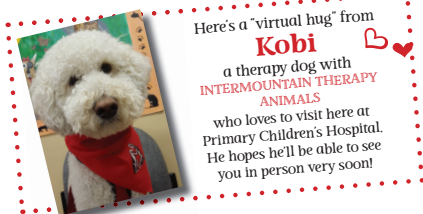
We had to scramble and be creative to make up for the suspension of our principal services. Here are some of the highlights. We ...

- Upgraded our database and transferred all that data; we began the re-design of our website, which we had not done for more than a decade.
- Became adept at ZOOMing, holding quarterly leadership meetings with our worldwide network of R.E.A.D. instructors and team evaluators, ITA board of directors' meetings, numerous community presentations, our annual volunteer celebration, and even some R.E.A.D. sessions and remote visits with clients.



entertain kids on closed-circuit TV at Primary Children's Hospital.

- Created greeting cards for 36 of our dogs that were placed on food trays at area hospitals, to let the patients know how much the dogs missed visiting. They immediately became collector's items!



- Delivered 314 plush therapy dogs with ITA bandanas, along with brand new books, to children at area hospitals.
- Distributed 110 brand new books to individual children in the Salt Lake Valley as part of our partnership with the KUED Adventure Pass program.
- Made 20 different visits to health-care workers, students and employees to express thanks and help them de-stress.
- Made 19 presentations, mostly via Zoom, to community groups, university and high school students, and others.
- Made some very specially requested visits to patients who were in particularly dire need, through special arrangements with University of Utah Hospital and other facilities.
- Held our first virtual online fundraiser, "Sit (down), Stay (home), Come (together)," on June 25, 2020, hosted by KUED Channel 2's Sterling Poulson.



- Other fundraisers during the year included three animal portrait sessions, a t-shirt campaign, a unique Halloween "Tails, Treats & Takeout" drive-through dinner, and Giving Tuesday in November.

- We published our new R.E.A.D. manual and training video in early March, to replace the award-winning one that has served us for 15 years. We also



updated the companion films aimed at schools and libraries explaining why the R.E.A.D. program would be such a boon for their students.

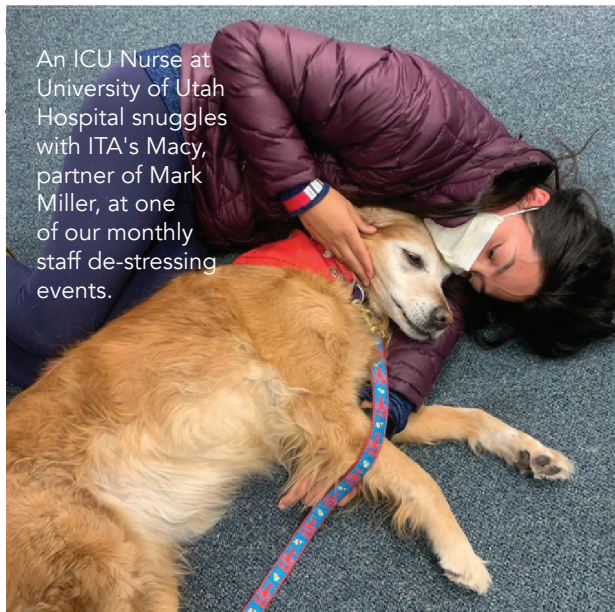
- The staff all volunteered to shorten our hours and we closed our offices on Fridays, to be able to keep our team

intact. We also received two PPP grants, supporting five months of payroll expense.

The same circumstances hampered all our affiliated colleague organizations, 21 of them in 13 additional states: Alabama, Arizona, California, Colorado, Connecticut, Florida, Georgia, Kansas, Nevada, New York, Tennessee, Texas and Wisconsin. Plus one international affiliate, in Italy!



“Social Distancing” is at the other end of the spectrum from what our dogs love to do—and what their clients need—and we are all missing our usual rounds of visiting friends. And we are all looking forward to the chance to be together again.



An ICU Nurse at University of Utah Hospital snuggles with ITA's Macy, partner of Mark Miller, at one of our monthly staff de-stressing events.

ON THE COVER:

While we could not visit any of our patient/clients, we did spend a considerable amount of time providing stress relief to hospital staff throughout our territory. And we were more popular than we could have imagined. It has been a painful irony that with the stress, exhaustion, pain and loneliness everyone experienced during our pandemic year, the chance to benefit from animals was virtually erased, but the needs and benefits were greater than ever.

FROM THE BOARD PRESIDENT

It has been, and continues to be, an honor serving as Intermountain Therapy Animals' Board President. I am fully committed to continuing the most remarkable 28-year journey of this exceptional organization.

As we were approaching the Year of Covid, I was fortunate to adopt a wonderful 16-month-old Australian Shepherd who I named "Mickey." I had planned on his becoming an ITA therapy dog but, unfortunately, Covid had different plans for all of us! I am hopeful, however, that as we come out of this terrible pandemic, Mickey and I will be able to resume our path to getting trained and registered as an ITA team.

No matter what crises are going on in the world around us, individual people of all ages and socio-economic circumstances receive devastating diagnoses and injuries every day. Our teams will be there to help them re-ignite their hope and enthusiasm for life, inspiring them to move forward on the tough path to healing. Our therapists have told us over and over, year after year, that the animals inspire cooperation, participation and progress that they cannot otherwise get from their patients. We are good medicine for families and staff, as well.

I have a passion for the work that all our teams have accomplished pre-Covid. I can never sing enough praises for all they do and have done, and all the lives they have changed and enhanced through animal-assisted therapy. I thank them from the bottom of my heart. It has been a bigger challenge this last year as ITA navigated (and continues to navigate!) through the pandemic. Mostly, we miss providing all the crucial services during these challenging times—services so badly needed but that we are unable to provide until Covid is under control. So, more than ever, if you believe in the power of the human-animal bond, we are fervently asking for your support in keeping ITA at the ready the second we are able to provide our valuable services once again. Our Executive Director, Kathy Klotz and our entire ITA staff, have worked diligently during these months with a skeletal staff and "thinking outside the box" to keep ITA open to serve our Communities once again. Please do all you can to help us keep bringing our special medicine to even more Utahns in the very near future.

With sincere thanks and appreciation,

Jane L. Fischer
Jane L. Fischer



Jane Fischer, Board President,
and Mickey

... AND EXECUTIVE DIRECTOR

As everyone is only too painfully aware, 2020 has been a year like no other, and one that we indeed hope will be "singular." Our services to more than 100 health care and educational facilities were entirely suspended last March, and they are only just beginning to be reinstated, ever so gradually and carefully. And still, we have no idea what Covid may yet have in store for us, so we are stepping carefully.

This new landscape offered us no choice but to be creative, to think up many other ways to support our clients and keep the healing joys of animals front and center when they needed them more than ever. We are proud of all that we accomplished, and eternally grateful to our supporters at all levels, from individuals to grant funders, for their ongoing generosity in keeping ITA afloat.

In our chosen endeavor, ITA remains on the front lines, always seeking to learn more and do even better for all parties who participate in our animal-assisted interactions — client, staff, family, handler and animal. We have been delighted as the Mayo Clinic undertook research to measure stress in therapy dogs, since we have always focused on the wellbeing of our animal partners.

Jane Goodall has said that "If we can take an animal as a true partner and learn from the animal, who will then learn from us — a back and forth relationship — it can lead in the future to all kinds of amazing innovative ways of helping the world become a better place." We humans have always expected our animals to learn from us, but it's a more recent bit of enlightenment that they have much to teach us, as well, and we are committed to staying open in that process of discovery.

We are all committed to staying personal, too, despite the relentless advance of the technologies that are disconnecting our society. We will always choose personal interaction over automation, even when that choice may seem "inefficient." We are also committed to being open and direct when dealing with issues and solving problems. We never fail to be dazzled by how quickly disagreements melt away when people speak to one another directly instead of speculating sideways. We have observed that this is another simple but powerful way that animals are great role models.

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

Kathy Klotz
Kathy Klotz



Kathy Klotz, Executive Director,
with Skye and Tristan

FINANCIAL ACTIVITIES 2019–2020

2019

Support

Grants and Donations	\$ 285,592	55.6%
Membership and Training	76,286	14.8%
R.E.A.D. Revenue	19,899	3.9%
Fundraising Events/Merch.	131,711	25.6%
In-Kind/Interest/Other	495	0.1%
	\$ 513,983	100%

Expenses

Total Program Services	\$ 429,551	75.0%
Fundraising	5,473	1.0%
Administration	139,285	24.0%
	\$ 574,309	100%

TOTAL LIABILITIES & NET ASSETS

\$ 19,818

FUND BALANCES \$ 107,891

2020

Support

Grants and Donations	\$ 409,030	76.6%
Membership and Training	35,970	6.7%
R.E.A.D. Revenue	8,922	1.7%
Fundraising Events/Merch.	79,473	14.9%
In-Kind/Interest/Other	773	0.1%
	\$ 534,168	100%

Expenses

Total Program Services	\$ 411,721	83.3%
Fundraising	10,643	2.2%
Administration	71,850	14.5%
	\$ 494,214	100%

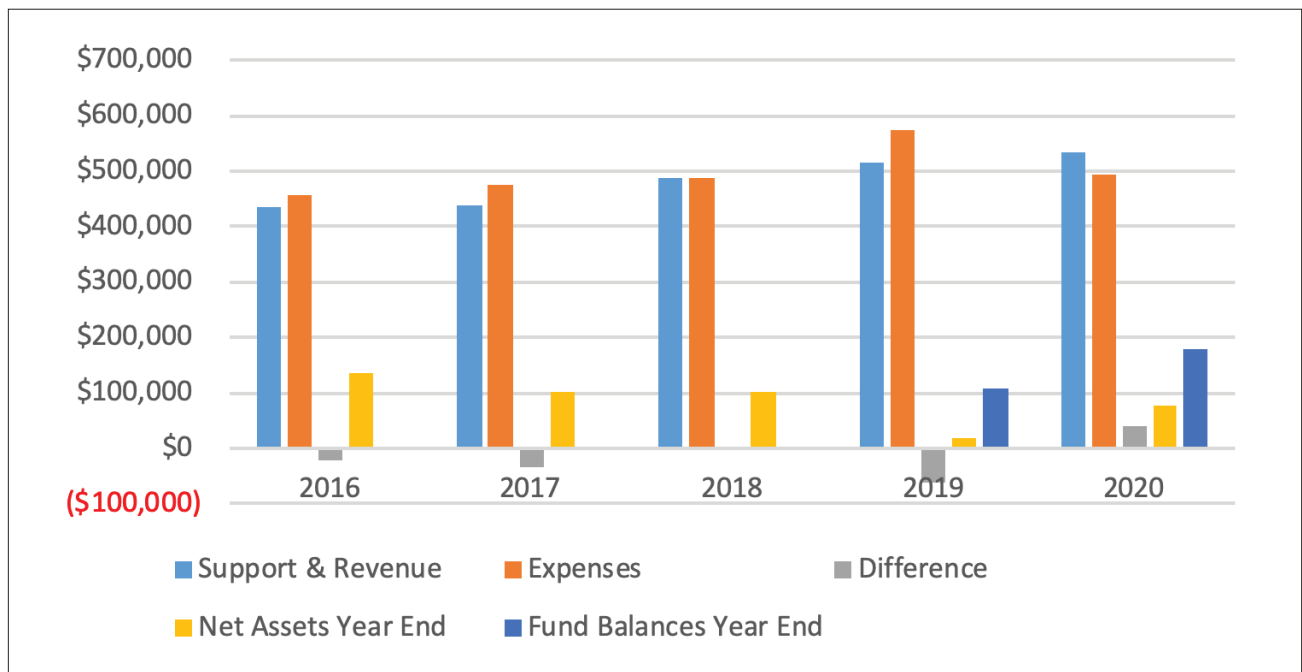
TOTAL LIABILITIES & NET ASSETS

\$ 77,981

FUND BALANCES \$ 179,225

(As reported on our 2019 and 2020 IRS Form 990s.)

FIVE-YEAR FINANCIAL SUMMARY 2016–2020



READING EDUCATION ASSISTANCE DOGS®

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

The R.E.A.D. training package, introduced in 2003, has now been sold to people in all 50 of the United States, and many other countries (*see flags at right*). Our trained, licensed network of R.E.A.D. program instructors now numbers 60, and we have 96 official R.E.A.D. affiliate groups in 35 states.

By the end of 2020, we had registered more than 6,500 other therapy teams to do R.E.A.D. elsewhere throughout the U.S. and the world. The R.E.A.D. manual has already been translated into Russian, Kazakh, Spanish and Portuguese.

Life magazine published a special edition called *Dogs* in 2018, with an article called, "Being There," about how therapy dogs can heal simply by their presence. We were surprised and delighted to see that this article included R.E.A.D. dogs—in Slovenia!

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



WHERE READ.
HAPPENS:



Austria



Kazakhstan



Belgium



Luxembourg



Bosnia-Herzegovina



Mexico



Canada



The Netherlands



Chile



Norway



Colombia



Portugal



Croatia



Republic of China/Taiwan



Dominican Republic



Slovenia



Finland



South Africa



France



Spain



Germany



Sweden



Iceland



The United Kingdom

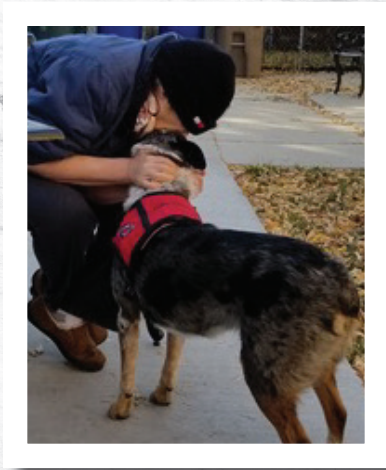


Italy



Wales

Classic ITA Encounters



Thibodeaux Love in the Time of COVID

The pandemic has interrupted ITA's services to more than 100 facilities, but during the summer of 2020 we were able to very carefully visit one-on-one with clients who could go outdoors. Thibodeaux, an Australian Koolie, formed an instantaneous bond with Robert, her client at Chrysalis House. Her handler, Judy, says, "I wish you could see how excited Thibodeaux gets when we pull up to Robert's house. If he's not already outside when we get there, she barks and barks for him. And it's mutual: when it got too cold for outdoor visits and we had to say goodbye, the last thing Robert said was, 'I love you, Thibodeaux.'"

Kateau The Joy of R.E.A.D.[®]ing

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



Benno "More than you know"

One day in the lobby at University of Utah Hospital, we were stopped by a woman who asked if they could pet my dog, and of course Benno was happy to hear that. Without a word to us, her beautiful teenaged daughter began to pet Benno and murmur quietly to him. She held one bandaged arm a little away from her body; it had been amputated just below the elbow.

Her mother said to me in a soft, low voice, "Please keep doing what you're doing. You probably hear that all the time, but you may not know how much you impact people. These dogs saved my daughter's life.

I don't say that in a casual way.

These dogs truly saved my daughter's life."

I looked at her and saw tears sparkling in her eyes, expressing both deep pain and ultimate joy.



More Classic ITA Encounters



Fred

Therapy for Distressed Travelers

My ITA partner Fred and I really enjoy helping to alleviate the stress of travelers at the Salt Lake International Airport. But last February we faced a more extreme situation than usual. We had just arrived when a Southwest gate agent ran over and told us to head to Gate B12 as soon as possible. Then she ran off that direction herself. Clueless but willing, we headed to Gate B12, too.

It was pandemonium—lots and lots of people crowded together, all talking excitedly about ... something. I couldn't tell what, but as soon as the passengers saw Fred, they surrounded us—lots of them! Fred was in heaven. Eventually, when the crowd had quieted down a little, I found out that when these passengers had taken off, just minutes before, an engine caught on fire right as they were climbing. The pilot immediately turned the plane around and landed safely, and Fred and I arrived at Gate B12 just as the passengers were getting off a plane with a flaming engine. Needless to say, there was a high level of anxiety in that gate area. Fred helped them “come back down to earth” emotionally, just as the pilot had done for them physically. He made a big difference in helping them to calm down.



Lizzie, Diva & Betsey

Therapy for the Staff

I am a social worker on T14, Neuromedical at IMC. You can see how I feel about Lizzie visiting our unit! Seeing her every week is one of the vital things that grounds me and helps me with my own worries. The ability to engage and interact with Lizzie is incredibly therapeutic and helpful on so many levels.

There is something about a furry four-legged that brings a calm and healing that nobody else can. A hug from a dog can be better than even the kindest words from another human!

We have all been missing the chance to interact with Lizzie during this crisis. I know I speak for all our staff and PTs when I say how much we will appreciate having our ITA animals back here at IMC!

You arrived by my side at just the right moment today. You see, those of us on the staff always benefit as much as the patients—myself at the top of the list.

Today I was caring for a family and their loved one during withdrawal of life support. Being able to hug you helped my heart. Your presence in my patient's room helped those grieving, and I hope in some way helped my patient during the last hours of her life. You assisted in creating a peaceful and loving atmosphere. Together, I wish to think we helped to provide a “good death” for this family, considering the circumstances. Please thank your owners for giving you a ride here every week. Without them, you and I could not be on the same team!

BOARD AND STAFF 2020

Members of ITA's Board of Trustees serve minimum terms of at least two years, which may be extended by mutual agreement. In 2020, ten (10) board meetings were held on January 14, February 11, March 10, April 14, May 6, June 9, July 14, September 1, October 13 and November 12. Meetings were held either at Intermountain Therapy Animals' offices at 4050 South 2700 East, in Holladay, Utah, or via Zoom.

BOARD OF DIRECTORS

Jane Lee Fischer
Board President
Owner, Pampered Pets of Utah

Becky Butler
Business Owner
ITA Team Volunteer

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

Peggy Chudd
Board Vice President
ITA Team Volunteer

Susan Daynes
Business Owner
ITA Team Volunteer

Jane Peterson, LCSW
Clinical Director, Matt's Place

Volunteer (non-voting) Board Representatives

Eileen Ambrose
Carol Prince
Beth Wolfer

EXECUTIVE DIRECTOR

Kathy Klotz

STAFF

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

Melissa Byrd
Administrative Services

Cindy Harris
Office Manager

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

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Business Woman/Restaurantier

Katie Domann, DVM
Veterinarian
Animal Health and Nutrition

Karen F. Duncan, MSN, RN
Former Board Member; Community
Volunteer

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Professor of Early Childhood Education
Indiana University of Pennsylvania

James J. Lynch, PhD
LifeCareHealth Associates
Baltimore, Maryland

Stephanie Magid
Vice President, Goldman Sachs

Sandi Martin, RN, BSN, NCBF
ITA Member

Jeffrey N. Porter, DVM
Cottonwood Animal Hospital

ITA'S SOCIAL MEDIA PRESENCE



Facebook:

Intermountain Therapy Animals

"Likes" 5,012
Followers 4,982

R.E.A.D.

"Likes" 6,334
Followers 6,609



YouTube:

Subscribers 3,380

Views (just of
"Caleb's Story") 9,500,000



Instagram:

ITA Followers 1,860
R.E.A.D. Followers 221



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4050 SOUTH 2700 EAST
SALT LAKE CITY, UTAH 84124
(OR)
PO BOX 17201
SALT LAKE CITY, UTAH 84117

TEL 801.272.3439

www.therapyanimals.org