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# Latham Letter

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PROMOTING RESPECT FOR ALL LIFE THROUGH EDUCATION

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How Did We Come to  
be Known as

“Humane Societies”...

and What’s Our

Connection

with the

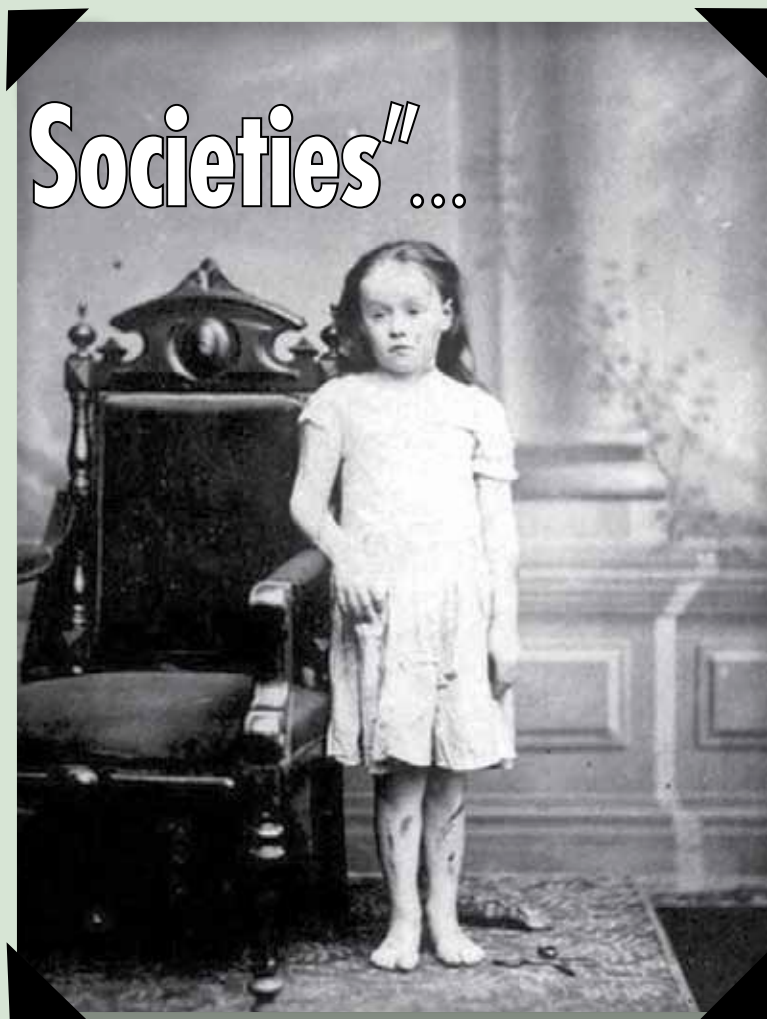
Coast Guard

and the

Fire Department?

By Phil Arkow

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# Edith Latham's Mandate:

"To promote, foster,  
encourage and further  
the principles of  
humaneness, kindness  
and benevolence to all  
living creatures."



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Promotion of Humane Education*

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## ***The Latham Letter***

Balanced perspectives on humane issues and activities

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# The Latham Letter

Volume XXXI, Number 2, Spring 2010

**BALANCED PERSPECTIVES ON  
HUMANE ISSUES AND ACTIVITIES**



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April 2010

Hugh H. Tebault,  
Latham Foundation's  
President with  
Brother Buzz



I have found that time moves at varying speeds. When I was younger, the days seemed to last forever, and getting to the next weekend or summer vacation took a long time. Now that I am not as young, I find that the weeks and months fly by.

Time has yesterday, today and tomorrow – nothing more. Yesterday I remember, today I live and tomorrow I hope for. Sometimes I need to remember the lessons I learned yesterday so I can apply them today. Tomorrow I cannot yet see, but those things I do today are done in hopes of a better tomorrow.

There are many people we meet that make our day worth the experience. One such person has just retired from the Latham Foundation staff, and this *Latham Letter* includes some brief words about her (see next page). Roberta Wallis constantly demonstrated showing respect to others by always being there and showing sincere interest in all questions.

For all those who asked Latham a question or placed an order for our materials, you had a strong and vocal advocate in this office. It did not matter what we might be doing, when someone needed help, it was immediate and took precedence. Roberta was raised in a time when we took our responsibility to provide service as paramount. She tells a story about working as a telephone operator at a large IBM office that illustrates her passion to serve.

At the time, it took two operators to work the switchboard. This was before direct line phones and “the operator” answered all phone calls, then connected you with the person or department you requested. Roberta was new on this job, and did not know everyone’s name. While the other operator was on a break, the phones just went wild, keeping Roberta hopping from call to call. One caller asked for someone Roberta did not know. She saw an employee walking by, and she quickly asked him “Do you know Mr. X? A customer needs to talk with him right now.” She got her answer, and later found out the person she asked was the IBM General Manager. He admired her commitment to task, using all available resources to help the customer.

Think about this in your own business experience. Are you employing all available resources to help the customer? Are you sending a clear message that you know what your mission is and how to help? Exhibit and teach respect by your actions every day.



## The 'Voice of Latham' Retires

March 31, 2010 marked the end of an era at Latham. **Roberta Wallis**, who has been the voice at the end of the phone for almost twenty years, retired. We will miss her and know you will too. Latham often received compliments about Roberta's friendly phone presence and her insistence on filling orders with lightning speed. Luckily, Roberta lives only a few blocks from Latham headquarters and she's an avid walker. We hope she'll find time in her happy retirement to stop by and keep us in line.

Here's what she told us recently.

**L: When did you begin working at Latham?**

**R:** September, 1992

**L: What have you enjoyed the most?**

**R:** The people I've worked with here and our phone inquiries and customers.

**L: Was there one question or one kind of inquiry you particularly remember?**

**R:** Well, I found it especially satisfying to help people when they called about their rights to keep their companion animals in housing.

**L: What's the strangest question you were asked?**

**R:** "Can I bring my dog in?" People seem to think we keep animals here so and I have to explain to them what we do instead, that we have educational materials.

**L: Have you seen any changes in public attitude toward animals over the last almost 20 years?**

**R:** Little purse dogs! When did they become so fashionable and such status symbols? Also I hear more stories about people keeping exotic animals as pets. It's sad when they think they're qualified to live with these animals. Don't they know how inappropriate and dangerous they can be?

**L: Have you changed your mind about anything related to animals over these years?**

**R:** I've always loved animals. My children and I have always had dogs and cats, even a goose once.

**L: What are you going to do now for fun?**

**R:** I'll probably visit Mastick Senior Center more often. That's where I saw the announcement about this part-time job at Latham all those years ago when I was taking a computer class. Mastick has a free movie every Thursday. I'll take some of their one-day outings like to the Planetarium and I'll go more often to Alameda's new movie theater. I'll continue going to my bible study class and my T'ai Chi class, which I love. Once a month I'll go to the Alameda Care Center where we celebrate birthdays with cake and punch. I'll see my daughter and grandchildren in Danville more often. And I'll go gambling if I get a ride!



### Hello Phil and Latham,

*We just got the most recent Latham Letter and I read the article on the Courthouse Service Dog with much interest. More and more of our Children's Advocacy Centers here in Texas are implementing animal-assisted activities. In fact, we're organizing a presentation on Courthouse Dogs in Houston in May. We've also begun talks with Texas Hearing and Service Dogs about collaborating to provide service/facility dogs to CACs in Texas. We're hoping to start with the center here in Austin. Most of our centers use Delta Society certified dogs so we're breaking some new ground with this venture. (In the interest of diversity, we actually have one Delta Society certified therapy cat at the center in Fort Bend County.) I just want you to know that ripples are still spreading out from your visit here a couple of years ago!*

*Hope all is well with you,*

*Selena Munoz, Director of Program Services, Children's Advocacy Centers of Texas, 800-255-2574 [www.cactx.org](http://www.cactx.org)*

# How Did We Come to be Known as

# "Humane Societies" ...

## and What's Our Connection with the Coast Guard and the Fire Department?



By Phil Arkow

People in the humane movement often have to explain to outsiders what a “humane society” is: that we protect animals (and used to protect children) and educate the public about kindness to animals; we’re the same as an SPCA; and that we’re not a branch of a national organization. We think we know what “humane society” means, until we visit the United Kingdom – where SPCAs were invented in 1824 – and find that humane societies in the U.K. rescue drowning victims, or the Philadelphia region, where there are “humane” fire companies.

**How did the word “humane” come to have so many different meanings?**

**Where did we come from?**

### ORIGINS OF A WORD

The association of “humane” with animal welfare is relatively recent. The word is derived from the Latin *humanus* and the French *humaine*, and was a common earlier spelling of “human;” even today, one often finds “inhuman” interchanged incorrectly with “inhumane.”

By about 1500 “humane” described gentle, kind, courteous, friendly behavior as befits a human being, with no reference to protecting animals. In Shakespeare’s *Coriolanus*, written in 1608, starving plebeians say that if patricians gave them surplus food “we might guess they relieved us humanely,” and a senator recommends airing their grievances to Coriolanus as “the humane way,” compared with executing him, which “will prove too bloody.”

By 1700 the word had come to describe sympathy with and consideration for the needs and distresses of others. Samuel Johnson’s seminal 1755 *Dictionary of the English Language* makes no association with kindness to animals, defining humane as “kind, civil, benevolent, and good-natured.”

## THE WATER CONNECTION

“Humane” took on a whole new human welfare meaning in 1774 with the formation of the Royal Humane Society in London. Modeled after organizations founded in China in 1708 and The Netherlands in 1767, the Royal Humane Society was chartered to recover persons who had apparently drowned. Fears of premature burial, fueled by actual cases and folk tales, were widespread in this era and were aggravated by even greater fears of “a fate worse than death” – that corpses might be stolen and used as anatomical objects for dissection in the new science of medical education.

The Royal Humane Society, which exists today, and its offshoots in the U.K., Ireland, Australia and New Zealand, established lifesaving stations, lifeboats and programs to rescue sailors. The British organization claimed in its first decade to have saved the lives of 790 persons believed to have drowned.

Similar groups were initiated in Paris, Venice, Hamburg, and Milan. By 1786, the movement had crossed the Atlantic Ocean, coming to Boston. The Humane Society of the Commonwealth of Massachusetts, the third oldest charity in the state, was founded “for the recovery of persons who meet with such accidents as to produce in them the appearance of death, and for promoting the cause of humanity, by pursuing such means, from time to time, as shall have for their object the preservation of human life and the alleviation of its miseries.”

Early American humane societies in Boston, Philadelphia, New York,

and elsewhere erected rescue sheds and boathouses along the Atlantic seaboard and published guidelines for the “reanimation” and resuscitation of persons who appeared to have died from drowning, heat prostration, hypothermia, and lightning strikes. These organizations became the forerunners of the U.S. Life-Saving Service which evolved into the Revenue Marine Corps, the Revenue Cutter Service, and today is known as the U.S. Coast Guard.

In the early 19<sup>th</sup> Century, American humane societies fought for social welfare causes. The Humane Society of the City of New York in 1810 called for the closing of “petty taverns and grog-shops” which, while seen as being necessary for the weary traveler, were called “the nurseries of intemperance, disorder and profligacy” among the laboring poor. It is unclear why these organizations extended their missions from lifesaving to social reform, or when they returned to their roots: lifesaving humane societies today award Resuscitation Certificates, commendations, and medals for bravery to those who risk their lives saving others. They offer swimming and lifesaving training, and support programs that prevent accidents, injuries and death upon the waters.

## THE FIRE CONNECTION

Other early American usages of “humane” were humanitarian in scope but made no reference to kindness toward animals. The word is commonly found in early calls for penal reform: William Penn in 1681 created “a more humane house of correction based on labor,” and Benjamin Franklin in 1790 advocated for “humane treatment of inmates” in Philadelphia’s Walnut Street Jail.

Meanwhile, in an era of private-subscription fire companies (which Franklin also initiated), “Humane Fire Companies” were established in Philadelphia (which boasted a Humane Fire Company, founded in 1794, a Humane Hose Company (1805) and a Humane Bucket Company (1819)). Other Pennsylvania Humane fire groups were started in Easton (1797), Womelsdorf (1846), Norristown (1852), Mahonoy City (1867), and Royersford (1883), and Bordentown, N.J. (1858). The Pottsville, Pa. Humane Fire Co. No. 1, founded in 1829, is in service today in a fire station located on Humane Avenue.

Language is a living thing, and “humane” continued to evolve. The first attempt to start what today would be called a federated fund raising drive was undertaken in Philadelphia in 1829 by one Matthew Carey, who entreated 97 “citizens of the first respectability” to sign an appeal entitled, “Address to the Liberal and Humane.” In ordering the forced relocation of five Native American tribes from Mississippi and Alabama in the infamous 1829 “Trail of Tears,” President Andrew Jackson told Indian leaders that the resettlement was the only way by which “they can expect to preserve their own laws, & be benefitted [sic] by the care and humane attention of the United States.” An 1840 morality tale by a Mrs. Blackford describes how a couple in 1745 “humanely” took it upon themselves to care for the children of neighbors who were imprisoned during Scottish insurrections.

*ARKOW, continued on page 16*

# When the Adopters Show Up, Will Your Shelter Be Ready?

**The Ad Council's first public service campaign for shelter animals may put shelter customer service to the test.**

*Reprinted with permission of Maddie's Fund Resource Library ([www.maddiesfund.org](http://www.maddiesfund.org))*

With the launch of The Shelter Pet Project, the Ad Council's first public service campaign for shelter animals, chances are you're going to find your phone ringing off the hook while people are standing three-deep at your reception desk. Are you ready for the onslaught?

Like most charitable organizations – and even, in these tough economic times, many businesses – shelters are already stretched to the limit. A few lessons from the business world can go a long way towards helping you do your best by the people who want to adopt from your shelter and the animals who need those loving new homes.

## **Petfinder.com survey**

Petfinder.com surveyed visitors to their pet adoption website, asking what kinds of experiences they had while trying to adopt a pet, and how

happy they were with the overall process. This was a group of people who considered themselves extremely committed to adopting rather than buying a pet; more than half said they intended to adopt “no matter what.”

Unfortunately, their dedication wasn't always met with the kind of welcome it deserved. Forty percent of the time, their inquiries at shelters went unanswered. And when that happened, they became three times as likely to view shelter workers as “unprofessional” and shelters as “unpleasant.” Worse, even among this group of people determined to adopt, lack of response doubled the chance they'd reconsider adopting. And if that lack of response was paired with an attitude they found slow or patronizing? It quadrupled it.

## **A new perspective on shelter customer service**

The Petfinder.com survey – and common sense, too – shows clearly that animals benefit when adopters have good experiences at shelters. But a lot of people in the animal welfare world shy away from terms like “customer service,” thinking it reduces animals to a commodity and shelters' compassionate mission to a commercial transaction. This movement isn't about marketing, it's about saving animal lives, they say.

But every type of charity, from groups fighting cancer to churches, thinks in terms of marketing its message. And your message, amplified a thousand-fold by millions of dollars in free publicity from The Shelter Pet Project, is that shelters are great places to find new companions, and that the animals in shelters are great pets. You're not selling the animals themselves; you're selling an idea about the animals and the shelter, too.

Like all messages, that one will go down a lot more easily with a spoonful of sugar – which is, in this case, good customer service. And whether the setting is commercial or charitable, good customer service is the same. It's direct eye contact and a smile when silently acknowledging that someone is waiting while you handle a phone call, instead of turning away or looking down.

It's doing your best to put yourself in the other person's shoes, instead of judging them for the way they're dressed or the kind of car they drive – or even how you imagine they'll treat their pets.

And it's knowing when you're getting burned out and need a little break from interacting with the public.

## **What you can do**

A friendly smile at the front desk and a warm note in your voice when you answer the phone will go a long way to giving the message that potential adopters are in the right place to find a new pet.

Learn from your own experiences on the receiving end of customer service, good and bad. Companies like Nordstrom, Zappos.com and L.L. Bean are legendary for their great customer service. You can probably think of



local businesses that are well-known for providing a friendly, positive experience for their customers, too. Check out their stores, outlets, or web sites and see for yourself what sets them apart. Ask yourself if there's anything you can beg, borrow or learn that can help your shelter cope with increased business from The Shelter Pet Project.

Then do the same with businesses or agencies with the opposite reputation. Notice what drives you crazy when you have to deal with those businesses or agencies, and then see if your shelter doesn't share some of their failings. Do things like phone calls that aren't returned, endless hold times, inflexible rules and procedures, lack of convenience, cluttered or even dirty facilities create a negative impression in people's minds and subtly reinforce the message that shelter animals are damaged goods?

There are some resources out there for shelter volunteers, staff, and management to improve customer service when dealing with the public, as well as more general resources that can also be helpful.

## Shelter-specific resources

Petfinder.com has a library of useful information related to shelter management, including several articles on customer service, in its management library; be sure to read the section called "Working with Adopters." Then head over to the website of HSUS' magazine *Animal Sheltering*, and check out their customer service library, too.

Robin Starr, executive director of the Richmond SPCA, gave a presentation on customer service in shelters at the Maddie's Fund day-long seminar at the 2009 HSUS Animal Care EXPO.

PetSmart Charities has a terrific online seminar on customer service for animal shelters that you can listen to at no charge. Just go to <https://petsmartcharities.webex.com/> and click on "recorded sessions" in the left hand column. Then scroll down to "Sit, stay, adopt: Customer service training," and click on the green arrow to the far right of the title and description. Fill out the simple form that pops up, click on "register," and the audio should launch. (Note: You may have to push the "stop" button and then hit "play" before the program will start.) *Animal*

*Friendly – Customer Smart: People Skills for Animal Shelters* by Jan Elster is a workbook full of helpful tips, games and exercises aimed at improving customer service in shelters. Elster is a consultant with 25 years of experience. You can order the book at <http://www.shelterskills.com>. Some of the information is a little outdated, but there are some useful question and answer sessions, suggested books, and links to additional information in this customer service article from Best Friends Animal Society.

The ASPCA gave kudos to the Wisconsin Humane Society for its customer service program: "[The] Wisconsin Humane Society has

transformed its adoption process into an open, transparent experience. While still providing careful stewardship of the animals, WHS builds relationships with adopters based on trust, education, and support. [They use] some simple approaches to great customer service that even very small organizations can implement at little or no cost." Find it here. Also from the ASPCA, what shelters can learn from dog training to help them have better relationships with the public, and more tips from the Oregon Humane Society.



## Recommended reading:

*Super Service: Seven Keys to Delivering Great Customer Service ... Even When You Don't Feel Like It! ... Even When They Don't Deserve It!*

By Jeff and Val Gee

Unlike most books on customer service, this one was written for the "front line" worker – the person who answers the phone and staffs the front desk – rather than management. It focuses on how you can deliver friendly, excellent service to people who are driving you insane.

*Raving Fans: A Revolutionary Approach To Customer Service*

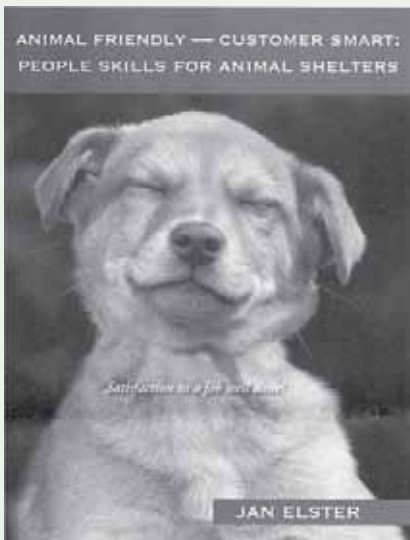
By Ken Blanchard and Sheldon Bowles

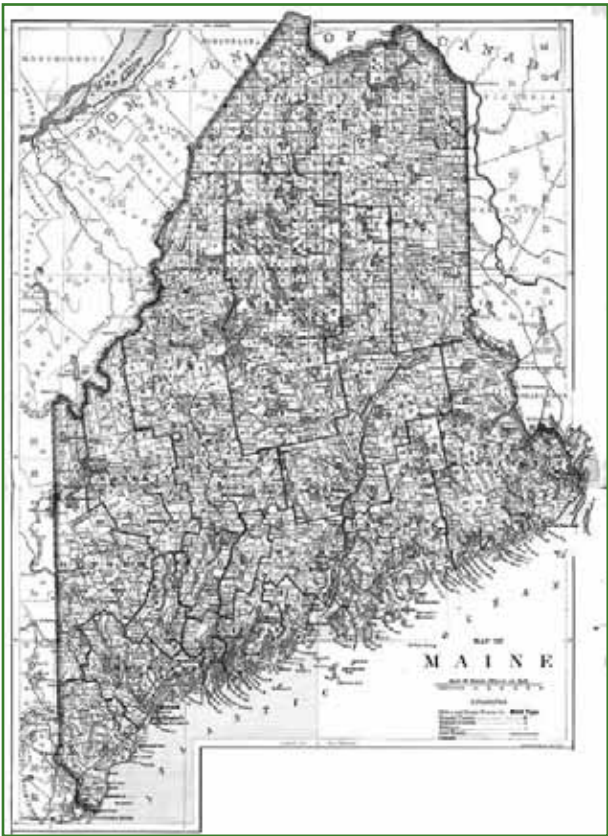
From the folks who brought us the "One Minute Manager" series, this book uses a "bad customer service of Christmas past" kind of approach to demonstrating its principles. Information that's useful to both management and staff.

*Customer Services for Dummies*

By Karen Leland and Keith Bailey

It's arguable whether calling your readers "dummies" is a great way to approach the issue of customer service, but like the whole "Dummies" series, this book is full of well-organized, useful tips and information to give you a head start in improving the way you and your agency interact with the public.





# Putting the Link to Work at the Local Level

## Maine's Linkage Project moves beyond theory

*By Tonya DiMillo and James Gemmell*

**The story in this article has been compiled from different but actual stories. Elements have been altered to protect the anonymity of the individuals mentioned.**

**S**amantha knew that she needed to leave her husband. Her situation had gotten out of control and she was slipping into a deep depression. She and her children were suffering terribly, terrorized regularly in their own home. But so many things stood in the way of her leaving. How could she simply pick up her children and move them out of their home? Would her husband follow them? Where would she live? Where would the kids go to school? What would she do for money? And, most horrifying of all, what would become of her beloved Chocolate Lab, Rufus? Her dog was a great source of comfort in these miserable times, a true companion, and often a protector. Indeed, her husband seemed to recognize Rufus' value to Samantha. He had already savagely beaten the dog in a fit of rage. And, he had regularly threatened to kill Rufus if Samantha ever left.

Stories such as Samantha's, unfortunately all too common, are at the heart of the Linkage Project, an effort to create awareness, through training, policy, and practice changes, of the link between animal cruelty and human violence. Begun in Maine in the early 1990s, the Linkage Project grew from the efforts of many individuals in various fields: animal welfare groups, child welfare workers, public safety officials, justice officials, and others. These people had long realized that a link existed between animal cruelty and violence against people. They had witnessed it play out countless times in communities and homes across the state, but until then had not fully articulated or explored its implications at the individual-familial level or at the cultural-societal level. This link was particularly evident in domestic violence cases where pets existed as family members. Professionals responding to domestic violence cases had witnessed many situations like Samantha's ending tragically where human victims remained trapped in abusive relationships and their animals suffered horrible cruelty and death. So, the Linkage Project founders began to strategize a method for raising awareness of this link and ultimately come up with real solutions for helping people like Samantha and their pets.

The Linkage Project founders also knew that the link between animal abuse and human violence was not limited to cases of domestic violence but could be found in almost all cases where animals suffered abuse or neglect; cases of hoarding, cases where adolescents tortured animals, and other such situations. Raising awareness of this link and creating policy and practices that would

# Maine's Linkage Project

address it would require a widespread education campaign, and not just in Maine, but across the country and around the world. Moreover, it would require groups of many different disciplines partnering and working together at the local level first, then at much broader state-wide levels.

The Linkage Project's mission was simple. It would bring together members of varied disciplines with the intention of:

- *making the public aware of the animal cruelty/human violence connection,*
- *changing public policy and practice to alleviate animal cruelty and human violence,*
- *training professionals who provide services to animals and people to recognize the link between animal cruelty and human violence,*
- *and finally, partnering and collaborating with all organizations involved in the well being of animals and people to develop pragmatic solutions to situations of animal abuse and human violence.*

In those early days as interest in the Linkage Project increased, the Project sought more extensive funding and an agency to host it. The Children's Advocacy Council of Cumberland County (CAC), a division of Youth Alternatives Ingraham, stepped in to fill this role. CAC received two grants from private foundations which would allow the Linkage Project to launch a state-wide campaign to spread awareness of and develop responses to the link.

The Project began its work by identifying organizations and agencies throughout Maine whose missions and agendas intersected around the well being of animals and people. The Project then offered general education and guidance on the Link to these organizations through a simple Power Point presentation or a more specialized training through a "train the trainer" curriculum. The Project successfully trained law enforcement workers, humane agents, direct care and social service workers, and foster parents. From January of 2006 through December of 2007, the Linkage Project provided general or advanced training to nearly 420 individuals.

During this period, discussion of the Linkage Project and its mission slowly found its way into public discourse. This heightened level of discussion was prodded by several simultaneous high profile and tragic cases of animal cruelty and neglect in Maine, including well publicized incidents of severe hoarding, and torture of animals by adolescent boys. Through publicity around these incidents, and public discussion of the Link, more and more individuals and organizations came forth wanting to become a part of the Project. This period saw the establishment of the first county committees. These committees, consisting of representatives of several different disciplines, had been part of the original Linkage Project plan put forth in its first grant proposal. As the number of county committees grew, the need for a state-wide advisory committee consisting of animal welfare and human service organizations became apparent.

The current Statewide Advisory Committee is comprised of key policy makers and state agency leaders, including representatives from:

- *The Animal Welfare Program of the Maine Department of Agriculture*
- *Maine Department of Public Safety*
- *Maine Department of Health and Human Services*
- *Maine Coalition to End Domestic Violence*
- *Maine Federation of Humane Societies and Humane Society of the United States*
- *Ad Hoc Members: Commissioner of Public Safety and the Legislative Director of the Maine Department of Health and Human Services – both have expertise in the animal-human bond.*

Once the Statewide Advisory Committee was firmly established and given its membership of key leaders and policy makers, the guiding principles of the Linkage Project were slowly integrated into practice by several state agencies. Legislation and policy changes followed. These included legislation encouraging cross discipline reporting, whereby a social worker can alert an animal control officer to suspected animal abuse (such as a malnourished or injured pet) without breaching client confidentiality; legislation that would include pets in Protection from Abuse orders which became the basis for Maine's current law to protect pets from domestic violence; and legislation exempting animal control officers from civil lawsuits or criminal action when they report suspected child or elder abuse.

**While all of these legislative actions have had a great impact on furthering the Linkage Project's mission, the practice that may have had the most profound impact on cases of domestic violence where pets are present is the establishment of the Pet Questions.**

**Today in Maine, in the investigation of any case of domestic violence, child protection, adult protection, juvenile corrections, or human services agency workers – both government and community based – ask family members questions about their pets as part of an intake or assessment process. The questions are:**

- *Are there pets in the home?*
- *How does each family member treat the pet?*
- *Do you worry about something bad happening to your pet?*

**Prior to the integration of these questions, for most agencies in Maine, pets were not taken into consideration as members of a family unless they posed a danger to the visiting caseworker. Today, a wide array of intake forms for Maine services now ask about the family's pets.**

The next step for the Linkage Project, now that it has established policy change at the state level, is to integrate the Link further into our communities, to take the Project's mission beyond awareness and policy change and into the realm of real-life practice and pragmatic solutions to the problems facing families and communities. This is where Community Partnerships for Protecting Children (CPPC) comes into play. Thanks to the Linkage

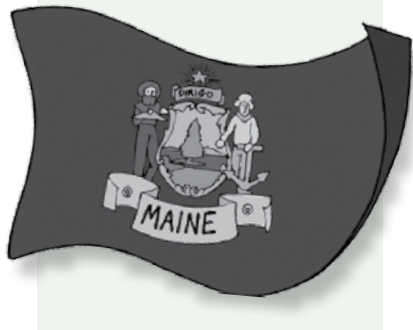
Project and to its membership in CPPC there is hope for Samantha, her children, and Rufus.

Samantha's story demonstrates just how deeply integrated animals are into the very fabric of our communities and families. The resolution of Samantha's family's problem, including Rufus' immediate safety and well being, requires a partnership of several different organizations in the community; domestic violence counseling, child welfare professionals, a safe haven for Samantha and her children during the crisis, job training, affordable housing, educational services, food pantries, veterinarians, pet foster care, police, day care, perhaps a faith based group to name a few. Organizations like these are partners in CPPC and while working together with Samantha for some stability in her life and the lives of her family, including Rufus, these organizations will find that in each of their missions is a connection to the Link.

CPPC began in three communities in Cumberland County, Maine, initially under a grant from a national child welfare foundation. Like the Linkage Project, it is administered by Youth Alternatives Ingraham. Its purpose, broadly, is to cultivate relationships with a broad range of people, organizations, and community institutions so that they may work in partnership to creatively address unmet family and community needs at a very local, grassroots level. Currently, there are more than 30 community partners involved with CPPC. When the Linkage Project was searching for a means of integrating itself with communities to find practical solutions for families like Samantha's, it made sense that it become a member partner of CPPC.

Today, animal welfare is formally integrated into the CPPC mission. Pets are included in all CPPC partner contracts, family case plans, safety and emergency plans, and treatment. A local animal welfare group regularly attends CPPC neighborhood team meetings and participates in social service provider meetings where individual family cases are discussed and practice changes are made. This partnership promotes best practice standards for animal-human bond and provides practical tools for early identification and prevention of animal abuse. Animal control officers, state humane agents and animal welfare representatives are soon to be working as part of the neighborhood multidisciplinary team of case workers, community policing agents, housing coordinators, in order to more efficiently and effectively identify and respond to individual cases of abuse and neglect.

The next step in the integration process of the Linkage Project's mission with CPPC is to increase the capacity for communities to respond when children or adults perpetrate or witness abuse towards animals. The Linkage Project has scheduled a statewide training for clinicians in the assessment and treatment of people who abuse animals or witness animal abuse using a nationally recognized curriculum. The Linkage Project is also developing a curriculum for humane education in the local schools and communities that



are CPPC partners. In addition, the Project is working to incorporate the Link into various social service programs' existing curriculums.

For Samantha, her children, her husband, and Rufus, this is good news. After she was able to gather her courage and approach a friend to tell of her problem, that friend contacted a CPPC partner agency in the

neighborhood, a social services provider. That agency quickly found temporary shelter for Samantha and her children at a local family crisis center, also a CPPC partner. The crisis center then worked with Samantha on an assessment of her family's needs. Their dog Rufus was included as a member of the family. A crisis team meeting was called. Samantha was included as a member of the team and together they found resources that would help Samantha map her way to her goal of independence and well being for her family. The team also developed a safety plan that included Rufus. The family crisis center contacted the local animal welfare agency, also a CPPC partner, to assist Samantha in establishing sole ownership of Rufus, obtain a pet protection order, and locate a pet foster home while she and her children continue to reside at the shelter. All CPPC resources will continue to support Samantha's family, including Rufus, as they slowly integrate back into the community. Samantha's husband was counseled and referred to a program for domestic batterers.

As the Linkage Project moves forward with its efforts to integrate its mission into communities and neighborhoods across the state, it brings lessons learned back to the state-wide advisory group for adjustment, policy review, legitimacy, and continued advocacy. For Samantha and her family, the Linkage Project in conjunction with CPPC was crucial. Today, she is looking toward the future with hope. She is certain that through CPPCs efforts to keep families intact and living in permanent housing in safe communities that Rufus, as an integral member of her family, will soon be home. There will be bumps in the road for sure, but she knows now that she will always have support.



For further information, contact:

Tonya C. DiMillo  
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50 Lydia Lane • South Portland, Maine 04106  
[www.linkageproject.org](http://www.linkageproject.org)

<http://www.Ylmaine.org> • direct: 207.874.1175 XT 6042  
fax: 207.874.1181 • toll free: 1.877.429.6884

I wrote this poem in dedication and remembrance to my dog "Zeus," an intelligent, intuitive, and compassionate golden retriever of a soul. He retrieved my soul and didn't let me lose it while I was suffering from the PTSD of rape and childhood domestic violence.

## My Dog

*I was a victim of crime so many years ago,  
Into my body they broke,  
Precious possessions they took,  
Some spirit, some soul...  
I could not stop them.*

*Into my psyche,  
The pain I did stoke,  
But oh that thorn, it festered,  
The poison spread,  
And the fever never broke.*

*A decade later still,  
I would scream in the night,  
A loved one would awaken,  
And then, hold me tight.  
My dog, he watched,  
He learned,  
Inside I wasn't right.*

*Then as time progressed,  
The night terrors, they tried to attack,  
But gentle kisses would awaken me,  
To hold those bad dreams back.  
My dog, always alert and waiting,  
He cared to help me through those nights.*

*None of my shame did he perpetuate,  
None of the blame would he foster,  
When from me those helpless tears would flow,  
Again, those gentle kisses he would show.*

*When the darkness seemed like a rising tide,  
Never would he ever leave my side.  
When the grief was so embalming,  
A hug around his neck to me was calming.  
His unconditional love never wavered,  
Why was my love for myself then so difficult to  
be savored?*

*Today I am a survivor,  
And life again seems mostly nice,  
The debt I owe my dog though,  
Could never have a price.*

Dr. Beth Allen DVM  
Elba, NY  
2-05-2009

# LITTLE SWEET: Giving up is hard to do.



By Jude Roche

When I first saw her, she was two pounds of shiny black fur with a face like a monkey and a voice like a kitten. I held her in my cupped hands and immediately named her Little Sweet. She was eight weeks old. She and her sister had been orphaned when their mother died the day after their birth. Now, I was about to separate the two again. I am 87 years old.

There had always been at least one dog in our family, not a pedigree among them. At the time, dog training was a practice done for AKC events. Dog walking had not yet become a business. At our house, someone would yell “Let the dog out.” And the dogs knew what to do. They seemed to know which furniture they were allowed to be on and on whose bed they might sleep. They ate commercial dog food but they also received scraps from our table. They were members of the family.

As families do over the course of years, ours changed. The kids left, established their lives, adopted their own pets and our family dwindled down to just me, Dad and Doga.

For seven years we lived together until Dad died and Doga and I were the only ones left. Heartbroken, I parted with her when she was 12. Well-meaning friends advised, “Get another dog.” I could not. One of us would die and leave the other. It would be neither feasible nor fair to bring a dog into a one-person household.

And so, for the next ten years, I lived alone. Last fall, visiting friends upstate, I met their little three-year-old

Maltese. She sat in my lap as I read or just enjoyed the mountains’ autumn show. What a peaceful feeling that was and I began to think I could have such a little dog in my life.

My daughters and I began a serious search of the Internet to find the right dog. On site after site we saw scores of desirable puppies. Lap dogs had not only become fashionable, they’d become expensive. My daughters wisely cautioned me to resist adopting a puppy because of the full-time attention it would demand. But now, I was really into it and I felt confident I could handle it. How much trouble could a little dog be? If someone had suggested I take on the care of an infant, I’d certainly have thought twice about that. But that’s what I did; I took on the care and feeding of a puppy which turned out to be much more strenuous than tending a baby.

I turned my bathroom into a kennel, installed a crate, covered the floor with newspapers, equipped the

room with bucket, broom and mop. I cordoned it off with a step-over gate which, after I fell over it a few times, we replaced with a baby gate. That allowed me to confine my little roommate in comfortable quarters while I went about my day. I soon realized that it was not my day, but hers, and I was her keeper.

It did not seem humane to have her locked in a crate, so gradually I let her out to explore the rest of the house. She discovered a favorite place to poop – right at the front door on the hardwood floor. Scrubbing up puppy-do several times a day might have been handleable 40 years ago, but my arthritic joints were rebellious. Not only that, she had teeth like a piranha that needed to be sharpened constantly on anything her little mouth could reach. Baskets, books, furniture, plants, my clothes; everything was vulnerable to those teeth. Besides, her appetite was insatiable and things like staples, bits of plastic, pebbles and stray Kleenex went into her digestive system. My time was spent just keeping track of where she was peeing and what she was chewing up. The only time I had to do anything else was when she was confined behind the gate in the bathroom kennel. Well, feisty little creature that she is, she was finally able to spring the clasp on the gate, rendering it useless.

At night, I confined her in her crate. She didn't mind. However, like an alarm clock, at four ayem, with just one positive Yup, she'd wake me and our day would begin. Oh, yes, in spite of it all, we began to bond. She has come to think of me as a chair. Indeed, it was in her job description to be a lap dog – but, at the computer, the desk, the drawing board, the television, the bathroom?

She has some annoying habits. For instance, while resting in my lap, she constantly licks my clothes. Very annoying.

When company comes, she is impossible to control. Not all visitors appreciate her enthusiasm and it became necessary to put her behind a closed door before welcoming anyone in. Very annoying.

It was the caprophagia that was the hardest to deal with. The vet assured me that it was a very common nuisance of puppies and that it would stop.

However, she does her part. She hears for me - sounds my old ears might miss – the telephone, the doorbell, an intruder in the garden, an unexpected guest. Just a few Yups in a pleasant mezzo voice alert me that something is different, something needs my attention.

I am discovering how smart she is. Whenever I call her name, she comes. I've persuaded her to sit and stay so I can get dressed or perform some chore she can't 'help' me with. I hate to leave her alone when I need to go out but I am careful to reward her whenever she behaves. I've come to realize that she doesn't understand why I am in a rage about her mischief and her mistakes. To her, it is only playing. As I adapt to her habits, it becomes easier.

I took down the gate and kept the crate open so she could opt to sleep wherever she chose. She is a jumper and she finally scaled my bed. She likes it there and that's where she sleeps. Now, when she wakes up at four ayem, she takes her morning walk on my face.

Little Sweet is just that. For the right family, she will be a delight. I love watching her run thru the house, chasing a ball; dancing on her dainty hind legs; pestering the stuffing out of her favorite toys. I love that she is soft and warm

and wants to sit in my lap. I even like that she is smart enough to outwit me. But, she needs exercise which I can't give her. It was my mistake to think I was up to the fostering of an energetic little dog. To give her credit, she does her job of lap-sitting to perfection, but she needs to be rewarded with more than a few strokes of affection.

In the beginning, my daughters cautioned me to release her if I couldn't handle it; to give her up before we became attached to each other. I kept thinking I could overcome my inability to cope and, although I made major adjustments to do so, I was physically and temperamentally unable to meet the challenge.

As I watch her moving thru my house, I see that it is also her house. Her toys are scattered all about and she has napped on every sofa, chair and bed. She knows my signals: when the television goes on, it's lap-nap time. When I'm in the kitchen, she waits for the dishwasher to open so she can help clean the plates. She waits patiently for her bowl of kibbles until I've brewed my coffee. She's gotten the hang of the piddle pads and almost always goes there. I don't even care that my carpeting is beyond restoring or that my life is on hold, or that she's a costly toy. I care that she should have a good appreciative home. I've broken her in. It can only get better in a better place.

It will not be easy to give her up. But I will. Before I see the next full moon, I will deliver Little Sweet to a compassionate shelter where they have agreed to find her the ideal home.



Jude Roche  
15 Aske Street • Warwick NY 10990

ARKOW, Origin of "Humane Societies"  
continued from page 7



## THE HUMAN-ANIMAL CONNECTION

At some unknown point, "humane" came to include showing compassion and tenderness towards what the *Oxford English Dictionary* called "the lower animals." It has been speculated that the "Little Mary Ellen" case in New York City in 1874, in which the fledgling ASPCA successfully initiated the first prosecution of a child welfare case, caused animal welfare organizations to choose a broader name reflecting a wider responsibility, but several uses of "humane" in an animal welfare context pre-date the 1874 incident.

An unnamed "humane society" was cited by Thoreau in *Walden* in 1854 as being the greatest friend of hunted animals. "No humane being, past the thoughtless age of boyhood, will wantonly murder any creature which holds its life by the same tenure that he does," Thoreau wrote, although elsewhere he apotheosized Nature when the winds sigh "humanely" and described philanthropy as a "humane" pursuit. In *Cape Cod*, published in 1865, he described the "Charity or Humane Houses" erected on the beaches of Barnstable County, Mass., where shipwrecked seamen may look for shelter; in an incident where a little boy had poached 80 swallows' eggs from their nests, Thoreau wrote, "Tell it not to the Humane Society."

The earliest use of "humane" in an extant animal welfare organization appears to be in the first annual report (1869) of the Pennsylvania SPCA, in which a fund raising appeal is made to the "humane" citizens of Philadelphia. The Oregon Humane Society was founded in 1868, and the Missouri Humane Society in 1870, but it is unknown whether these were their original names or subsequent name changes. The Illinois SPCA, founded in 1869, changed its name in 1877 to the Illinois Humane Society to more accurately represent an expanded focus that had come to include the prevention of cruelty to children.

Following the "Little Mary Ellen" case, many SPCAs added child protection to their work. Child protection helped align the fledgling animal protection movement with other social reform and social justice movements concerned with cruelty, violence and the social order. Pioneering and muckraking social reformer Jacob Riis in 1892 described the American Humane Association, founded in 1877 as the International Humane Society, as protecting "the odd link that bound the dumb brute with the helpless child in a common bond of humane sympathy." By 1922, 307 of American Humane's 539 animal protection organizational members protected abused children as well. Even today, American Humane maintains parallel child and animal protection divisions.

How such a human-centric organization with a mission of re-animating drowning victims came to embody animal protection remains unclear.

However, the prevention of cruelty to animals followed a general trend in the evangelical and social justice movements in which animals' interests were addressed once other social reforms, such as slavery, women's rights, prison reform, conditions for factory workers, and the care of the insane, were undertaken.

## A MYSTERY LEFT UNSOLVED

The origins of "humane society" in conjunction with animal welfare remain shrouded. How our "humane movement" spread from the U.K. to the U.S., while "humane society" kept its original human lifesaving definition in the British context, is a subject for ongoing discussion and historical research. The author welcomes input from readers who can shed light on this curious etymological mystery.



Phil Arkow is a Consultant and Contributing Editor to The Latham Foundation, and a Consultant to the American Humane Association. Contact Phil for more information on the early history of humane societies at [arkowpets@snip.net](mailto:arkowpets@snip.net) or 856-627-5118.

## Got the mouse!



Photo credit: Peter and Rosa Tebault



# Bomb-sniffing Dog Wins Britain's Dickin Medal for Heroism

**LONDON** — A perky British Labrador whose bomb-sniffing exploits helped save lives in Afghanistan was decorated for canine courage in a ceremony at London's Imperial War Museum recently.

Eight-year-old Treo joins a menagerie of heroic animals honored over the years with a special award known as the Dickin medal, including 32 pigeons, three horses and a cat.

Sgt. Dave Heyhoe, the black Lab's handler, said he was "very proud indeed," adding the award was not just for him and his dog but "for every dog and handler that's working out in Afghanistan or Iraq." Treo merely flicked out his rosy tongue as he and Heyhoe posed for photographs with the silvery medal. He squirmed as the medal was fitted around his neck.

The military nominated Treo for the prize in recognition of his help uncovering a series of Taliban bombs during his time serving in Helmand Province, an insurgency hot spot, in 2008. The Labrador is the medal's 63rd recipient since its inception in 1943, according to the People's Dispensary for Sick Animals, the charity that awards the prize.



Man's best friend has won a big share of the medals, including a collie named Rob who joined British commandos in repeated parachute operations behind enemy lines during World War II. More recently, Sadie, another bomb-sniffing dog, was awarded the Dickin medal for helping to alert coalition forces to an explosive hidden under sandbags in Kabul in 2005. Other animals, notably carrier pigeons used in World War II, have bagged honors as well. Countries from Australia to Hungary occasionally honor exceptionally brave animals with medals in a variety of contexts.

There's no equivalent to the Dickin medal in the United States, although military animals have been honored with medals or memorials on an unofficial, ad hoc basis.

The most famous U.S. recipient, a World War I probable Pit-Bull mix named Sgt. Stubby, served in 17 battles, was wounded in a grenade attack and survived several gassings. Between locating wounded Allied soldiers in the trenches, he even managed to help nab a German spy. Stubby, now stuffed and on display at the Smithsonian, was awarded several medals, including a Purple Heart, and the canine was made a lifetime member of the American Legion. But the practice of giving medals to animals was eventually abandoned by the U.S. military on the grounds that the practice risks devaluing the awards given to soldiers. Lisa Nickless, a spokeswoman for the animal charity, said no one had raised any such concerns about Treo. "He saved human life," she said.



— *Associated Press*



For  
Interested  
Writers...

# Author Guidelines



The editors welcome manuscripts relevant to the Foundation's interests and mission but reserve the right to publish such manuscripts at their discretion. The Latham Foundation promotes respect for all life through education; *The Latham Letter*, now in its 31st year, presents balanced views on humane issues and activities throughout the world. We are particularly interested in articles that will appeal to the *Letter's* diverse readership. Subscribers include animal welfare and social service professionals, veterinarians, university students, and individuals interested in humane education, the human-companion animal bond, animal-assisted or animal-facilitated therapy and interventions, and the connection between animal abuse and other forms of violence.

Submissions should be between 500 to 2,000 words and, if possible, e-mailed as an attached Microsoft Word document with a brief cover letter explaining your submission. The cover letter should include authors' names in publishing order and the name, address, telephone (home and work) and fax numbers and the e-mail addresses for the corresponding (submitting) author. If the manuscript already exists in other document formats, please save it as a rich-text (.RTF) file before submission.

Photographs, tables, figures and other related graphics such as an organization's logo are encouraged. Photographs should be properly labeled with credit and captions and submitted either as high resolution files or as originals, which will be scanned (and returned if requested). Please include copies of all signed releases.

Tables and figures should be submitted as separate files in their original format. Please do not integrate them into the electronic text.

Submissions should conclude with a brief biographical paragraph about the author(s) including preferred contact information.

The ultimate decision regarding the appropriateness and acceptance for publication lies with the Latham Foundation. All accepted manuscripts are subject to editing for space and to conform to the *Associated Press Stylebook*.

Published authors will be expected to transfer copyright to the Latham Foundation for the Promotion of Humane Education. *Latham Letters* appear in their entirety as .PDF files on the Foundation's website [www.latham.org](http://www.latham.org). Please keep original copies of the manuscript in your possession.

Send queries or manuscripts to:

Judy Johns, Managing Editor, *The Latham Letter*

The Latham Foundation for the Promotion of Humane Education

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[JJohns@latham.org](mailto:JJohns@latham.org) or (Direct) [JudyJohns1957@sbcglobal.net](mailto:JudyJohns1957@sbcglobal.net)

You can now view a presentation of our mission *plus* clips from several of our films on You Tube.



**Here are the links:**

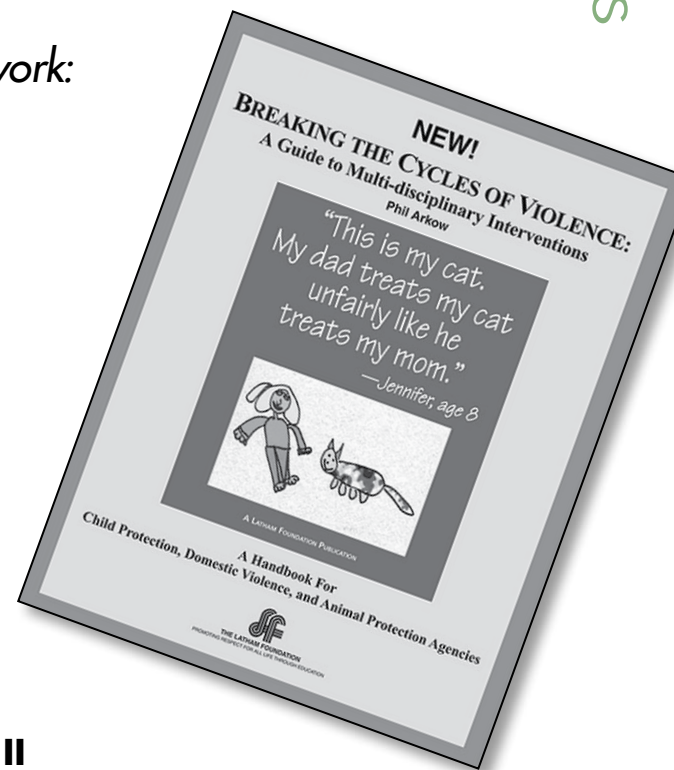
The Latham Foundation 2009	<a href="http://www.youtube.com/watch?v=aSQaTcRcCF8">http://www.youtube.com/watch?v=aSQaTcRcCF8</a>
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*Also available to help you with your important work:*

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*Cycles I and II films (available on VHS or DVD) and a Revised Handbook by Phil Arkow*

Please visit us at [www.latham.org](http://www.latham.org) for information about our affordably-priced films and books.

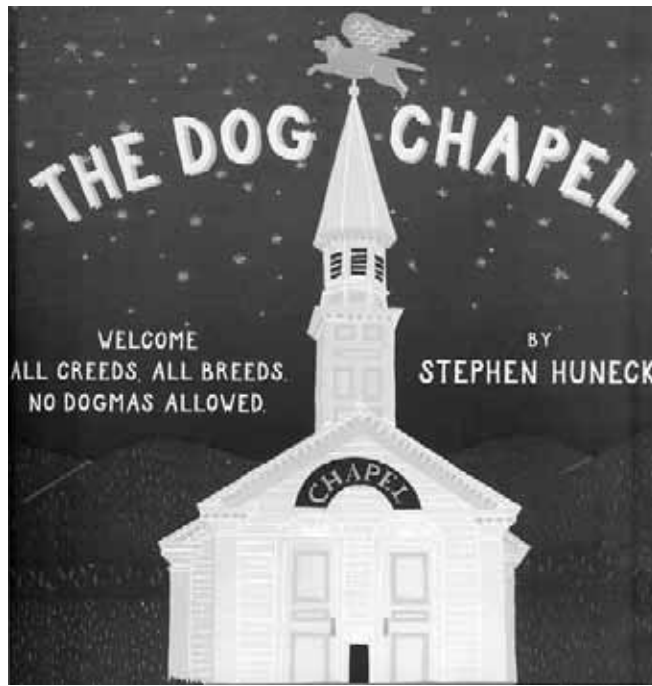


Watch a clip from **Breaking the Cycles of Violence II** on You Tube at <http://www.youtube.com/watch?v=4fGvbC78pak>

## The Dog Chapel

Reviewed by  
Julia Gerdes Dubnoff

*The Dog Chapel: Welcome All Creeds, All Breeds, No Dogmas Allowed* is a delightful colorful picture book that tells the story of the chapel Stephen Huneck built to celebrate the spiritual bond we form with our dogs. The idea for the chapel came to Huneck, already an internationally known sculptor, painter and print-maker, after a nearly fatal illness. His illness was so serious it caused him to stop breathing for five minutes and left him in a coma for two months. In his near-death encounter he saw (or dreamed) a living, pulsating artwork of the cycle of life that left him with new insight into the way dying is a part of life. The book is dedicated in memory of Sally, one of the dogs who played a central role in his recovery.



The end of the book contains an inset and address inviting readers to add to the Remembrance Wall a photo with any message they care to write about a beloved pet. On the advice of a Corgi-loving friend, I visited the dog chapel last summer. The messages now spill over onto all the walls and ceiling creating a colorful collage of testimonies of love. Music plays softly. Not carrying a photo, I wrote “Thank you, Sweet Georgia Brown, for being my friend,” on a green card and pinned my message to the wall. I left with a strong

sense of consolation.

We lost Stephen Huneck last January. We have lost a great folk artist. He has written that this chapel was the largest artwork of his life, and the most personal: “It is my desire to make this a place both magical and transforming.” Readers will find much magic in the book. The book well recreates the sense of joy and comfort found here even in the face of loss. Readers who have lost pets will find in the book a moving celebration of the friendship they shared. Huneck’s memorial service is set for May 30, and, of course, dogs are invited to attend. For those far from Vermont, the book recreates a visit to the Dog Chapel.

*Julia Gerdes Dubnoff is a classicist with a yellow lab named Calliope.*

*Hardcover: 80 pages  
Publisher: Harry N. Abrams;  
4th edition (November 1, 2002)  
Language: English  
ISBN-10: 0810934884  
ISBN-13: 978-0810934887*

The first part of the book offers photographs of the chapel, set in the rolling hills and open fields of his farm in St. Johnsbury, Vermont. Built in the style of an 1820 New England village white clapboard church, the Dog Chapel’s steeple is crowned by a golden Labrador Retriever with wings. Signs welcome all creatures, and carved sculptures of dogs and their people gather about the entrance. For the pointed windows Huneck designed stained glass with central medallions that offer messages he says his “dogs have taught [him] about the nature of love, joy, friendship, play, trust, faith, and peace.” One window entitled “Friend” echoes the call for tolerance with a picture of a Labrador encircled by five petting hands of varied skin hues. Another playfully shows a friendly hand holding an ice cream cone for a Labrador to lick. The chapel’s wooden pews are supported by life-sized woodcarvings of Labradors and Golden Retrievers. A Huneck-designed hooked rug at the chapel’s front offers a comfortable resting spot for two Labs and a Golden. The photographs well capture the interior’s brightness, warmth, and sense of peace.

The second and largest part of the book contains more than three dozen of the witty, playful, punning woodcuts for which Huneck is so well known. “DOGS CAN HEEL...” captions the woodcut of determined Scotty on a leash beside his human’s legs. “DOGS CAN EVEN HEAL A BROKEN HEART” captions the next, a Lab pup gripped closely to a grieving human’s heart. Many readers will be familiar with his woodcuts from children’s picture books like *Sally Gets a Job*, and the reading level of this book is described as appropriate for young readers aged four to eight. The book’s play on language and philosophy should invite lively discussion if read to a child.

## Tarra & Bella: The Elephant and Dog Who Became Best Friends

Text and Photographs by Carol Buckley

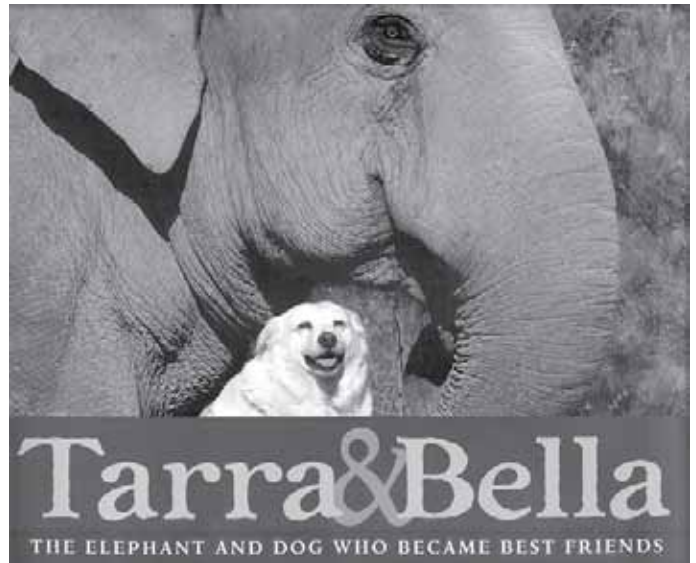
When Tarra the elephant retired from a life in show business, she became the first resident at the Elephant Sanctuary in Tennessee. As more elephants came to live at the Sanctuary, they each sought out someone to spend most of their time with, a best friend.

But Tarra never found a best friend that is, until a feisty stray dog named Bella appeared at her side. The two became inseparable, and even when calamity struck and Bella was hurt, Tarra and Bella got through it by sticking together.

This powerful true story shows how these two very different animals formed an unlikely yet indelible bond. Readers of all ages will find Tarra and Bella to be truly an inspiration to us all.

You can visit Tarra and Bella at [www.elephants.com](http://www.elephants.com) and also find their story on You Tube.

*Author and photographer Carol Buckley is founding director and CEO of the Elephant Sanctuary in Tennessee. She is also the*



*author of two picture books, Travels with Tarra and Just for Elephants.*

G.P. Putnam's Sons  
345 Hudson Street, New York, NY 1014  
[www.penguin.com/youngreaders](http://www.penguin.com/youngreaders)  
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## A Lesson in Changing Attitude and Behavior

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*To order a copy of the Mentoring Guide, please send a check for \$15.00 USD to:*

Barb Cockhill  
1115 W. Silver St.  
Butte, MT 59701 USA

*For questions or comments about the guide, please contact [Jean.Atthowe@gmail.com](mailto:Jean.Atthowe@gmail.com)*



### Oops

Correct website for Sam Oppenheim who photographed the Chinstrap (not straps) Penguin on the back cover of the last *Latham Letter* (Winter 2010) is [www.samoppenheim.com](http://www.samoppenheim.com).

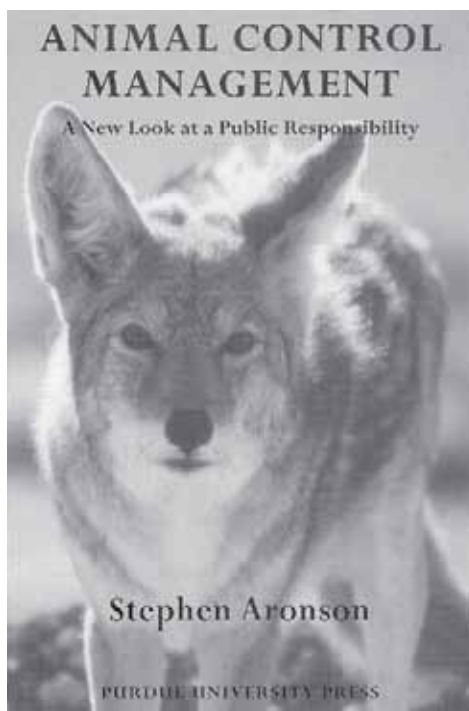
***Animal Control Management: A New Look at a Public Responsibility*** by Stephen Aronson is the first of its kind to discuss in detail the actual management of local animal control programs as opposed to the care of the animals. The book covers those financial, personnel, legal, health, and safety issues that animal control directors and management staff need to know when providing direction and oversight for animal control programs.

In addition to assessing strengths and weaknesses, chapters examine selected topics in which the author offers new insights and strategies for managing more effectively.

Subjects addressed in this book include many recently recognized as vital to the management of animal control programs. They include the need for Web sites, use of program evaluations, and the value of forms, records, and reports. In addition, the author discusses and assesses from a new perspective: interacting with the public and the media, liability issues, wildlife problems, and the politics of animal control.

Stephen Aronson is a former state and local government administrator with more than 20 years of experience in oversight and contracting for local animal control services. The book is based on extensive research by the author, including interviews with numerous animal control officials in many states.

This book will be of value to animal control directors and managers, and public officials with funding and oversight responsibilities for animal control programs.



*Animal Control Management: A New Look at Public Responsibility*

By Stephen Aronson

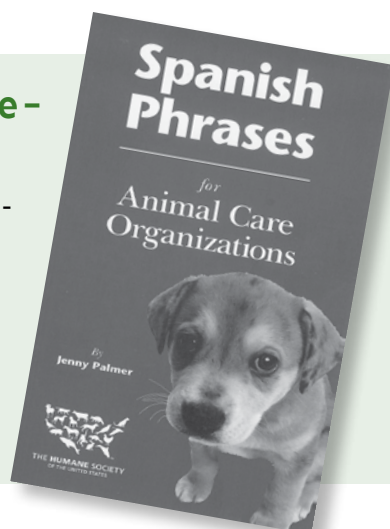
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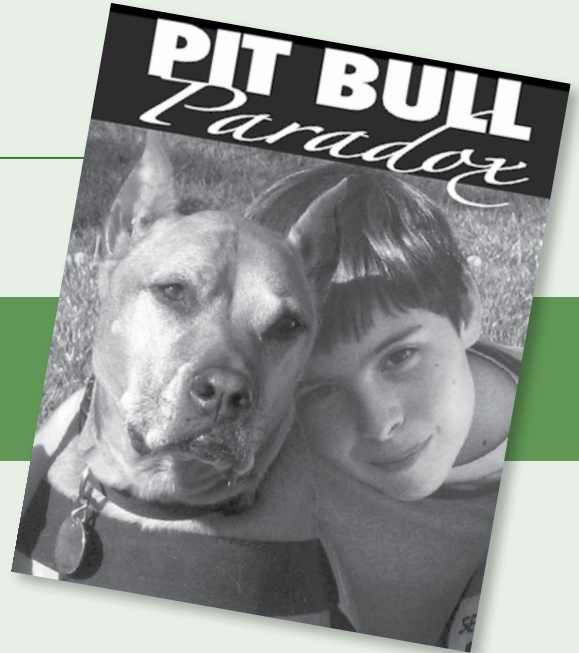
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