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Boarderline

DECEMBER 2004

A publication of the American Boarding Kennels Association

ABKA HONORS DEDICATED MEMBERS AT NATIONAL CONVENTION AND TRADE SHOW

ABKA members gathered in Portland, Oregon for the Association's Annual Convention and Trade Show. The event, held October 13-16, 2004, drew people from all over the United States and countries including New Zealand and Australia. Along with many outstanding seminars, discussion groups, certification exams and social activities took place. The trade show featured over 50 of the pet industry's top suppliers. This year's event was sponsored by Gibson Governor Insurance, T Kennel Systems, The Mason Company, Kennel Pak Insurance, and Campbell Pet Company.

Educational seminars were given by a variety of leading experts and were designed to provide pet care professionals with the latest information on industry trends, equipment and services.

An awards ceremony was held to honor this year's most distinguished ABKA members. The ABKA National Award of Excellence was presented to Sherry Linning, CKO of Bark 'N' Town Kennels, Chicago, IL. Mrs. Linning was honored for her many years of service to the Association including her former roles as Ethics Committee chair, treasurer, Region 6 director, association president, and for her assistance with the ABKA board transition to policy governance.

The Community Service Award was presented to Mare Shey, CPDT,

CPCT, Dancin' Woofs Dog Training, Redmond, OR. Ms. Shey is the Founder/Executive Director, of Softdaws, a non-profit volunteer group dedicated to education for responsible dog ownership. The group

bers for ABKA in 2004.

The Herschel Talley Award is presented to an outstanding industry supplier. This year's award went to Jack Donahue & Tom Smoot of T Kennel/Shor-line for their service to ABKA



Left: ABKA President Bob Payne presents a National Award of Appreciation to Susan Briggs, Urban Tails L.L.C., Houston, TX. **Right:** Sherry Linning receives the National Award of Excellence from Bob Payne.

has received many awards in the Northwest and has been instrumental in establishing dog parks in Oregon. Softdaws' leading achievements include the award-winning 2000 De Poop Da Park dog waste pickup educational campaign and the 2003 responsibly leashing your dog educational campaign.

Diana Pyle, CKO, Deschutes Pet Lodge, Redmond, OR, earned the ABKA Membership Award for her ambitious recruitment of new mem-

and the boarding kennel industry through sponsorship, customer service and products.

National Awards of Appreciation were given to the following members for their efforts on behalf of the Association: Diana Pyle, CKO, owner of Deschutes Pet Lodge, Redmond, OR was recognized for her work as Region 10 director, officer of the board, and Auction Committee chair. Betsy Hicka, Almost Home Pet Resort, Tampa Bay, FL, was recognized

The Boarderline Newsletter is published bi-monthly by the American Boarding Kennels Association (ABKA)

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Boarderline Publication Schedule

Issue	Deadline
February issue	Dec. 30
April issue	Feb. 28
June issue	April 30
August issue	June 30
October issue	Aug. 30
December issue	Oct. 30

While it is intended that material in this publication provide accurate information on the subjects covered, publication of any article, advertisement, product information, or other information or data does not imply that ABKA endorses or approves the authors' viewpoints, advertiser, or any advertised product or service.

Regional News

The ABKA membership is divided into 11 regions across the U.S. and Canada. News is submitted by each regional director, or by individual members, for publication in the *Boardline*. If a region is missing below, it means that no news was reported from that region for this issue.

Region 1

(ME, VT, MA, CT, RI, NH, NY, Eastern Canada)
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BOOMING BUSINESS LEADS TO SECOND FACILITY FOR OASIS PET RESORT

Oasis Pet Resort in Newport, Vermont is planning an expansion to accommodate booming growth in the areas of daycare, grooming and retail. Oasis reports their daycare business has increased by 292% in the last year, grooming is up by 169%, and retail is up by 229%.

A second facility (Oasis Pet World and Spa) is planned to house the retail and grooming operations while they remodel their current facility to allow more room for boarding, daycare and training services.

The new 3,000 sq. ft. pet store and a new grooming salon will include a pet spa (an automated dog wash from Spain). The store will be similar in appearance to a Petco/PetsMart, but locally owned and less expensive. The store is scheduled to open in mid-February and will be located in a new shopping center next door to a new Shaws Super Market.

CARDEN KENNELS ADDS ENCLOSED PLAY AREA

Carden Kennels in Bangor, Maine is in the middle of a new construction project. They are adding a 60-ft x 12-ft. covered, enclosed play area where

once just a fenced exercise area existed. This will allow the dogs to play in a dry, warm environment during the winter months.

The Carden crew continues to work toward their Voluntary Facilities Accreditation (VFA) with hopes of a formal application in January 2005. Several employees are enrolled in the ABKA education program with several more "on deck" and there are plans to add a new day care attendant to the staff in the near future.

COUNTRY MEADOWS RENOVATES CANINE PLAY AREA

Kim & George Gervin of Country Meadows Boarding, Rigaud, Quebec, Canada have renovated their interior playroom by adding more windows for more natural light. They are also keeping busy by fostering kittens, a 3-month-old husky, and a 4-year-old Labrador that was abandoned near their kennel. If anyone is interested in these pets, please visit the Country Meadows website at www.countrymeadowskennel.com.

On another note, Kim completed an Animal Behavior Seminar with Gary Priest who is affiliated with the San Diego Zoo. The seminar was given at the Park Safari in Hemingford, Quebec.

HANSON LECTURES AT APDT CONFERENCE

Don Hanson, co-owner and Director of Behavior Counseling and Training at Green Acres Kennel Shop in Bangor, Maine, has completed 35 hours of continuing education while attending the Association of Pet Dog

Trainers (APDT) annual educational conference in Denver, CO. He attended sessions on helping people develop a relationship with their dog, coaching dog guardians, improving puppy classes, feline behavior, and the science of operant conditioning.

Hanson was also selected to lecture at the APDT conference. His four-hour lecture was on the topic of Bach Flower Essences. He will present lectures on Bach Flower Essences and the role of complementary medicine in treatment of animals at the 2005 APDT conference.

Region 2

(PA, NJ, DE, VA, MD)
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THE LATEST FROM DIRECTOR LIZ WILMOT

Hope you all had a good summer. We had a great one here in Maryland — business is up about 10% up from last year.

It was great seeing old friends and making new ones this October at the national convention. I hope those of you who could not attend will try to plan for next year in Arlington, Texas or our regional meeting in Cape May, NJ. I guarantee you will come away with good ideas which, when implemented, easily pay for your registration fees and travel expenses. You will also have a lot of fun!

Did You Know...

Each year at the National Convention and Tradeshow, ABKA holds a silent auction where items donated by members and convention attendees are put on display in the exhibit hall along with the vendor booths. Bids are then cast on these items by people browsing through the tradeshow. This year, ABKA donated all the proceeds from the auction (just over \$1300) to Canine Companions for Independence (CCI).

All members are invited and encouraged to participate by donating auction items or by placing bids. We hope to increase participation and make our donations to CCI grow in coming years. Next year when making your plans to attend the convention in Arlington, Texas, don't forget to bring an item to donate to the silent auction. It's all for a great cause!

Thanks to those who donated items to this year's auction:

Teresa Black/Sleepy Hollow Pet Ranch
Katherine Lucy/Belle Creek Kennels
Susan Briggs & Frances Armstrong/Urban Tails
Jeannetworks/Forever Stainless Steel
Jeanne Caples & Mark Arndt
Stay N Play Pet Ranch
Charlotte Biggs & Betty Gale
Bayside Bed & Biscuit/Trish & Trent Murphy
Re-Tail Connection/Al & Suzanne Locker
Mollys Country Kennel/Bob & Valerie Payne
Darlene Sousa Jewelry & Gifts
Animal Motel/Don & Diana Gutknecht
Delmyra Kennels/Scott & Ruth Gordon
Today's Realty/Bill & Phyllis Baltaks
Tri Crown Inn for Pets/Polly & John Hanes
The Mutt Mats Company/Patricia Page
Countryside Boarding Kennels/ Diane McKee

Looking for a great way to boost your public relations?

Plan to participate in the ABKA Children's Coloring Contest

A Fundraiser for Canine Companions for Independence

ABKA is developing an event that all members can participate in on a local level that will not only put them in the public eye, but will also raise money for a very worthy cause.

The ABKA National Children's Coloring Contest is designed to help members get the maximum benefit out of a community service event with minimal planning and preparation. The ABKA staff is putting all the pieces in place so that each member can simply order the materials and instructions and be off and running. All money raised will be donated to Canine Companions for Independence (CCI), a well-respected nonprofit organization that trains and places service and guide dogs with people who have disabilities.



Here's how it will work:

Nationally syndicated cartoonist, Greg Evans, creator of the "Luann" comic strip, will develop a drawing (coloring template) that will illustrate the relationship between ABKA members and CCI. Kids from your community will contribute \$1 to get a template from you to enter the contest. You can host an open-house and invite the community for the most impact. Entries will be collected at your kennel and will be judged by a local panel (City dignitaries, school principals, etc., or your office staff). All local winners will be eligible for the national prize. The national winner will be selected by Greg Evans. The winner will receive an all-expense paid trip to Arlington, Texas, site of the 2005 ABKA convention. In addition to receiving other prizes, he or she will also present a check (from the collection of all contributions from across the country) to CCI on behalf of the members of ABKA.

This is a great opportunity for you to get media and community exposure while raising money for a fantastic cause. ABKA is doing as much advance planning, preparation and promotion as possible to make it easy for you to get the ball rolling in your local community. The more members that participate, the more successful this event will be. **Get involved!**

Look for more information to come in the January issue of Pet Services Journal!

for her work as Region 5 director and secretary and treasurer of the board. Geri Wessel, Doggone Grooming and Boarding, St. Jacob, IL, was recognized for her work as Region 6 director. Howard Nestell, III, CKO, Elaine's Animal Inn, Madera & Fresno, CA, was recognized for his work as Region 11 director. Diane Bauman, Luv N' Care Boarding and Grooming, Albuquerque, NM, was recognized for her work as Region 7

director. Susan Briggs, Urban Tails L.L.C., Houston, TX is the ABKA Dog Daycare Section Chair. Ms. Briggs was recognized for her work on daycare accreditation standards, articles for the *Pet Services Journal*, and speaking at regional meetings and the convention.

The awards ceremony included recognition of seven members who tested at the convention to become Certified Kennel Operators (CKO).

Completion of this program requires personnel of boarding facilities to demonstrate their proficiency in pet care, kennel management and ethical fitness. The new CKOs are: Brad Rininger, Raintree Pet Resort, Scottsdale, AZ; Vicki Berbeles, Raintree Pet Resort, Scottsdale, AZ; Susan Jones, Albany Animal Bed N Beauty Pet Hotel, Albany, OR; Terrell Jones, Claridge Spa and Pet Resort, Cordova, TN; Gretchen Meienburg, Pampered Pets Bed & Biscuit, Napoleon, OH; Melissa Muranko, Tenaker Pet Care Center, Highlands Ranch, CO; Pat Hicks, The Kennel, Midland, TX.

Also recognized at the awards ceremony were boarding facilities that earned their ABKA accreditation since the last convention. The ABKA Voluntary Facilities Accreditation (VFA) program establishes nationally accepted standards of design and performance for boarding facilities. The newly accredited boarding facilities are: Olde Towne Pet Resort, Springfield, VA; Silver Lake Kennel, Oakdale, MN; Zoey's TLC Bed & Breakfast for Dogs and Cats, Albuquerque, NM; Canine Solutions, Inc., Lawrenceburg, TN; Happy Tails Pet Resort at Spring Creek, Jackson, WY.

A highlight of this year's event was the silent auction to benefit Canine Companions for Independence (CCI), a non-profit organization that trains and places service dogs with people who have disabilities. ABKA members and convention attendees donated pet-related items that were put up for bid. Over \$1300 was raised from the auction and donated to CCI. ABKA plans to make this fundraiser a regular part of its annual convention, so please plan to donate items and place bids next year.

The ABKA 2005 Convention and Trade Show is scheduled for Oct. 26-29 in Arlington, Texas.

VIRGINIA'S PAMPERED PETS WRAPS UP BUSY YEAR

Pampered Pets Boutique in Charlottesville, Virginia has been busy with expansion and upgrades. They recently made an addition to their existing 15,000 sq. ft. boarding and grooming facility with a new K-9 Fun Center and Boutique. The Fun Center is a 4,000 sq. ft. facility with a rubber matting floor.

In addition to in-house training and group classes in obedience, agility and flyball, the Center can be rented on an hourly basis for parties and seminars. The Fun Center cantilevers over the new Bark Avenue Boutique—a canine specialty boutique offering everything from elaborate bedding to pet jewelry to breed-specific gifts and collectibles. From the rear of the store customers and their dogs can access the outdoor Pooch Patio where the pet owners can relax with a snack while the dogs chomp on free cookies and socialize. While on the patio, customers can view the canine exercise sessions. The exercise yards were recently replaced with state-of-the-art synthetic grass which is disinfected daily with an automatic irrigation system.

The telephone system has also been upgraded to allow for voicemail at each service location. Finally, the KennelSoft software was upgraded to the Atlantis version. Susan Hadley, owner of Pampered Pets, said they are all exhausted, but proud of their accomplishments.

Region 4

(WV, KY, TN, NC)
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NC MEMBERS GATHER FOR MEETING AT ZOOLOGICAL PARK

On November 6, 2004, members from nineteen ABKA kennels in North Carolina met at the North Carolina

Zoological Park for their first statewide gathering. Each kennel sent from one to four people making a very exciting and successful meeting. Bill Roessler from Legacy Kennels in Winston Salem, who is also a member of the NC Zoo Society, secured the board room at the zoo, where members met for their initial meeting and a "Presidential Deli Lunch."

Gwen Baake, CKO from Pet's Companion Inn in Durham/Bahama, helped organize the gathering.

After the morning meeting and lunch, the afternoon was spent in small groups talking over various issues while touring the zoo. When the zoo closed everyone returned to the hotel where the meeting continued from 5:30 until 11:00 p.m., including dinner. All who attended were reminded that they were the speakers and full participation would equal success. We were not disappointed.

Terrell Jones, CKO, Region 4 director, gave a brief review of the recent ABKA National Convention.

There were a number of topics on the minds of those who attended. First, and probably most important, North Carolina has an Animal Welfare Act to which we are required to comply for our licensing. We are inspected each year by the NC Department of Agriculture. Due to a lack of consistency within the NCDA, some kennels weren't even aware of the Act, and most weren't aware of recent updates. Each paragraph pertaining to boarding, grooming and daycare was read, explained and questions asked and answered. Gwen Baake had spent a great deal of time before hand on the phone with the Director of the Animal Health Programs of NCDA to be prepared to answer the questions. NCDA has offered to send speakers if needed for a future meeting. Peggy Giulini, CKO from Granbar Kennels in Charlotte spent a great deal of her time and energy representing all NC kennels to the NCDA in a successful effort to

update legislation of the Animal Welfare Act. Her input was greatly appreciated.

Linda Jarvis from Lynaire Kennels in New Bern came prepared to talk to the several members who were interested in adding crematory services to their business as she has to hers.

Best advertising dollar ideas were discussed. Bill Roessler's CD's of potential radio ads were played, Gwen Baake showed her ongoing newspaper ads, Lance Edwards from Hoffman-Haus in Greenville/Winterville displayed their doggy bone bags distributed by most all banks in their area, and Peggy Giulini discussed her ad in her church bulletin which has been very successful.

Linda Jarvis related her story of her participation in the rescue of over 80 animals during Hurricane Floyd. She brought these animals back to her kennel, persuaded local vets to vaccinate them all, free of charge, and arranged for local TV and radio stations to announce to the public where people who had been forced to abandon their pets might come to reclaim them. This effort, purely humanitarian on her part, became free advertising that she never expected. People from the community came and did the kennel's laundry. They provided the kennel with pet food for the rescued pets. Now Lynaire Kennels is known by the entire community.

Don Denman from Rahama Kennels in Waynesville, also took pets in at no charge during the ongoing floods this Fall as the result of all the hurricanes.

The meeting was well represented, from the coast to the mountains. To ALL who attended, a sincere thank you.

If other ABKA members are interested in organizing a statewide meeting and would like more information on the details of the North Carolina gathering, contact Gwen Baake, Pet's Companion Inn in Durham, NC, GwenHP@aol.com.

Special Thanks to the Sponsors of the ABKA 2004 Convention and Tradeshow

KENNEL PAK INSURANCE



T KENNEL SYSTEMS



Campbell Pet Company

Region 5

(MS, AL, GA, SC, FL)
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LIZA JONES RECAPS THE NEWS FROM AROUND THE REGION

Boy, did we have a horrendous September or what! Luckily, most of us managed to get through the storms with minimal damage—lots of downed trees, some flooding, roof damage, etc. Bill Richards from Four Acres in Brooksville, FL sent some pictures and it looked like it rained trees and branches instead of water! Power & phone outages were common but, as far as I have heard, no one was devastated. Thanks to everyone who helped care for lost or evacuated pets. Here at All About Cats and Dogs, we were able to help another kennel that was in danger of flooding. The one thing we can cross off of our "Projects List" is tree trimming!

Region 5 had a wonderful turnout at the ABKA National Convention in Portland, Oregon. We had 18 members fly out to join us including: Sarah Segal from Atlanta Dog Spa, Jeff & Julie Murray from Chapin Pet Lodge, Fred Figg, CKO from Driftwood Kennels (Fred also helped with CKO certification), Edie Wilhoit from Fuzzie Buddies, Jane Carpenter with Happy Dog Fat Cat Board & Bath, Laura Ragsdale from Harvard's K-9 Center, Alan & Leslie Reiff from Naples Safari Hospital & Pet Resort, Patti Lehman from Pal's Pet Resort, Howitt & Nancy Cook from Pet Island Paradise, Amanda Rodriguez & Georgina Conwell from Petropolis, Bill & Barbara Lee from Top Dog Ltd. We all learned a lot from the seminars and by talking with the 400-plus members that attended. We all made new friends, got reacquainted with old friends, found some cool new products from our vendors and had fun playing in Oregon &

Washington.

In other news from regional members, Greg and Rebecca Bleakley have owned Four Seasons Pet Resort in Athens, GA for 10 years. It is a 50-run indoor/outdoor facility that also offers a "quiet room" for pets who do not do well in the normal kennel environment. This room has been carefully constructed to be isolated from outside noises. They offer plenty of activities such as playtime and nature walks, but their most distinguishing feature is the 10,000 gallon bone-shaped canine swimming pool. The retrievers especially love the fun & exercise offered by that service. Greg and Rebecca are opening a second facility 12 miles from their original kennel. They do realize that they have lost their minds but are going to do it anyway! They have an excellent staff and with the University of Georgia nearby they have a steady supply of well educated "pooper scoopers." In addition to his busy schedule (soon to become busier with the new facility), Greg is a member of the Rotary Club, serves on the board of directors for the Chamber of Commerce, is active in Meals on Wheels and volunteers his time for a 2nd grade reading program. Thanks Greg and Rebecca for your professionalism and devotion to your business and your community.

Pet Palace in Auburn, Alabama is celebrating their 5th anniversary! Congratulations! Jenny Williams says Pet Palace was the first of its kind in the area and now has a client base of 3,000 and offers boarding, grooming and doggie daycamp. She also told us that her clients used to ask her, "What in the world is Doggie Daycamp?" Well now they tell her, "Fluffy can't go a day WITHOUT Doggie Daycamp!"

Amanda Rodriguez from Petropolis in Athens, GA would like to announce that their name change is official—they will now be known as Pawtropolis! "The city that's gone to the dogs...and cats, too!" After open-

ing they realized they shared the name with a great facility in Missouri so they set out to trademark a name of their own. Pawtropolis offers a variety of services—doggie daycare and sleepovers being the most popular. They also have a different approach to cat boarding with their Kitty-City, a three leveled room that allows free roam of the cats after they have passed all the medical requirements. Pawtropolis also offers grooming as well as a Self Service Doggie Spa. Obedience training, traditional boarding and a pet boutique round out their list of services. Pawtropolis and its staff is especially proud of their involvement with Helping Paws Rescue; a dog and cat rescue program they began in 2001 that has rescued over 200 unwanted and abandoned dogs and cats.

BETSY HICKA WINS WOMAN BUSINESS OWNER OF THE YEAR

Betsy Hicka, owner of Almost Home Pet Resort in Valrico, FL, was recently honored with the "Woman Business Owner of the Year" award from the Brandon Chamber of Commerce. She was selected over 120 other business owners. This award comes on the heels of her ABKA National Award of Appreciation for her service at both national and regional meetings along with her role as Region 5 director.

Region 6

(IL, MO, KS)
Kitty Berns, CKO, Director
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DIRECTOR KITTY BERNS REPORTS THE NEWS FROM AROUND THE REGION

We had a terrific time in Portland for the 2004 ABKA National Convention and Tradeshow. Plenty of sunshine and nice temperatures and many brilliant seminars at different levels of depth to meet everybody's needs. If you missed any of the semi-

Recorded Convention Seminars Available

Seminars from the ABKA 2004 Convention and Trade Show held October 13 – 16 in Portland, OR can be purchased on audio tape, videotape, CD or DVD.

Seminar Title	Speaker
-Daycare – Managing & Monitoring	Briggs & Armstrong
-Animal Communication Skills	Faye Pietrokowsky
-Selling Quality, Value & Service	Alan Zell
-Management Operations in a Pet Facility . . .	Trisha Murphy, CKO
-K-9 Search & Rescue	Neiman & McClure
-Target Marketing	Mare Shey
-Grooming the Geriatric Pet	Hazel Christiansen
-Staying Sane Workshop	Kate Myers
-Cats & Dogs in Nutritional Medicine	Scott Echols, DVM
-Is Guardianship Good?	Tanick & Strand
-Ask a Lawyer?	Tanick & Arner
-Exit Strategy for the Kennel Owner	Don Arner, CKO
-Reclaim Your Market Share Through Customer Service	Dr. Dale Hodgson
-How Dogs Play	Robin Bennett

PLEASE NOTE

If you purchased "Grooming the Geriatric Pet" at the convention, you may have received a copy that has recording defects in the beginning of the presentation. A clean, defect-free version is now available. To order a free replacement contact:

Inter-Mountain Media
373 Lakeshore Drive
Lakeside, MT 59922
Phone (406) 857-2414
E-Mail: silvertip@pbsnet.net

Seminars from ABKA conventions of years past are also available. For additional information or to place an order call toll free 877-570-7788, ext. 10 or email orders@abka.com.

New ABKA Section Chairs Announced

At the beginning of this year, ABKA President Bob Payne, CKO introduced a team of ABKA member volunteers to lead three special sections for our membership. Susan Briggs, of Urban Tails in Houston TX has been directing our Daycare Section, Kandy Boatwright of Powderhouse Pet Resort has been heading up our Grooming Section, while Anne and John Bickel of Molly's Country Kennels have co-chaired our Training Section. First, we want to thank these major contributors to your Association for their time and effort to bring current and helpful information in these specific areas. We especially want to thank Anne and John as they step down from their role due to other time constraints. We are fortunate to be able to introduce their replacement by another member volunteer, and to announce the addition of two other sections and volunteers to lead them.

Replacing Anne and John to lead the Training Section is Jim Burwell of Rover Oaks Pet Resort in Houston, Texas.

Jim is founder, co-owner, and Director of Training of Rover Oaks Pet Resort in Houston. A professional dog trainer since 1988, Jim also founded Texas Dog Training, now based at Rover Oaks, providing dog training and behavioral counseling to a client base exceeding 4,000. In addition, Jim created and oversees a successful 40 dogs-a-day Doggie Day Camp program. He also developed a "Train the Trainer" program to provide educational opportunities to professional dog trainers.

Jim's training reputation has been featured in the Houston Chronicle, the Houston Century News, and on the Houston News stations, including selection as "Best Dog Trainer in Houston" in the Houston Press' 2004 "Best of Houston" survey. He is an active member of the Association of

Pet Dog Trainers (APDT) and past president of the Lone Star Search and Rescue Dog Association.

The traditional core of our membership is founded on two specific areas; cat boarding and dog boarding. These two sections are not "new" but we now have members who have volunteered their expertise to provide valuable information and support in these areas.

Taking the lead for the ABKA Cat Boarding section is member Sally Smith, CKO, LVT. Sally has worked in the pet care industry for over 20 years and is founder of Airborne Animals Pet Shipping and Companion Pet Enterprises in Blairstown, NJ. She serves as a consultant and advisor to the pet industry and ABKA, and is a well-known author and lecturer. She is a former board member of the New Jersey Veterinary Technicians and Assistants and is a past ABKA president. Sally has many years of experience in the breeding and boarding of cats.

The Dog Boarding Section will be headed by Trisha 'Trish' Murphy, CKO, founder of Barkington Inn & Pet Resort, an ABKA VFA facility in Webster, Texas. Described as an animal lover since birth, Trish started with an animal hospital in 1987 in Northern California and continued there for five years. In 1992 Trisha was recruited by Best Friends Pet Resorts (then Windsor Pet Care) to help manage Kenar Pet Resort in Sacramento, California. She continued working with Best Friends, transferring to San Antonio, Texas following her time in Sacramento, then to Atlanta, Georgia, continually moving up in the corporation. Trish managed multiple openings and training courses at the corporate level in the Northeast, before being transferred to Houston, Texas to manage a veterinary hospital and boarding facility with five veterinarians and a support staff of over

ninety employees. The move to Houston brought many good things, including meeting her future husband, and veterinarian, Trent Murphy. Trish and Trent both left Best Friends and started Barkington Inn & Pet Resort in the Clear Lake area of Houston in 1997. It was a new building project with no established clientele. Following her design and direction, Barkington quickly grew into a prosperous business. When Trish left in May 2003 there were more than 18,000 clients and only 98 runs, with a well-trained and happy staff of over forty, including groomers & trainers. She is now in the final preparations for a spring opening of a new facility in the Clear Lake area, Bayside Bed & Biscuit.

These fellow members and volunteers stand ready to respond to your area-specific questions. You can contact them directly through their listing in the Membership Directory, via email or by posting to the section forum in the Bulletin Board area of the Members Lounge on the ABKA website.

ABKA Section Chairs

Cat Boarding
Sally Smith, CKO
catboarding@abka.com

Dog Boarding
Trish Murphy, CKO
dogboarding@abka.com

Dog Training
Jim Burwell
training@abka.com

Dog Daycare
Susan Briggs
daycare@abka.com

Grooming
Kandy Boatwright, CKO
grooming@abka.com

nars (or didn't get to join us in Oregon) go to abka.com and order some tapes, CDs or videos of the topics that interest you!

I am actively recruiting people from different areas to become ABKA Area Representatives. An area representative will be responsible for having 2 to 3 area dinner meetings per year, contacting members and non-members for an evening of networking and discussion. Area reps will be provided with outlines of how to accomplish this and I will be attending as many of these meetings across the region as I can. Hopefully, at least one per area. If you are interested in being an area rep please call, write, or email me.

Several members sent news updates from around the region... David and Janice Williams of Elkhound Ranch Kennels from Kansas City, MO have announced their intention to retire to Lake of the Ozarks. They will be leasing the kennel to employees.

Sue Hicks from Lucky Dog Daycare in Joplin, MO has been open for a little over a year. She and her staff are taking part in a humane society fundraiser called Big Paws in the Park. Her employees will be outfitted in pink poodle vests and their attending pups will also be dressed up to promote the addition of 3 Dogs Bakery to their retail line. They offer daycare and grooming and are making plans to expand to include boarding in the near future. She is very enthusiastic about area meetings coming to her area soon.

Mike Crane of Nancy Crane's Family Pet Care recently won St. Louis Magazine's award for Best Kennel.

In October our kennel, TailWaggers Pet Chateau, was awarded 2004 Employer of the Year by our local Developmental Services Center. The Center works with children and adults with developmental disabilities. We also took part in our Park District's Dog Park Howl-a-ween which was attended by 160 people and their pets. Over 60 dogs took part in the costume contest.

Our Spring Regional Meeting in Cleveland this April is shaping up to be a wonderful, entertaining and educational experience. I hope you can make it!

Region 8

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SUSAN BOYD RELAYS THE REGIONAL NEWS

Another great showing for Region 8 at the ABKA National Convention! We're real proud of a number of the national speakers who were from Region 8: Trisha Murphy, CKO presented Management Operations in a Pet Facility; Scott Echols, DVM presented Nutritional Supplementation for Pets; Dale Hodgson, DVM spoke on Developing Your Customer Service; and Susan Briggs and Frances Armstrong presented Dog Daycare Managing & Monitoring for Fun, Success, Safety & Profit.

Other happenings at the convention were that we all got to meet little Sophia Grace Boyd and she is precious! Susan Briggs was awarded an ABKA National Award of Appreciation for the work she has done and is doing for the ABKA's Dog Day Care Section. Congratulations Susan!

Our next opportunity to get together for continued education with speakers, vendors, networking & sharing among ourselves will be the Region 8 Spring Meeting. Our regional meeting will be held in San Antonio, TX at the historic Menger Hotel on April 3, 4th & 5th.

In other happenings from around the region, James and Lonnie Stack of Animal House Doggie Day Care / Bed and Breakfast in Ft. Worth, TX are planning to have their 2nd annual Photo with Santa on December 18th

to benefit the North Texas Humane Society and also help foster Airedale Terriers from the local rescue club.

Suzanne & Al Locker of ABC Pet Resort & Spa in Houston, TX have kicked off their most recent venture: Re-Tail Connection, an online, wholesale website for kennel owners and groom shops to buy creative retail for their stores. All the products are items that have sold successfully in their shop.

Fondren 5 Star Kennels has recently acquired adjoining acreage to be used as a Dog Park for fun and off leash play as well as Dog-Sport practice fields for Obedience, Rally, Flyball and Agility. Their location on Fondren, one block south of Beltway 8, provides easy access to their "5 Star" Dog Park available to the greater southwest Houston and Ft. Bend County dog owners.

Rover Oaks Pet Resort, also in Houston, TX, has broken ground for an additional 5,000 sq ft facility at their West Bellfort location. The new facility should be completed by mid-December and will include 30 enclosures plus a large outdoor pavilion for the Doggie Day Camp program. With this new addition, Rover Oaks will grow to nearly 19,000 sq ft on 2.35 acres. Jim Burwell, owner of Rover Oaks has also taken on the role as ABKA Dog Training Chair. Look for articles and information from Jim in the Pet Services Journal.

Congratulations to everyone for a job well done and making Region 8 bigger and better every year (heck, every month!!). Also, I would like to extend an invitation to those of you who have not been receiving our Region 8 e-mails to get on the e-mailing list. We have been sharing great ideas and information for the past year. Please send me an e-mail (susan@foxmoorkennel.com) to be included in my address book. (If you have given me your e-mail before and have not received any mail, please give it to me again and I promise to get you added).

Improper Disposal of Pet Feces Harmful to Environment

According to an article in *National Wildlife* magazine, recent deaths of threatened California sea otters may have been caused by flushable cat litter. Some of the otters tested positive for the toxoplasma gondii parasite which causes fatal brain infections. Although many animals, including humans, can carry it, only cats shed it.

Scientists linked 11 of 64 sea otter deaths that occurred last April to *Sarcocystis neurona*, a parasite carried in the feces of the opossum. But, Patricia Conrad, a researcher from the University of California-Davis, says the bigger culprit appears to be toxoplasmosis, found in the feces of the domestic cat.

The parasite reaches waterways in storm runoff, and filter feeders

such as shellfish—the sea otters' main food source—ingest it. "It's telling that 96 percent of the otters we've necropsied have died only a

"Two million tons of nonbiodegradable cat litter ends up in U.S. landfills each year."

few miles from sewage discharge," says Conrad.

Today there are choices for a more eco-friendly cat litter. Biodegradable litter is made from sawmill scrap or plants such as wheat, corn or kenaf. The Waste Reduction and Management

Institute estimates that 2 million tons of nonbiodegradable cat litter ends up in U.S. landfills each year.

Dog feces can also cause problems to the environment. According to a 1999 Vanderbilt University study, dog feces are a major cause of water pollution in urban and suburban areas, particularly following periods of heavy rain. The runoff taints streams and rivers, robbing them of oxygen and killing aquatic wildlife.

The *National Wildlife* article warns that animal wastes deposited on hard, flat surfaces such as streets, parking lots, and lawns are less likely to decompose and much more likely to get washed into drains and ditches that flow into local waterways.

Help promote a clean, healthy environment by practicing responsible disposal of pet feces, and encouraging pet owners to do the same. Biodegradable cat litter, biodegradable waste disposal bags and other environmentally-friendly pet products are available through retailers, catalogs and the Internet.

Biodegradable Products on the Web

BioBag poop bags and the BioBag Dog Park Dispensing System
http://www.biogroupusa.com/biobag_dog.htm

Pix It Up biodegradable pooper scooper bags and the Pix It Up pooper scooper device
<http://www.pixitup.com/petproducts.html>

Oops...I Pooped biodegradable bags
<http://www.oopsipooped.net/>

Swheat Scoop
 Natural wheat litter, an alternative to clumping clay litters, flushable, scoopable, and biodegradable.
<http://www.swheatscoop.com/>

World's Best Cat Litter
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<http://www.worldsbestcatlitter.com/>

Yesterday's News
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JUDI GLIDEWELL CONTINUES HER WORK IN ANIMAL RESCUE

Judi Glidewell, owner of Critter Camp in Canyon, Texas has always been a passionate advocate of, and participant in, animal rescue and adoption. We have reported many instances in *Boarderline* and *Pet Services Journal* where Judi has stepped in to help a pet in need.

Judi and her staff have fostered many pets for the Amarillo-Panhandle Humane Society (APHS) and have been responsible for arranging countless adoptions. A recent story in the Humane Society Times (the APHS newsletter) highlighted Judi's compassion for a badly malnourished dachshund that was so weak she could not stand up. Judi took the dog in, arranged for veterinary care, and then she and her staff proceeded to love her back to health. The dog, known as Snuggles, is now a healthy, happy pet ready to be adopted into a permanent home. Snuggles has also become the official poster pet for the Pound Puppy Poker Run, an annual event held by the APHS.

Judi is a past winner of the ABKA Community Service Award for her tireless work on behalf of homeless and needy pets in Texas.

Region 9

(ND, SD, NE, IA, WI, MN, Manitoba)
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REGIONAL NEWS FROM DIRECTOR SHARON SCHULZ

The ABKA National Convention in Portland, OR is now a thing of the past. It was a very beneficial week with many really good seminars. We have worked hard to improve the convention and I feel we have been very successful.

Polly and Amanda Theil, Des Moines, Daryl Gudnecht, Wisconsin, and Ruth Merman from Minneapolis

were appointed as area representatives for Region 9. If there is anyone else that would like to be an area rep please contact me.

Our 2005 Spring Regional Meeting will be held here in Norfolk, NE, April 10-12. Sunday evening will be a welcome with vendors and time to meet all attendees. Monday we will begin at 8:30 am with breakfast and 9:00 will begin with our seminars.

On a local note, our beloved Nebraska Cornhuskers are winning, but Matt Herian has a broken leg and will be out for the rest of the season. He is a key player and lived only a few miles from our shop.

I am looking forward to hearing from all of you. Please send me your news.

Region 10

(AK, WA, OR, ID, MT, WY, BC, Alberta, Saskatchewan)
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DIRECTOR LAURA ELSE REPORTS REACTION TO MEMBER'S DILEMMA

In the last issue of *Boarderline* a member was seeking input on the question of how to transition clients upon the sale of their kennel. They were concerned that the new owners may decide to replace the kennel with a different type of business, thus leaving their existing clients in a jam. The following thoughts were submitted:

"It is wonderful that fellow ABKA members are concerned with the well-being of their clients and the future of the new owners. While we could never predict that the buyer would change the business even after promising to keep it a kennel, we can insure that we do the right thing with our clients. If it is known that boarding will no longer be offered there, perhaps a nice farewell or customer appreciation event would be helpful with good-byes. It would be the per-

fect opportunity to introduce other reputable boarding associates to meet your clients and establish rapport. If boarding will continue at the location, a thank you/meet the new owner event would be a great way to introduce the new owners after the sale is final and to thank your clients for their continued patronage."

Another member writes: "You should absolutely continue to operate 'business as usual' and accept reservations and operate your business just as you have previously. The odds are good a buyer will want to continue operating the business just as you have, but if they don't, there will be plenty of time for people to make other arrangements. You are right to keep your plans private and you should do so until you are ready to close on the deal. Even a signed contract is too soon to announce, as it's never over 'till it's over. (In my search for a kennel, I had a signed contract but the deal fell through just a week before closing). As for the kennel I ended up purchasing, the owner kept things private until everything was final."

This member shares: "Private owners should not disclose that you are considering a sale of your business. Rather, run it as though you were going to continue to run it, because until a sale happens, you are the owner. And you never know when a sale could be completed. I understand your concern that you don't want to leave your clients 'high and dry' without a place for their animals if you do sell. But if you let the word out that you are considering a sale, your clients might be concerned and think that because of the uncertainty with your kennel, it may be a good time to 'check out' the kennel down the street. If you lose the clients and the revenue, the financial numbers will be declining and the new owner may be reluctant to purchase the business (or will negotiate a lower price)."

Thank you, every one, for your responses. Wishing you all the best in the days to come!

ABKA WEBSITE TO HAVE NEW LOOK!

By the time you receive this issue of *Boarderline*, your ABKA website will have a whole new look. As we all know, American pets have become treasured members of the family, and pet owners are demanding more information as well as trusted sources for products and services. ABKA is responding to these trends by offering a resource to the pet-owning public through the association's website.

We want to let the general public know that, as an ABKA member pet care facility, you are concerned about the care and health of their pets. Check out the "Locate a Facility" locator and see the new MapQuest mapping feature that has been added to help people find you.

It also features pet health tips, information on dog day-care, a profile on the featured member (from the latest issue of *Pet Services Journal*), pet products for sale, downloadable literature on how to select a pet care facility including the ABKA Bill of Rights for Boarded Pets and Code of Ethics, and other valuable information.

The website redesign will also make it a valuable resource for ABKA members and people who are interested in entering the pet care industry. The site has a modern, user-friendly design containing information how to get into the boarding or daycare business including online registration to seminars and expos for pet care professionals. Visitors can browse the list of how-to videos and literature and learn about the association's many member benefits.

The Member's-Only portion of the site offers access to ABKA's online publications, bulletin board, volunteer list, online testing for the ABKA education program, enrollment into the facilities accreditation program, an online trade show of industry suppliers, industry statistics, and downloadable brochures and literature.

If you have not already seen the new site, please take a few minutes to browse through it.

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