



The Weymiller Family attends the Mariner's game with Mary and her Brigadoon Service Dog, Sable. Why is this a big deal to this family? Because before Mary received her service dog, "Sable", she would wonder off making it impossible for the family to enjoy outings without fear of Mary getting lost. Now Mary stays close to "Sable" and the family can go just about any place they would like.

They attended the Mariner's game with other families from Mary Bridge Children's Hospital in Tacoma as guests of Mariner's pitcher, Joe Saunders. Provided was the guest suite, food, tickets, parking and a personal visit on the field. It was a delightful day and all were treated like royalty.

"Thank's to Brigadoon Service Dogs for providing Mary and our family with such a wonder dog ... she has truly changed our lives!"



## ***BRIGADOON SERVICE DOGS FIRST ANNUAL REPORT Fiscal Year 2012***

*"Offering a Helping Paw!"*

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Brigadoon Service Dogs

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# A Message from the Executive Director

I was asked to write this message for our very first annual report. We were ready to make the information available, but realized that we weren't just telling the story of 2012, but rather the first nine years of our existence – from 2004 through 2012.



On August 4, 2013, Brigadoon Service Dogs celebrated its ninth year in operation! It is amazing just how quickly time passes when you are as busy as we have been here at Brigadoon. I took a few moments to remember back through the years about all that we have been able to accomplish since our very humble beginnings. I thought about how, by the end of 2012 we had graduated 40 service dog teams and about how we have been able to spread the word about the work of service dogs and the important role that they can play in assisting people with a wide variety of disabilities.

The work is long and hard and it doesn't stop – I am up by 6:30 am to do the morning feeding and potty break, through out the day the dogs are training and exercised, the the last potty break each night at 10:00 pm. Thankfully, I have a part time paid staff that gives me a break 5 evenings a week.

We squeeze each penny until it cries and accomplish miracles with two paid staff and 95% volunteers. But this job comes with rewards that you cannot imagine when you see our client service teams at work! We have seen a new sense of independence, a “can do” attitude, a reduction in medications that clients have been taking for years and families able to do things that they had only dreamed of being able to do. We are not just providing loyal companions, but professionally-trained dogs capable of performing between 60 and 100 cues and having been carefully matched to the needs of their human companions in keeping with the requirements of the Assistance Dogs International and the American Disabilities Act.

I realized that we hadn't told our story in one place, listing the accomplishments of each year – so I decided to take the leap and commit to an Annual Report to make this information available to help get the message out.

Our financials and IRS Form 990s have always been available on an annual basis to share our financial status with donors, community civic groups and other corporate and foundation grantmakers.

Each year we scrimp, we save, we find volunteers and we go in search of funds from all of the usual places and sometimes a few of the not so likely ones! For the first time in nine years of operation, during 2012 we tracked the total number of volunteer hours that our volunteers, family, friends, sponsors, neighbors and community members contributed to help our organization. We came up with an astonishing 20,283 volunteer hours of men, women and children who have graciously and without complaint offered their talents and skills to make it possible for us to deliver professionally trained service dogs to disabled community members in need of a helping paw. What does this number mean? It means that in addition to the two employees that we are budgeted for, we had the equivalent of 10.14 additional full-time individuals working on our behalf, without a paycheck, just for the value of helping our important cause! Our volunteers make all the difference in the world to us!

You will be surprised to see just what we were able to accomplish in 2012 and when you have a chance to look at the timeline and the numbers, you will see how support has grown over the years that we have been in operation. My heartfelt appreciation goes out to those that step up to the plate each day, and share my vision of having trained dogs offer the assistance that disabled individuals need, to help them live more independent lives with the opportunity to get out in the world.

Brigadoon had a particularly productive year in 2012. It was a year of growth and expansion and it stretched us to the limits. As you know, with growth and expansion come many changes. The greatest of these was building upon our great accomplishment of achieving Assistance Dogs International (ADI) full credential status at the end of April 2012. This work represents over a year's effort in planning, documenting and putting the foundation in place for our programs.

In particularly rough economic times, it becomes challenging to acquire the funds that we need to sustain our operation. Our board of directors and staff have given great thought to this issue and are looking into new ways to assure a steady flow of income. We want you to know how important your support has been over the years – and we want to ask that you please try to find the funds to continue your generous support of our programs. One of the best ways for you to help, is with a monthly gift over the course of the year. This assures that we have funds coming in throughout the year, even during times that are lean. This means that the dogs have food, medical care and training to learn all of the skills that they need to know.

We cannot do what we do at Brigadoon without your continued help, both in monetary and in volunteer support. Please help us to provide more of these fabulous canines that give people with disabilities hope, independence and unconditional love 24 hours a day, 7 days a week. We change lives one dog at a time.

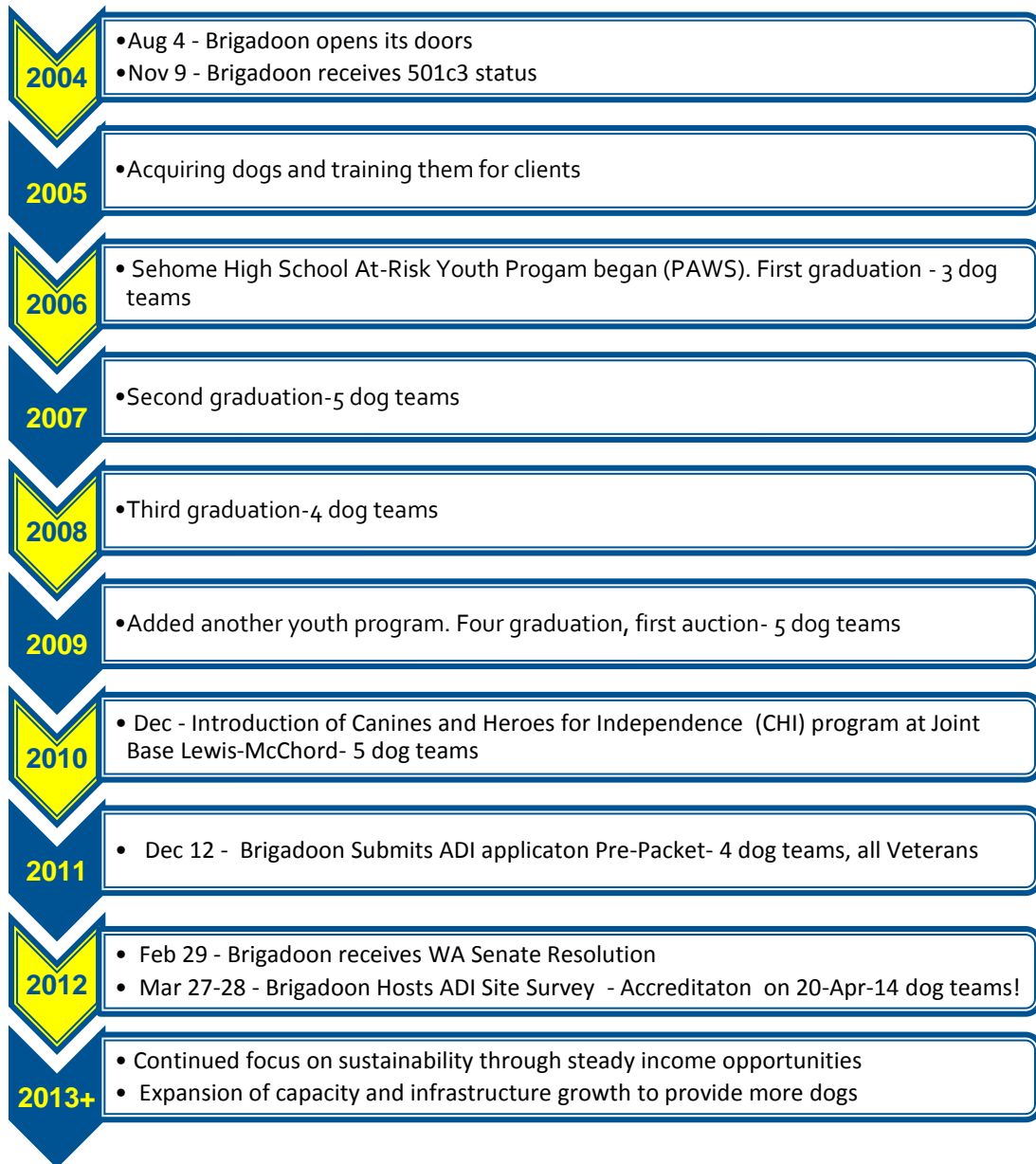
Thank you!

*Denise*

# The Brigadoon Advantage

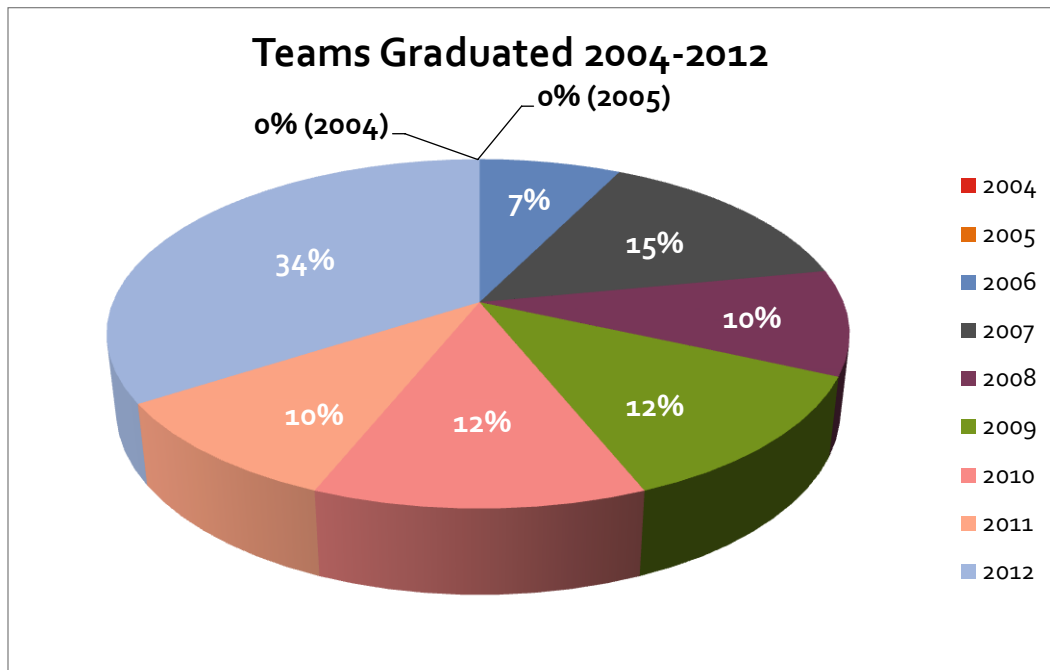
- The estimated cost of raising a service dog from puppyhood to placement age ( at approximately two years old) is now approximately \$35,000. We ask our clients to raise \$10,000 over the two year training period for each client's dog. No one has not been able to reach their goal. We do not ask this of the veterans who apply for a dog, if their disability was caused from being injured in active service to their country. The national average time on a service dog organization's wait list is between three and seven years, at Brigadoon it is closer to three years for civilians and about 12 to 18 months for a PTSD/TBI dog that is slated for a veteran. But this depends, in large part, on client needs and the availability of program dogs. Some conditions are easier to accommodate than others. Sometimes we have a good fit, but the dog has not yet reached social maturity. And sometimes, special skills require special dogs.
- Brigadoon has worked with a wide variety of cases, including some very complex cases. We have done extensive work with Post Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) in veterans. We have also worked with victims of sexual assault and trauma.
- We are one of a very small number of organizations that work with children below the age of 16. We are able to place dogs with children as young as age 6, but require a parent to assume the role of client on behalf of their child, participating in all training and passing of all tests.
- Many other service dog programs, other than our own, are very structured and are not able to accommodate and/or flex around client needs.
- Brigadoon is available for questions and concerns that our service team pairs may encounter throughout their working lives. We also receive regular updates including cards and photos about how well things are going.
- We have established effective working relationships with the Washington Department of Veteran Affairs, with the Washington Department of Corrections and with other state legislators.
- We only use positive reinforcement techniques in our program.

# Timeline of Events



# Measuring Program Success

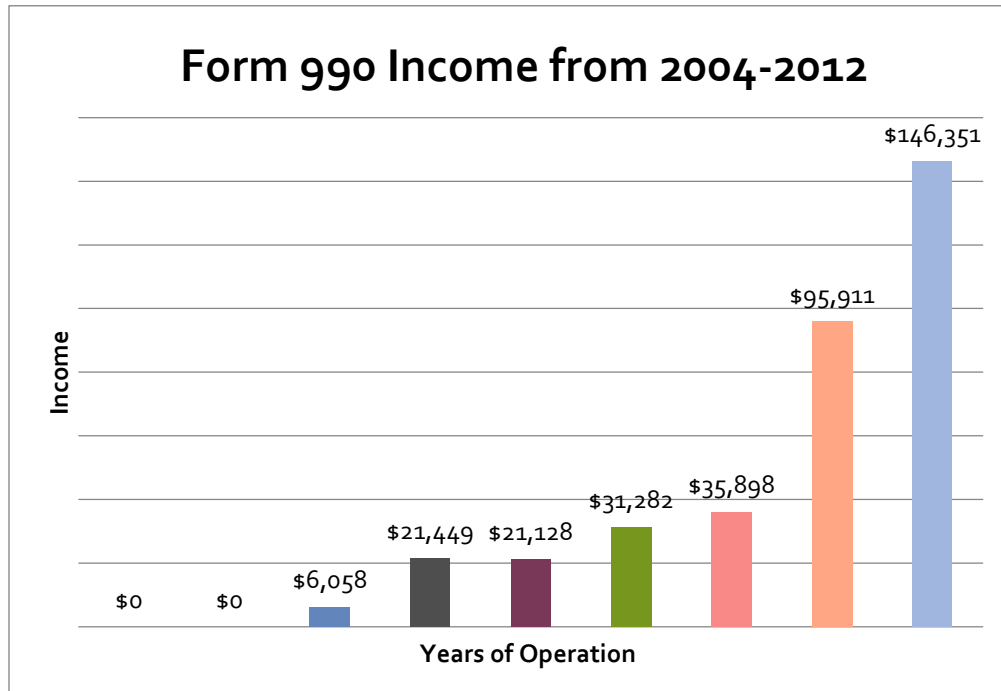
There are many ways to measure success, but in the service dog industry, the most common approach is to look at: 1) the number of service teams graduated each year and 2) program growth over time.



The numbers included in each segment of the pie chart include the year, the number of dogs placed that year and the percentage of our total 40 dogs graduated by the close of our 2012 business year.


Our first placements occurred in 2006, two years after we opened, as our first dogs reached social maturity and were matched with their human partners. We followed a regular annual placement rate of between four and six dogs per year until 2012 when we able to place 14 dogs!

Financial growth over time follows a very similar growth pattern over the same time period. As with many new organizations, we struggled in the beginning and were able to get a toe-hold, as we began to make our first service team placements in 2006. In 2011 and 2012 we saw a growth in our grant writing program, that brought in the funds necessary to meet program expenses. The bar chart below shows income as reported on Form 990. We have not yet met our goal of having a reserve that will cover all operating expenses for a period of six months and allow us to begin to save and accrue funds to introduce new revenue generating programs to achieve sustainability.



## 2012 Accomplishments at a Glance

Timeframe	Activity	Investment/Effort
July – December 12, 2011	Submission of three large binders in fulfillment of the requirements of our Pre-Packet to Assistance Dogs International that described in detail our facility, programs, policies, procedures and forms for membership consideration. Requested expedited review to coincide with contract negotiations with the Veterans Administration and the Department of Corrections for new programs to be introduced in the first quarter of 2012.	<ul style="list-style-type: none"> <li>650 hours of planning, research and development to prepare comprehensive process documentation for Brigadoon to meet certification requirements for full member status with Assistance Dogs International, Inc. (ADI). ADI is the international program that sets the industry standard for service dog training programs.</li> </ul>
January 2012	Senator McAuliffe called to request a supplemental budget to determine what Brigadoon's fiscal needs would be to support our base operation and the outreach that we perform at Joint Base Lewis-McChord and at the Soldier's Home in Orting, WA.	<ul style="list-style-type: none"> <li>Community and government recognition</li> <li>Introduction to US Senator Patty Murray and her South Sound Regional Director, Kristine Reeves</li> </ul>

Timeframe	Activity	Investment/Effort
January 2012	Program growth and budget increase to expand program to graduate approximately 10 service teams annually.	<ul style="list-style-type: none"> <li>Wait List had 30 names on it</li> <li>Target graduates for October set at 8-10</li> </ul>
January 2012	Memorandum of Understanding with the Washington Department of Veterans Affairs to provide support and assist in establishing service dog facilities and training onsite in Orting, WA.	<ul style="list-style-type: none"> <li>Consultation and expertise in establishing a Brigadoon satellite operation in Orting, WA.</li> </ul>
January 2012	Puppies?	<ul style="list-style-type: none"> <li>Sable's pregnancy confirmed at the end of January – Puppies due on 2/28/12.</li> </ul>
February 2012	Memorandum of Understanding with the Washington Department of Corrections to introduce at the Cedar Creek Correctional Center located at Little Rock, WA near Joint Base Lewis-McChord	<ul style="list-style-type: none"> <li>Trainer and back-up trainer share a room with a dog and are with the dog 24/7.</li> <li>We are able to obtain Public Access Test-ready dogs in a period of approximately 6 months of training on 60 basic skills.</li> <li>Brigadoon is onsite at the facility on a weekly basis and has a volunteer resource available, as needed.</li> </ul>
February 2012	Confirmation that ADI had reviewed our application and forwarded it to our designated reviewer for expedited review.	<ul style="list-style-type: none"> <li>File updates</li> <li>Client files reviewed, updated and reformatted</li> <li>Dog files reviewed, updated and reformatted</li> <li>Facility upgrades and maintenance performed</li> </ul>
February 15, 2012	ADI onsite visit scheduled for March 27-28, 2012, 9 am – 4 pm both days.	<ul style="list-style-type: none"> <li>Successful completion of pre-visit review process</li> <li>Addressed review questions and requests</li> </ul>
February 25, 2012	<p>Sable and Travis Litter Birthdate!</p> 	<ul style="list-style-type: none"> <li>Sable and Travis Litter – February 2012 Cassidae's Ultrasuede (Sable) and Marko's Commanding Presence (Travis)</li> </ul>
March 27-28, 2012	Assistance Dogs International (ADI) Onsite Visit Conducted	<ul style="list-style-type: none"> <li>Comprehensive review of files, processes, site visit, facility assessment, client interviews and training session observations (16 hours).</li> <li>Informed that inspector was pleased with our preparations and facility and that he would be recommending a "pass" when the committee met in the next 5-10 weeks.</li> </ul>



Timeframe	Activity	Investment/Effort
April 30, 2012	Assistance Dogs International (ADI) Certification – notification received that “Brigadoon had met all the professional standards and requirements necessary to receive full accreditation from ADI.	<ul style="list-style-type: none"> <li>Next accreditation review to occur in March of 2017.</li> </ul>
September 2012	Brigadoon’s Bright Stars Reading Program introduced at the Whatcom Discovery Center.	<ul style="list-style-type: none"> <li>Providing a canine reading partner program sponsored by the Bellingham Bay Rotary group using “I Can Read” series books and a motivational stars and recognition program.</li> </ul>
October 20, 2012	2012 Annual Graduation and Auction Event held at the Lynnwood Convention Center. Brigadoon celebrated the graduation of 9 service teams – comprised of a diverse collection of veterans, adults and children.	<ul style="list-style-type: none"> <li>Doubled previous paid seats for event</li> <li>Effective generation of funds</li> <li>Secured \$10,000 for the acquisition of a new van</li> </ul>
December 24, 2012	End of Year – Additional program graduate service teams completed during December 2012.	<ul style="list-style-type: none"> <li>Graduated 5 additional service teams making 14 teams graduated in 2012!</li> </ul>

## Brigadoon’s Mission, Motto and Values

Our mission is to acquire, raise and train service dogs that will provide years of emotional support and physical assistance to veterans, children and adults with developmental and physical disabilities. Our goal is to provide better health, independence and enhanced lives.

### Brigadoon’s Motto

*“Offering a Helping Paw!”*

### Brigadoon’s Values

**Education:** We offer opportunities to at-risk youth to train our dogs to assist someone with disabilities, providing learning opportunities in teamwork, responsibility, anger management, confidence and self-esteem. We have a prison program where inmates train dogs for our veterans. The inmates feel that it gives them an opportunity to give back to the community, veterans and learn a new job skill.

**Community Partnership:** Working with others to offer alternative education for youth in our schools and job skills for adults with developmental disabilities.

**Accessibility:** We primarily serve the west coast (including British Columbia, Canada; Washington, Oregon and California). We work with service men and women diagnosed with PTSD and/or TBI and we also work with families who have children with disabilities.

**Service:** We provide trained dogs to veterans, children and adults with disabilities. We offer continued support long after a “team” graduates from our program. Our youth programs are designed to encourage cooperation, build self-esteem and humility.; as does our prison program where the inmates train dogs for our veterans.

**Sustainability:** We strive for financial self-sufficiency that will allow us to continue to bring well-trained service dogs to those in need.

## The Brigadoon Story

Do you know the story of Brigadoon? That mythical Scottish location where a perfect match and love find their path together...

This perfect match is what I work for, in making team pairings for our service dogs and their owners.

By very carefully getting to know both our clients and dogs, we can better understand both of their needs. Both dogs and people exhibit a variety of subtle cues that we can use to tap their potential to work well together. We at Brigadoon have an extraordinary ability to spot these traits and apply this knowledge to crafting exceptional skills in both training for our dogs and their future owners.



that the pairing is going to be good.

We work very hard as trainers to prepare our dogs to be good service dogs, but it is clear that there is still a very “magical” piece to the perfect match – it’s the moment when you just know that a dog and a man, woman or child have something very special together. It’s that spark that lights up their eyes and their souls. You just know

How Brigadoon Service Dogs came to be.

First I....

- Attended National K-9 six week dog training school in 1992.
- Owned and operated my own boarding and training business for 14 years, training hundreds of dogs.
- Bred collies for 30 years and showed in the conformation ring, agility, herding and obedience for 10 years.
- Belonged to the American Kennel Club, the Collie Club of America, Association of Pet Dog Trainers and the Collie Club of Canada
- Acquired my certification to train service dogs and operate a non-profit business from Assistant Dogs Institute, now known as the Bergin University of Canine Studies in 2004.

Next I applied for non profit status....

Then I had to come up with a name.

After my first smooth collie received his championships, International, American, and Canadian I decided to train him as a service dog to assist my aging mother who needed a dog for support as she walked. His name was Cassidae's Brigadoon.

At first I was only going to use collies and golden retrievers. Well, collies come from Scotland, golden retrievers were made popular by a Scottish Lord, my first champion dog to be a service dog was named Brigadoon, and,

There is a story of a small village in Scotland that comes to life only once every one hundred years where a perfect match and love find their path together....I just had to call the school "Brigadoon".

The demand for service dogs is very high, it is anticipated that there are some 30,000 people who might qualify in the State of Washington alone. We currently have 38 names on our waiting list and we are actively training 11 dogs who are in the eligible age range for placement. Training a service dog is not something that happens overnight. Most dogs begin as puppies and advance through more and more elaborate training until they reach the age of 18 to 24 months when they reach maturity and become eligible for placement. During those two years, they are repeatedly tested and checked for temperamental balance, physical well-being and their ability to learn the skills necessary to provide effective assistance.

I have partnered with our local community and have been able to offer training opportunities for at risk youth, junior high school and senior high school community projects, Girl Scouts, and local organizations that support the developmentally disabled. Our family of volunteers, trainers and supporters help us to bring these wonderful dogs to people who will benefit from their assistance and support.



*"My dreams have become a reality and I want to invite you to join me in keeping the dream of matches made at Brigadoon a reality for those in our community that could use a helping paw. Thank you!"*

*Denise*

# Fiscal Year 2012 Report

## Board of Directors (2012)

Marguerite Turner, President

Erin Quisenberry, Vice-President

Tammy Quiram, Secretary

Mary Allen, Treasurer

Leon Costanten

Carolyn Wyandt

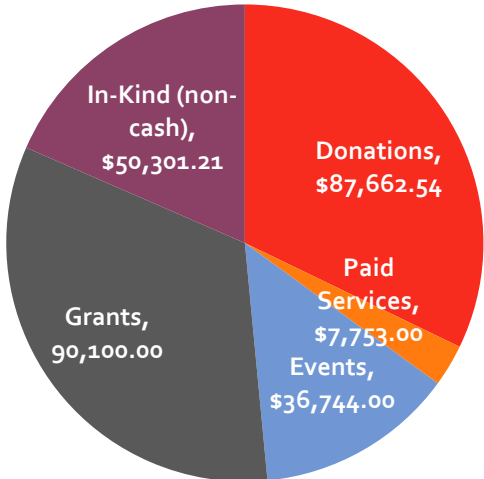
Denise Costanten, Founder/Executive Director

[Non voting status](#)

## Brigadoon Service Dogs -- Our programs:

- Provide professionally trained service dogs to disabled members in our community.
- Match disabled veterans with dogs trained to assist with Post Traumatic Stress Disorder (PTSD) and/or Traumatic Brain Injury (TBI) and other complex disabilities through our Canines and Heroes for Independence (CHI) Program.
- Provide basic training to service dogs destined for veterans by offender trainers at Cedar Creek Correctional Center through our CHI Program.
- Provide work opportunities to the disabled in our community through the WorkSource Program.
- Provide learning opportunities in training and grooming service dogs to at-risk youth in our community.
- Provide community education and awareness to the community about the need for service dogs, what services a trained service dog can provide and how to approach and accommodate service team pairs.

## Financials

2012 Balance Sheet		2012 Profit and Loss	
Current Assets	\$117,084.96	Donations	\$87,662.54
Fixed Assets	\$36,829.30	Paid Services	\$7,753.00
<b>Total Assets</b>	<b>\$153,914.26</b>	Events	\$36,744.00
Total Liabilities	\$7,564.17	Grants	90,100.00
Equity	\$146,350.09	In-Kind (non-cash)	\$50,301.21
<b>Total Liabilities and Equity</b>	<b>\$153,914.26</b>	<b>Total Profit</b>	<b>\$272,560.75</b>
 <p><b>Where Our Funds Come From</b> (category and amount)</p>		Administrative and Operational Expenses	\$20,587.08
		Marketing/Fundraising Expenses	\$18,290.83
		Payroll	\$67,638.49
		Dog Expenses	\$56,882.66
		Occupancy	\$50,303.09
		Travel and Professional Development	\$2,016.87
		<b>Total Losses (expenses)</b>	<b>\$215,719.02</b>

Yes, we grew in 2012! But now, more than ever, we need your help to make it possible to make trained service dogs available to individuals with disabilities in our community. Please take another few moments to see what you can do to help Brigadoon Service Dogs continue to make a big difference in lives of many!

## Your Dollar At Work



Please note that training costs and facility are not included in dog expenses, but in the more traditional way of reporting this information under Payroll and Occupancy.

## Brigadoon's Costs to Raise a Service Dog

Over the past nine years, we have been able to calculate the costs of raising, training and placing a service dog to approach \$35,000. The individual expense categories are generalized as follows:

Food (\$60 per month x 24 months)	\$ 1,140.00
Spay/Neuter surgery	250.00
Eye check and certification	45.00
Hip X-rays	250.00
Vaccines	150.00
Microchip for identification	45.00
Boarding \$18/day x 24 months	6,336.00
Training and care \$11/hr x 2352 hrs (3.5 hrs/day/dog for 24 months)	\$ 25,872.00
<b>TOTAL</b>	<b>\$ 34,108.00</b>

Added to these expenses are routine annual veterinary checkups, emergency medical care and other expenses including toys, bedding and grooming.

## Fiscal Year 2012 Report

During particularly challenging times, it is wonderful to be able to count on the support of our volunteers and "regular" donors. The number of dogs that we are able to make available to disabled individuals in need of the support that a well-trained service dog can provide continues to rise each year. With the return of service men and women from their multiple deployments to Iraq and Afghanistan, we expect the numbers to increase even more than what we as a country are prepared to offer.

The more that we receive in donations, the greater the number of dogs that we can train and make available to those in need; whether a veteran, a child, a family member, neighbors or friends. If you

can help us make a difference, we ask that you consider a donation through one of the several methods that we offer:

- Check out our website's donation page located at: <http://www.brigadoondogs.org/Donate.html>. Consider a monthly donation of what you can afford: \$5, \$10, \$15, \$25 or even more. These monthly donation programs are an excellent way for you to help keep a steady flow of food, medical care and trainers available for all of the dogs in the program and serve the qualified individuals awaiting a dog on our Wait List. We now have 38 eligible candidates who are program approved and waiting for a dog. Our wait time has risen from approximately 18 months to between three and five years. But as long as this seems, we continue to hear from our colleagues at other programs, that their wait period has been extended to as long as five to seven years, also.
- Think about limiting the number of charitable organizations that you support and look to those that provide the greatest amount of satisfaction and that you personally feel strongly about. Seek out your passion and make it a priority. Even if it means that you are not able to donate as much, we understand.
- Our volunteers and donors are one of the most important reasons that we have been able to grow our program, and offer dogs to more individuals. Without community support we would be serving a small clientele with a very limited reach. As it is, in nine years, we have matched 40 Brigadoon Service Dog teams, certified 10 Joint Base Lewis-McChord veterans with non-Brigadoon dogs and have consulted with numerous clients about the value of therapy and companion animals when they are not physically eligible for a service dog.
- Our desire and actions toward making service dogs available to service members who have seen active service in Iraq and Afghanistan at a much reduced rate (calculated on a sliding scale) has meant that we have needed to seek out special funding which has become progressively less available over the past few years. More and more, we are competing for funds and seeing them go to the costs for no-kill shelters, medical care and food for survival – and we agree that these are all worthy causes.
- Brigadoon Service Dogs has, from its inception in 2004, charged less than one-third of the cost of caring for, sheltering, feeding and training a service dog for the two year training program required to produce a well-trained service dog. Today's best estimate for the costs of raising a service dog to maturity break down approaches \$35,000.

Please visit: [www.brigadoondogs.org](http://www.brigadoondogs.org) for more information

*Thank you!*