CALL TO ORDER
Karen Galmiche called the meeting to order at 6:00 PM.

PRESENT EITHER IN PERSON OR ON THE PHONE:
Carol Borden, Chris Borden, Ann Larkins, Gerry Petrone, Paul Bertram, Priscilla Parker and Karen Galmiche. Debbie Foor attended the first part of the meeting. MJ Brandt was absent.

MINUTES FROM THE MAY ANNUAL BOARD MEETING:
Motion made by Priscilla Parker to approve the minutes as written. Ann Larkins seconded. All voted in favor.

PRESIDENT'S REPORT:
Karen has nothing to report at this time.

DEBBIE REPORTED ON ADVISORY COUNCIL MEETING:
(See attached minutes from their meeting.)

TREASURER'S REPORT:
Ann Larkins read the financial statement. There were some errors noted that will be corrected and a new report sent out.

VICE PRESIDENT'S REPORT:
Priscilla reported on a project that she was working on to contact donors to check on them for future donations and to thank them for previous donations. At this time, our records did not include contact information, emails and phone numbers, so we will start fresh with a new project. This will include a mass mailing around Veteran’s Day holiday and to get email addresses to alleviate postage costs. Then in 2019, we will send out 3x5 post cards to all donors thanking them and letting them know how many dogs were paired in 2018 and how many people are impacted by each pairing. These costs would come from our education budget, not administrative. Next project for 2019 would be to send out educational information about who we are and what we do to all VFWs and legions. This will be time consuming as we have to gather contact information via zip codes. The plan is to get our name out there and keep it in front of as many people as possible. This is not only for donations but to find those veterans that have a need for a service dog as well.
FACILITIES/MAINTENANCE OPERATIONS:

As of now, the farm is running smoothly with only routine maintenance being completed. The generators are checked monthly and fuel will be brought in as needed. Chris plans to hold a fire drill in the near future. He spoke of the need for more crates should a hurricane happen and all dogs have to come in the house.

HUMAN RESOURCE DEPARTMENT:

Carol reported as MJ is on vacation. We now have 34 employees with 4 being contract workers. We have 3 openings, a vet tech supervisor and 2 trainers (1 for traveling between PA/MI and 1 for Headquarters). Eight employees are veterans which is 23% of our staff. We did have to release a newly hired Development Director as he was not a good fit for our organization. Kintone is not as good a data base as promised so in the future we will get a better program. We have hired a new auditor and an audit is in happening now and should be completed in 30-45 days.

NON-PROFIT BUSINESS PROGRAM RESEARCH REPORT:

Priscilla reported that her research on Charity Navigator showed we were not eligible to be listed because of not having 7 years of 990’s. Carol states that we do have 7 years of 990’s and if that is their only criteria for us, it needs to be corrected. Carol thought we needed 3 audits. Priscilla’s research showed what people want to know about a charity such as knowing and following one’s mission, how money is spent (75% on program, 25% administrative), is the organization growing, transparency in finances, showing respect for donors, positive media coverage and knowing the charity’s outcomes such as how many dogs are paired, no suicides, etc. It was agreed that we have everything covered that they require, but we weren’t sure if the number of dogs paired is in print. Carol suggests that Priscilla check Guidestar or the website to insure our numbers are listed there.

COMMUNICATIONS/MARKETING RESEARCH:

Ann researched the top 10 non-profit service dog organizations. The top three had the following in common – snappy, high quality, Hollywood style videos, weekly notes with links to videos, 6 different Facebook accounts, host contacts, be part of petitions, contests, give a dog a job campaign, live streaming of pairings, etc. Discussion held on what we already do and what we can do that is cost effective. Ann and Carol will meet and go over potential new ideas.

LEGAL EXPERT:

Karen has no updates to report at this time.

BEREAVEMENT PROGRAM:

Gerry reviewed what sayings that she wants to put on bereavement cards with a picture of a shepherd on the front. Carol suggests she contact Bernadine as she is excellent at making
cards. These cards will be sent out immediately after the death of a dog. Gerry will touch base with Carol frequently and keep records re: deaths.

**FIRST AID:**

Priscilla and Gerry have divided up the subject matter and will plan a class for December. Discussion held on who needs to be trained in CPR and in the use of the AED. Priscilla suggests that we have two, one in the barn and one in the house. The same with having a CPR trained person in the house and in the barn. Carol wants all management staff trained.

**DISASTER PREPAREDNESS UPDATE:**

Chris previously discussed this under Facilities.

**BUILDING MATERIALS/TRADE SHOWS:**

Paul gave report (see attached).

**EXECUTIVE DIRECTOR:**

**Old Business:**

Data Base – MJ not present to discuss

Apprentice program – We received state approval and are the only organization in Fla. A VA representative visited and the hope is that we will receive approval in 30 days for this program to be accredited under the GI bill.

Parkland pairing – We paired our first dog with a recipient from Marjory Stoneman Douglas school. Some of our veteran teams went there to accompany her on her first day of school. Carol also sent a trainer to spend the first day to make sure all went well. We would love to have more sponsors for the affected students.

Update on Fl and PA campuses – The Fl campus is in a holding pattern and we are looking for more sponsors. We have applied for a $100,000 Lowe’s grant for a house renovation on the property. The PA campus is moving forward with engineering, surveys, core samples, etc. We were approved by the Zoning Board to apply without a zoning change. We are planning an October symbolic groundbreaking ceremony if the property is closed on by then. Carol has given the architect a 9/6 deadline to have drawings ready for us to share with potential sponsors/donors. At that time, we will invite the Dunlap family would to donate to our Fl campus.

Research Project with Princeton University - The university is working on a study of DNA in dogs to see if there is a predisposition to being people friendly. We have sent 60 samples from our dogs. The initial 30 dogs tested do show very favorable results, but it is too early for all the data. It is an honor to be asked to participate in this study and we are looking forward to seeing the results.
New Development Executive hired/fired – Discussed above under HR.

**New Business:**

**Audit by MJ** – Audit is still in progress and should be completed in the next 30-45 days.

**Potential pairing** – We have an application request from a Veteran/First responder. He was on the scene of 9/11 where he was injured.

**Update on Veteran’s Prison Program** – Carol met with a Senator from PA who wants to partner with us on a new program. The DOC has a unit in the prison that is for veterans only. They are trying to reduce recidivism rates in this population. There is $200,000 available to set up a training program and to offer our fostering program there. The inmates would receive college credit and the hope is that they would be employable and stay out of prison. This unit has its own hospital and cafeteria so our dogs would get good access experience. At some point, employees may take a dog home on the weekends. Inmates would have to apply with prison staff recommendation and be well vetted to ensure the best chance of success. It is a pilot program that would last for 5 years and spread to other prisons if successful. Nate is from there and could possibly move back and head up the program. The monies would be used for travel, salaries and a van. Michigan is now interested in the program as well.

**Gables.com** – Ray Galmiche is featured on their website.

**Operation Service Dog Entry** – This entails an evaluation process for approval of service dogs to be placed on a registry. We will be evaluated on August 30th. Another organization has approved us as members of their organization which is competitive to ADI. ADI acceptance process should be completed in the fall.

**New Vet Tech Supervisor and Process vs Veterinarian** – We have had some issues with staff not giving appropriate doses, and in some cases, not giving medicine at all. Stool samples were not being checked or read by staff properly. This has caused problems with the dogs and major vet expense. These employees are gone and we have hired a supervisor who has 40 years of experience with 19 of those being in UF small animal hospital. She will start in 2 weeks.

**Nomination** – Carol has been nominated for Pet Industry Woman of the Year. This is another well-earned and well-deserved honor for our CEO.

**Passing of the Leash Ceremony** – The Florida ceremony will be held the first Saturday of December. We will have a select group for this symbolic pairing. The main objective is to bring awareness to our organization, educate the public and thank our sponsors/donors.

There being no further business to discuss, we adjourned at 8:25 pm.