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ABKA NEWSLETTER

MARCH 2006



NEW CANINE VACCINE GUIDELINES NOW AVAILABLE FROM AAHA

The American Animal Hospital Association (AAHA) has updated the AAHA Canine Vaccine Guidelines, originally released in 2003, to reflect changes in the area of canine vaccines. Click [here](#) to view the guidelines in PDF format.

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ABKA NEWS AND ANNOUNCEMENTS

Member Discount on ABKA Programs & Products through April 1, 2006!

Attention ABKA Members! If you have been thinking about enrolling in the education or VFA programs or purchasing publications or other materials from ABKA, now is the time to do so!

Due to rising operating costs, ABKA has been forced to increase prices on its

programs and products. The increase will go into effect immediately, but all ABKA members can take advantage of a 10% discount on new pricing through April 1, 2006.

For additional information on ABKA's [education programs](#) and enrollment send an email to education@abka.com

For additional information on ABKA's [Voluntary Facilities Accreditation \(VFA\) Program](#) send an email to vfa@abka.com

For additional information or to order books, videos and other materials visit the [General Store](#) at www.abka.com

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Reminder - ABKA Member Logos: Take Pride in Your Association!

Are you using your ABKA member logo in your advertising and public relations campaigns? If not, why not?

Each time you display the ABKA logo, you are reaffirming your commitment to ABKA's Code of Ethics and the Pet Owner's Bill of Rights for Pets in Boarding or Daycare Facilities. You are pledging to the pet-owning public that you hold your establishment in the highest regard and that you are in business to provide the highest level of service possible to your clients and their pets.

Please take a moment to visit the Members Only area of our Web site at www.abka.com to download the most recent version of your member logo. Display it proudly!

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Announcement - Colorado Dog Daycare Association Seminar

[The Colorado Association of Dog Daycares](#) is holding a Pet First Aid Seminar at Harrison Memorial Animal Hospital on March 25, 2006. Topics will delve into typical pet care facility illnesses including puppy warts, broken toenails, ear nicks and canine cough. Basic first aid will also be discussed. For more information, contact [Cristal Newell](#).

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Announcement - ABKA Publishes Ends Policies

ABKA runs according to a system of Policy Governance adopted by the Board of Directors in April of 2004.

ABKA's Policy Governance is an integrated board leadership paradigm designed to empower the Board to fulfill their obligation of accountability to the Association. The model enables the Board to focus on the larger issues, to delegate with clarity, to control management's job without meddling, and to evaluate the accomplishment of the organization. Policy Governance separates issues of organizational purpose (ENDS) from all other organizational issues (MEANS), placing primary importance on those Ends. The Ends Policies are what the Board defines as needs to be met, for who, and at what cost. These mission-related policies embody most of the Board's long-range planning.

Click [here](#) to review ABKA's Ends Policies.

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Announcement - Educational Testing Available at Region Spring Meetings

Candidates interested in completing the written test for Certified Advanced Pet Care Technician (CPACT) or the written testing and oral interviews for Certified Kennel Operator (CKO) during one of the available regional Spring Meetings should contact the ABKA Education Department (phone: 877-570-7788, Ext. 14; email: education@abka.com) a minimum of 30 days prior to the scheduled meeting. This will allow the staff enough time to ensure that all required information has been received and the testing materials are prepared and provided to the particular region director or education representative. While it may be most convenient to test within your region, some regions may not be able to offer this option or you may find the dates of another region meeting will fit your personal schedule better. In either case, you can schedule to test at any of the region meetings offering testing.

You can find the most current information on the Spring Meetings, including agendas and educational testing opportunities by visiting ABKA's [Calendar of Events](#).

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Announcement - ABKA Calendar of Events

Remember: You can find the most current information for ABKA's Spring Meetings by visiting our [Calendar of Events](#).

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Announcement - Seminar Qualifies for CKO Annual CE Requirements

ABKA members in the Tampa Bay area who attend [SPCA's](#) behavioral seminars on March 11 and 12 will be able to use their attendance towards their

Continuing Education credit.

Attendees will gain new insight into normal canine behavior, learn how to recognize behavior that is not considered normal, learn about medical issues that influence behavior, and increase awareness of the role remedial behavior programs play in reducing the number of companion animals brought to animal shelters each year.

To see the seminar agendas and lists of speakers, click [here](#).

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Announcement - Congratulations to ABKA's newest Accredited Facilities!
[Best Friends Pet Care, Inc](#) in Carmel, IN was recently reaccredited. They were originally accredited by ABKA in 1991. Congratulations!

Also an ABKA accredited facility since 1991, [Union Lake Pet Services, Inc.](#) has achieved reaccreditation. Well done!

Originally accredited by ABKA in 1992, Hoffman-Haus Pet Resort, Inc. in Winterville, NC has also been reaccredited. Great job, everyone!

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Announcement - 45 New Members in February 2006!

Please join us in extending a warm welcome to our newest members:

ALASKA:

The Dogs Den, LLC

ARKANSAS:

A-1 Pet Salon & Camp Cold Noses

ARIZONA:

PETSMART PETSHOTEL - Tucson

CALIFORNIA:

Airport Pet Cottages & Spa

Canine Country

Ryan Landes

PETSMART PETSHOTEL - Brea

PETSMART PETSHOTEL - Whittier

Waggin' Tails Day Camp

CANADA:

Guides Canins - Saint-Lazare, Quebec

COLORADO:

Canine Campus
Florissant Kennels and Grooming
Loretta Hiatt

FLORIDA:

Rosemary Gannon
Lori Johannesen

GEORGIA:

Harriet Thomas

HAWAII:

Bobbi-Ayn Masumoto

ILLINOIS:

Kathleen Hemmerich
PETSMART PETSHOTEL - Chicago

INDIANA:

Lucky Dog Retreat, Inc.

MASSACHUSETTS:

Melanie & Richard Reilly

MARYLAND:

Cozy Canine Camp
PETSMART PETSHOTEL - Bethesda

MICHIGAN:

Animal Den
Canine Campus of Detroit

MINNESOTA:

Pine Ridge Pet Care

NORTH CAROLINA:

Furry Feet Retreat of Cary, LLC

NEW JERSEY:

PETSMART PETSHOTEL - Secaucus

NEW MEXICO:

T's Country Kennel

NEW YORK:

Nora & Daniel Craft
Windy Cliffs Canine Inn

NEW ZEALAND:

Qualified Pet Services, Ltd. - Auckland

OHIO:

Broadway Kennels
Chalet Kennel
Groomer Magic, Inc. / Pinewood

PENNSYLVANIA:

Animal Inne at French Creek Vet Hospital
Portia Palko

SOUTH CAROLINA:

Foolish Heart Kennel

TEXAS:

Debbie Gross
Paws Up Performance Site, Inc.
PETSMART PETSHOTEL - Flower Mound
Two Tails Pet Sitting Service
Walnut Creek Pet Resort

UNITED KINGDOM:

Tony Efosa Roberts - London, England

VIRGINIA:

A Stay in the Country at Shadewood Farm

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ARTICLES

Article of Interest - San Francisco Poop Power Project

The Associated Press reports that the City of San Francisco is launching a pilot project to test the effectiveness of powering household appliances with gas from dog waste. You can read the article [here](#). On a (somewhat) related note, the March 2006 edition of Pet Services Journal features an article on San Francisco-based ABKA member facility [Pet Camp](#). To the best of our knowledge, Pet Camp is the only pet care facility in the country that is a certified [Green Business](#).

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Article of Interest - Pet Care Facility Video Game

For the up-and-coming pet care entrepreneur, THQ, Inc. has released a new video game called [Paws & Claws Pet Resort](#). Players learn grooming, feeding and

training skills as well as how to reinvest profits to expand and grow clientele.

Is your facility making headlines? [Email me](#) and let me know what you're up to!

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Reminder for AOL Users

ABKA has been experiencing a number of email delivery issues with members who have America Online (AOL) accounts. It has come to our attention that email sent from the ABKA office destined for AOL accounts is being blocked from delivery after being designated as "Junk Mail." This is happening even if ABKA did not generate the original communication, but is trying to respond to an email sent in from a member with an AOL account.

The explanation offered by AOL is that some of our members with AOL email addresses have, at some point in time, designated incoming ABKA email as "Junk" so the AOL filters then recognize all subsequent ABKA email as "Junk" and block delivery.

ABKA has tried repeatedly to resolve this issue by utilizing AOL technical support, but a satisfactory solution has not been reached. Therefore, we are suggesting that members with AOL accounts consider the following action(s):

- AOL account holders should not identify ABKA emails as "Junk" but rather simply delete the ABKA email when it is no longer needed. (Note: ABKA only uses mail to correspond with members for legitimate association-related business.)
- ABKA members currently using AOL may want to consider opening an alternate email account. Many providers, such as Yahoo and Hotmail offer free email services. If you do choose this option, however, please be sure to notify ABKA of your new email address. It is worth mentioning that many free email accounts are very sensitive to storage quotas and it is necessary to clear old emails frequently to make room for incoming mail.

Please keep in mind that these suggested actions are general in nature and if you are uncertain of what to do we strongly suggest you contact your Internet Service Provider (ISP) for specific technical support.

As a general rule, if an ABKA member with an AOL email account has not received a response from the ABKA staff within two business days, the member should assume that the AOL Junk Filter has impacted the delivery and should follow up with ABKA by phone.

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Thanks for your dedication and support! See you next month!

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