

# Let's Go!

Spring/Summer 2016

## 09 | Ask the expert

Why we need to socialise our puppies.

## 10 | Partnership story

Karen Donald talks about how canine partner Gooch has transformed her life.

## 12 | Capital appeal

Why we are building our Midlands Centre and how you can help.



**Canine  
Partners**

Amazing dogs. Transforming lives.

Pets Corner is a corporate supporter of Canine Partners.

ESTD 1968

# PetsCorner™



Over 78%  
of our products  
are British!

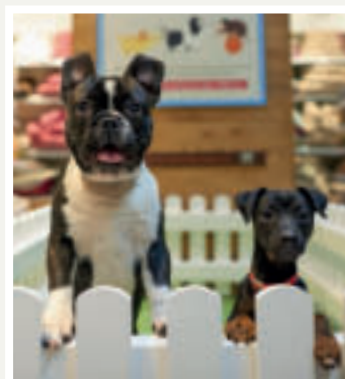


We're a proudly British company, and we support local industry by stocking products made by smaller innovative UK companies, rather than relying on big multinationals that put price before quality.



## The most knowledgeable staff around

We're the only pet retailer to classroom train all our staff. Our dedicated training team teach from our full curriculum to ensure our staff can give you the right advice every time.



## Puppy hour™

Meet other puppy owners and socialise your pup under 12 months, try out puppy products and get expert puppy advice

IN STORES TUESDAYS & SATURDAYS 9:30-10:30

Everything you need for **Dogs, Cats, Small Animals, Pet Birds, Reptiles, Aquatic, Home Farming & Wildlife**

 **PetsCorner™** for your nearest store [petscorner.co.uk/stores](https://petscorner.co.uk/stores)

**10% off** your next shop with this voucher

Please fill in this form to claim your discount

Name

Email

Pets

Tick as many as you like

☐ Dogs

☐ Cats

☐ Small Animals

☐ Domestic Birds

☐ Fish

☐ Reptiles

☐ Wild Birds / Animals

☐ Horses

We will NEVER hand your details to a third party. Sometimes we may send some info about our best special offers. If you don't want to receive it tick here ☐

**TERMS AND CONDITIONS APPLY:** Only valid at the store named above. Not to be used in conjunction with any other offer. Pets Corner reserve the right to restrict the amount purchased. Restricted to one offer per household. Offer ends 31.12.16



# Welcome



It's summer, with a strange mix of flooding and heatwaves, which makes 'good growing weather'. This is appropriate, because in this issue you will read about how our pups grow into fully established canine partners. It is a journey that takes about eighteen months to complete, and there are various ways in which you can help along the way.

You will read about the importance of socialising our young puppies, and how we rely on volunteers to help us train our youngsters in their early stages. We follow a day in the life of Hayley, who is one of our puppy trainers, so you can hear all the nitty gritty of how it's done.

And how our puppies' journey continues on towards fully fledged partnerships, transforming the lives of disabled people. You can shed a tear at the very moving testimonial from Karen with her canine partner Gooch, who just goes to show what a huge difference a canine partner makes, in all sorts of different ways. And working tirelessly in the background, our aftercare support service is there 24/7. You can read all about it on page 14.

Talking of green shoots, you will see how our Midlands Centre is growing every day. Our latest project is to complete the building of wheelchair-accessible residential accommodation for our clients, before then constructing special facilities for our dogs. If everyone who read this magazine donated £25, we would make our dream become a reality, and would have a fully developed centre in the Midlands, serving disabled people in the Midlands and beyond. So let's do it!

You will read inspiring stories of people who have gone that extra mile to 'do their bit' for Canine Partners. In this issue, we hear of England rugby star Chris Robshaw's determination to join in the overall Canine Partners' effort, in his testimonial year. And you will also hear of how ordinary people are doing extraordinary things all over the UK to help our cause, whether it's by becoming Community Champions (page 20), leaving a life-transforming gift in their will (page 26) or in any number of other ways.

All in all, a bumper edition of Let's Go – we thank you for helping us make such progress.

P.S. We would love this magazine not to go to waste after you have read it. Is there somewhere you could take it once you've finished reading it, like your local doctor's surgery?

**Andy Cook,**  
CEO Canine Partners

## In this issue...

Front Cover - Michelle Cole and canine partner Lester

- 4** Our extended family
- 6** A day in the life of a Puppy Satellite Trainer
- 8** Puppy file
- 9** Ask the expert – why we socialise puppies
- 10** Partnership story
- 12** Capital appeal
- 14** A successor story
- 16** A look at our Aftercare Department
- 18** Corporate news
- 20** News and events
- 22** Challenge yourself and have fun
- 24** England rugby ace Chris Robshaw supports us
- 25** Partner nominated for prestigious Soldiering On Award
- 26** Spotlight on one of our Charity of the Year schools
- 27** Leaving a legacy to transform lives

## Get in touch

**We always love to hear from you.**

You can follow us on Twitter, Facebook, YouTube and Instagram.

Write to us at:

**Mill Lane, Heyshott,  
West Sussex GU29 0ED**

or call **08456 580 480.**



### Scotland Office

We have a Scotland Community Manager and a Scotland Satellite Trainer based in our office in Stirling.



### Partnerships

More than 340 partnerships working across England, Scotland and Wales.



### Puppy Training Satellites

More than 120 puppies learning to become canine partners at 16 puppy training satellites across the UK.



### Two Training Centres

Our Midlands Centre, based in Osgathorpe, Leicestershire and our Southern Centre, Heyshott, West Sussex.





# Our extended family



We have an extended family of volunteers and staff UK-wide who help us in our mission to transform the lives of disabled people through partnership with our specially trained assistance dogs.

From breeders to occupational therapists, fundraisers to speakers, weekend fosterers to aftercare assistants, we are immensely grateful to every single person who plays a part in the life-changing work of Canine Partners.

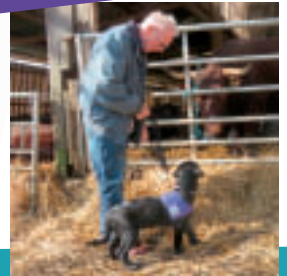
Our dedicated 'purple army' are working towards a vision that disabled people in the UK will be aware of what we do and:

- **will not have far to travel to our nearest training centre**
- **will not have too long to wait for their dog to be trained**
- **will enjoy greater independence**
- **will enjoy a better quality of life**

And as part of that:

- **we will remain true to our mission**
- **we will remain true to our values**

**“ I joined Canine Partners to progress my dog training career but I enjoy working with people too, it’s an added bonus of working with the dogs every day. It’s lovely to see how much the puppies enjoy their time with their puppy parents and how much fun they have learning. No two days are the same. ”**



# A day in the life of a Puppy Satellite Trainer

**We spoke to Hayley Telling, the Puppy Satellite Trainer for Heyshott, Fareham and Surrey, to find out more about her role at Canine Partners.**

Hayley joined the team in November 2015 after working as a Vet Nurse for six years in an emergency and referral hospital. During her time there she ran puppy classes, as well as obedience and agility, developing skills which have stood her in good stead in her role based within our Puppy Department at our Southern Centre.

## By 8.30am

Hayley is at work where she checks any emails that have come into the Puppy Office overnight and answers requests from people who would like to become volunteer puppy parents or queries from those who already have puppies.

## 9am

Hayley is on the road in a Canine Partners vehicle, which people spot out and about, while she is driving to her first home visit of the day.

## 9.30am

Hayley arrives at the home of one of our volunteer Puppy Parent's. She starts by asking them how things are going, usually over a cup of tea and answers any questions that may have arisen since her last visit a couple of weeks previously. Hayley gives the puppy a physical check over to see it is healthy and then they all set off on a walk to the local shops. Hayley gives the Puppy Parent lots of encouragement and advice on the commands



“

Having a puppy brings about lots of daily challenges and some immensely pleasurable moments when we both get things right. I receive lots of support along the way from the Canine Partners trainer and I realised how much I enjoy problem solving when the puppy needs a different approach, in order to successfully complete a task.

”



**Gill Webb,**  
Puppy Parent,  
East Sussex

“

We enjoy introducing the puppies to trains, buses, shops, cafes and lots of different everyday situations, including our local water park which is full of hundreds of different birds. Our local supermarket knows the name of our Canine Partners puppies, but not ours even though we've been shopping there for 25 or more years!

”



**Nick Pope,**  
Puppy Parent,  
Somerset

“

I would encourage others to become puppy parents as although it is sometimes challenging, it really is great fun. The only thing that costs you is your time and you get to cuddle and watch the pups grow all year round, turning from bundles of fluff into inspiring fully grown dogs.

”



**Sharlah Cantwell,**  
Puppy Parent,  
Hull

to use, how to get the puppy to walk on a lead properly and how to reward the puppy when it gets things right. Home visits are really important and give Hayley the chance to access the puppy doing a range of tasks it will need to do well if it is going to be a successful canine partner. Some of these tasks include feeding, toileting, getting in and out of the car and how the puppy and Puppy Parent interact with each other. After a quick recap at the end of the visit Hayley sets off for her next appointment.

## 11.00am

Hayley arrives at her next meeting point. This time it's outside a local supermarket where she has arranged to meet a Puppy Parent with a 10 month old puppy. After a quick catch up, they set off for a walk together taking in as many different aspects of the environment as possible. It is really important that all puppies are confident in town and busy conditions. They go into shops so they can check to see how the puppy reacts to walking

on different floor surfaces, the strange and varied shop displays, lifts, steps and even the motors of the freezers and air-conditioning units, all things which people take for granted but can be unsettling for puppies. At the end of the walk, Hayley and her Puppy Parent meet up in a café with her next two puppy parents, who have arrived to do a group session so they can work on teaching their puppies to concentrate while another dog is nearby. But first, they all enjoy a catch up and an exchange of stories over a cup of tea and a piece of cake.

## 2.30pm

Hayley stops off to carry out a home check for a potential Puppy or Foster Parent. We have numerous foster parents who may not be able to provide the commitment of a full-time puppy but can look after them on odd occasions, which really helps us with holiday and illness cover. During the home check Hayley gives them lots more information about what is required to be a Puppy or

Foster Parent, such as what you might expect from the puppy and how much hard work they are – but lots of fun too!

## 4.30pm

Hayley arrives back at our Southern Centre to catch up with paperwork and emails again before leaving to go home at 5pm.

## Interested in becoming a volunteer Puppy Parent or Foster Parent?

We are looking for volunteers located near 15 of our satellites across the UK who can help us by taking on the rewarding role of being a Puppy or Foster Parent.

To find out more and to register your interest, visit our website:

**[caninepartners.org.uk/puppyparents](http://caninepartners.org.uk/puppyparents)**

Alternatively you can contact our Puppy Office on: **01730 716031** or

**[puppyoffice@caninepartners.org.uk](mailto:puppyoffice@caninepartners.org.uk)**

To see some of our puppies in training, turn over the page.

# THE PUPPY FILE

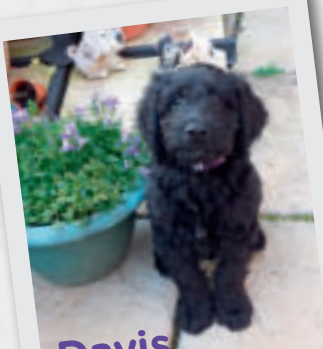
We thought you would like to see some of our new recruits! Each puppy on this page has started its two year journey to become an assistance dog and is currently being taught the core tasks and socialisation skills it needs to one day change the life of an adult with physical disabilities.

**Angus**



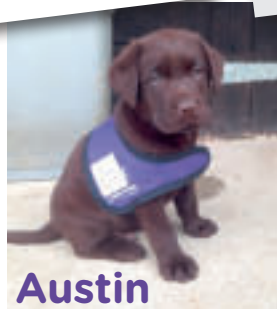
"This buttercup is for you."

**Davis**



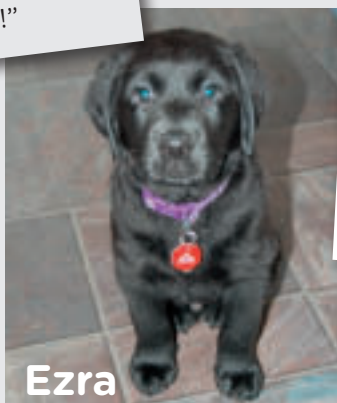
"Come on, it's time for some fun!"

**Austin**



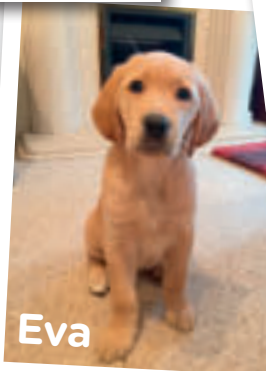
"Don't I look smart in my purple jacket?"

**Ezra**



"Aren't I waiting patiently?"

**Eva**



"Could I be any more pretty?"

**Boris**



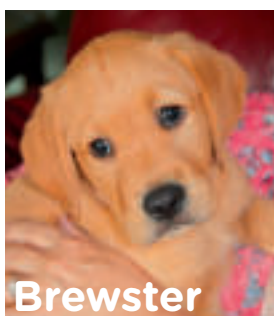
"It's a hard life being a puppy."

**Fabio**



"I'm ready to play now."

**Brewster**



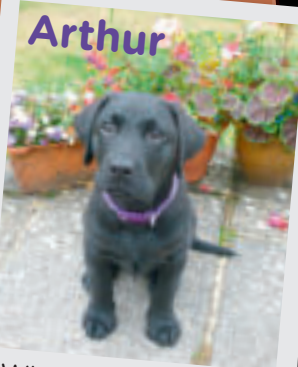
"Is it time for my nap yet?"

**Bessie**

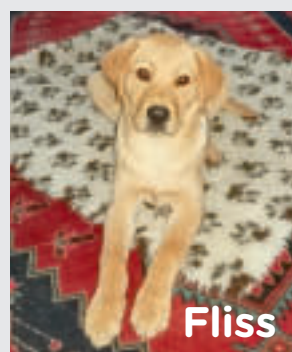


"It's a good view from up here!"

**Arthur**



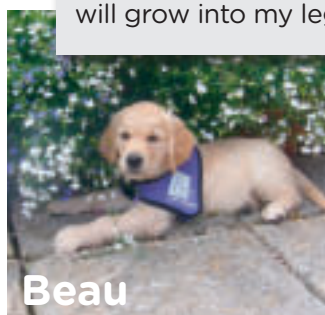
"Where are we going today?"



**Fliss**

"Hopefully one day I will grow into my legs!"

**Beau**



"If I keep still no-one will see me!"



# Ask the expert

## Why do we need to socialise puppies?

We talk to Director of Operations **David Bailey** about the importance of taking our puppies out regularly to socialise them for life ahead as an assistance dog.

At Canine Partners we normally select puppies at around seven and eight weeks old to begin our training programme. We place them with volunteer puppy parents throughout the UK whose job it is to raise the puppies, attend puppy classes and receive home visits from our operational staff that help us to support and monitor the development of the dog.

Puppy parents are so valuable to us in ensuring that our dogs are sociable and able to cope with a variety of different environments and situations, including being good with adults, children and other dogs. Without question we would not be able to consider placing the number of dogs we do without the hard work and dedication of puppy parents.

To emphasise the importance of socialisation, an untrained dog that is friendly and well socialised can be trained at a later stage, but a well-trained dog that wasn't sociable would be very difficult for our highly skilled trainers to work with and would almost certainly be withdrawn from the advanced training programme, as it just wouldn't enjoy life as an assistance dog.

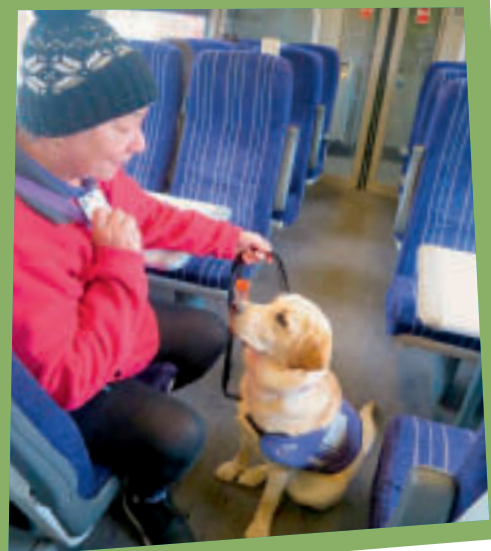
The need for active socialisation stems from the changing nature of modern life. As a child walking to school, our pet dog would accompany us as we passed fields with horses, experienced traffic along the way and most

importantly met other dogs and their families. After school we would let our dogs run freely whilst we played in the park or woods ensuring our dogs were naturally being socialised.

If you fast forward to today, a lot of parents now drive their children to school, dog owners often drive to parks or fields to exercise their pet dogs, people work longer or unsociable hours which all mean that there are fewer opportunities for dogs to become accustomed to meeting other dogs, encountering busy roads and coping with other exciting distractions!

The bottom line is that we now have to make more of an effort to socialise our dogs to ensure that they are friendly and able to cope confidently with different situations. Therefore a key part of puppy training, which includes puppy classes, is to take our dogs out and about to experience a great variety of everyday situations where they can interact with adults, children and other dogs. To find out more about how we do this, look out for the next issue of Let's Go which will include an article that details the socialisation process.

When our dogs are matched with their partners, they will be their constant companion going to all sorts of interesting places – so it's important that our dogs enjoy this varied lifestyle and learn to thrive off it from an early age.





# Life-changing

For most people who own a dog, the experience is about companionship. But for the people we match our dogs with, like Karen Donald, they can also be life-changing, and even life-saving.

## A Working Life

I am a canine partner  
A privileged job indeed  
We work hard with our puppy parents  
They help us to succeed

When we move on to bigger things  
And have to say goodbye  
Our puppy parents who worked so hard  
Are sure to have a cry

Now I'm a clever doggie  
I work hard with my new mum  
I help her do all sorts of tasks  
She makes it full of fun

I know I must be gentle  
And sometimes be real slow  
I always wait for mum to pass  
And hear her say 'Let's Go'

Our favourite time is free time  
I love to run and play  
Mum always has some tasty treats  
I get along the way

I know when I roll on my back  
Or flop down in the mud  
It makes mum smile and laugh out loud  
Oh boy this job is fun

When the day has ended  
And it's time to go to bed  
We snuggle down, cuddle up  
And dreams soon fill our heads

So if you have some pennies  
You'd like to send our way  
To help train another puppy  
Go on make someone's day

**By Karen Donald,  
who has canine partner Gooch**

Karen was born with the rare genetic disorder Osteogenesis Imperfecta which not only make her bones fragile it also causes chronic fatigue. Her condition means the slightest bump can cause a painful fracture or even break – and there's no cure.

Karen, 54, from Lanarkshire, in Scotland, met her husband Marcus in 2001, married him in 2002 and had a healthy little boy in 2003. A few years after his birth Karen's health began to deteriorate and her bone pain became much more severe, especially after she broke her right

hip walking from one room to the next and needed major surgery.

When Karen came home she started to worry about moving about and would make excuses not to go out at all. That was until one day she researched Canine Partners and decided to enquire.

Small in stature at just 3ft 8in, Karen didn't think she was disabled enough and made excuses to not send back her

application form. But once she did, and following numerous assessments, she was invited to our Southern Centre to work with some dogs. When we thought we had a potential match for her we invited her back. "That's when I met Gooch! He was so gentle and seemed to know I was fragile," she recalled.

After completing two weeks of intense training Karen returned home with Gooch to their family home – and she says he has transformed her life immeasurably. She said: "He did lots of tasks for me that I would otherwise not have been able to do. A simple thing like taking my washing out of the machine made me cry. I was feeling like a wife and mum again.

"It's hard to put into words just what Gooch has given me back but my family have seen such an enormous change in me."

"The tasks Gooch does now, most people would take for granted but for me it's the difference of feeling good about myself and independent rather than a burden. Before

Gooch I had a fall in the back garden and though my husband was home he was upstairs playing the piano so he couldn't hear me. I lay there for almost an hour but now Gooch can go find anyone at home if I tell him to go get help.



# partnership

"It's hard to put into words just what Gooch has given me back but my family have seen such an enormous change in me. I needed a dog that was steady and not too excitable and he's that and more. I can't thank his puppy parents enough, as well as his sponsor and all involved in his training.

"Now I'm a wife, mum and have self-worth again all thanks to Canine Partners and Gooch."





## Let the building work commence with your help!

Our Capital Appeal was launched in 2012 to raise the funds needed to develop our new training centre in the Midlands, enabling us to double the number of dogs we train and make us far more accessible to applicants and partners in the Midlands and northern regions of the UK.

A growing waiting list and a need to spread northwards led us to purchase a derelict pig farm in Osgathorpe, Leicestershire, in 2012. We unveiled our plans for the new Midlands Centre and in 2014 we completed the main training building at a cost of £1.8million.

Thanks to our new centre, which incorporates two training arenas, lecture facilities and offices, we have already created 37 new partnerships and started to hold regular information days to help the local and wider community learn about our work. Our fundraising team and local support groups

have also been busy raising funds by hosting a summer show, vintage cream tea, quiz night and Christmas evening showcasing the Midlands Centre and holding events in the community.

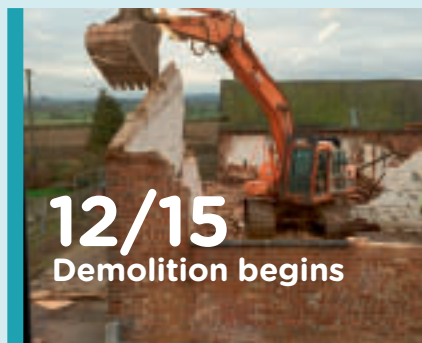
The next step is to finish the wheelchair accessible fit-for-purpose accommodation and catering facilities for those people attending training courses and assessments for a canine partner. When the builders started demolishing existing buildings on a cold and overcast day in December 2015, we couldn't contain our excitement! A huge digger rolled on-site and our Midlands team saw walls literally disappearing before their very eyes. It wasn't long before the debris was cleared and the foundations began to appear. The accommodation will include four individual chalet bedrooms with en-suite facilities which are fully accessible for applicants with limited mobility.

Once this is completed, we will start work on the dog welfare and kennel building which will allow us to give our assistance dogs 24-hour care while they are in training.

The full completion cost of the Midlands Centre is £4million and so far we have raised £3million thanks to a large number of Charitable Trusts and Foundations, businesses and generous supporters.

We are now launching a £1million appeal to help complete the accessible accommodation and dog welfare and kennel building. Faced with an ever growing demand for our services from disabled people across the UK, this new development will enable us to train more dogs to establish many more partnerships in the Midlands and beyond.

If you turn to pages 4 and 5, you will see our partnerships spread far and wide across the UK. Building the Midlands







Centre is the next step in helping us achieve our vision that disabled people will not have far to travel to reach our nearest training centre and they will not have too long to wait for their dog to be trained.

With more partnerships being created every year, this means the number of dogs in training must increase. The need for a dog welfare and kennel building to house our dogs whilst in training is greater than ever. The kennels will be built to a design that permits us to keep the highest levels of hygiene and care at all times for our amazing dogs. It will also include a veterinary room, grooming area and kitchen. We believe this is an essential facility which will enable our dogs in training to be more productive and efficient. It will also allow our dogs to have comfortable surroundings to relax in whilst they are not training.

CEO Andy Cook said: "It is a really exciting milestone to see the Midlands Centre coming into fruition, but we haven't reached our target yet. We're hoping local people, organisations, schools and businesses will dig deep for us by doing whatever they can to help. With local residents now being able to see the progress of the build, we hope even more people will come forward and support the appeal."

The Midlands Centre appeal is just one part of Canine Partners' ambitious but achievable goal to increase the number of people's lives that can be transformed by our specially trained dogs.

**To contribute to our appeal, please donate via [caninepartners.org.uk/donate](http://caninepartners.org.uk/donate).**

## Key facts

In 2015, we received 1,128 enquiries about receiving a canine partner, 42% of which were from the mid and northern regions of the UK.

Last year, we created 37 new partnerships at the Midlands Centre.

13 puppies attend a weekly class at the Midlands Centre.

We have held six Information Sessions at the Midlands Centre since the main building has been completed.

If every one of our readers donated just £25, we could complete this project. To donate, please visit [caninepartners.org.uk/donate](http://caninepartners.org.uk/donate).

Thank you to all our supporters who have helped us to get where we are today.





# From Pip

## A tale with two tails

**Each and every partnership we create is unique and wonderful for numerous reasons. No matter if it is a person's first, second, third or even fourth canine partnership, they all hold a special place in our hearts.**

Ros Bracewell-Jupe, from Hampshire, has opened up about her experience of being matched with successor dog Bob, after the sad passing of her first canine partner Pip.

"This is a tale of 14 years, two remarkable dogs and an organisation that probably saved my life. As I'm writing this, Bob, a handsome black Labrador, is sitting on my left in his armchair. On my desk is a beech wood box and a framed photograph of Pip, a venerable Golden Retriever, who passed away in May 2015.

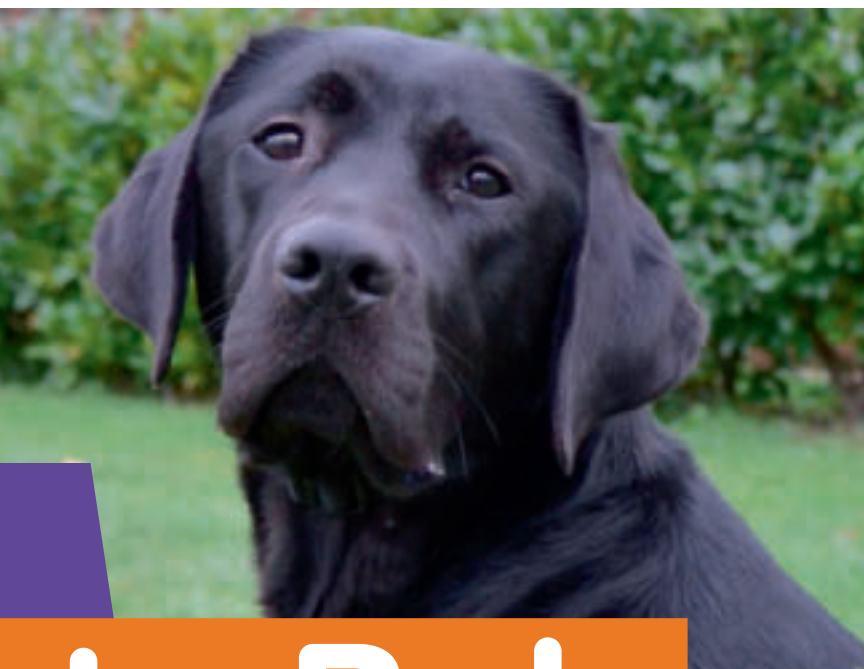
Back in 1997 I sustained a spinal cord injury that left me partially paralysed. I was living in Germany at the time where I underwent surgery and rehabilitation. Unfortunately when I returned to the UK I was suddenly struck with an

aggressive MS attack and a horrendous period of hospital admissions and an acrimonious divorce ensued. In the midst of this our beloved working cocker spaniel died and I can remember saying quite calmly 'I don't want to do this anymore, living is just too difficult'.

I was very lucky to have two friends who encouraged and harassed me into making contact with Canine Partners and eventually I went for a visit and assessment. This combination was what I needed to give me back some motivation and a purpose in life – and into this mix came Pip.







# to Bob



Pip was shy, but sensitive and had a manner that reminded me of Rowan Atkinson playing Mr Bean. However, on my third assessment day I was tasked with taking Pip through the 'handing the purse to the check-out' routine and he suddenly looked me in the eye for the first time, did the routine perfectly and we fell for each other. We attended an on-site training course and I knew that despite the tears and frustration, Pip and I would make it home.

Over the next dozen years Pip learned to anticipate my every move and assist me so effectively that we managed life with only the minimum domestic help. My confidence improved and I started participating in life again. Pip became an honorary Brownie Guide Helper and a loved member of my church.

At 11-years old Pip was officially retired and we led a quieter life. We went on holiday together to a log cabin in a forest in April 2015 and in May he died a natural death in my arms.

Bereavement is bleak and the summer and autumn of 2015 were grim. I filled in the paperwork for a successor dog and promptly shut myself away again. I had needed more help at home during Pip's old age and, nice though my personal assistants are, I felt dependant and diminished without Pip by my side.

Quite unexpectedly, I had a phone call in November - 'would I like to meet Bob?' Of course, I said yes and off I went down to the Southern Centre. What if Bob didn't like me? I was full of doubts and apprehension. Bob literally bounced into the room and had tremendous energy.

We completed a rigorous two week on-site training course and I felt a bond with Bob grow with each day. He is totally different in character to Pip - confident, easy-going and captivated by any sort of ball game. He's a quick learner but easily bored if you don't keep adding an element of surprise and has that Labrador quality of bursting with energy one minute and relaxing into a deep sleep the next. I adore him.

I still have some personal assistance at home but the balance is restored now Bob helps me with socks, shirts and trousers, fetching the post and the washing and generally pitching in.

Bob and I went on holiday in May, to a certain log cabin in a forest where we raised a glass (or a paw) to Pip.



# Why is our aftercare team so important?

**With an ever-growing number of canine partnerships UK-wide our Aftercare Department play a key-role in ensuring each and every one is supported.**

For the past 25 years our dedicated aftercare team has grown from strength-to-strength as each year we partner more of our amazing dogs with people with physical disabilities.

Our partners attend a two-week residential course at either our Southern Centre in Midhurst, West Sussex, or our Midlands Centre in Osgathorpe, Leicestershire, where they learn how to look after and work with their canine partner. The Aftercare Department is responsible from the point the person returns home from their on-site training course for the remainder of their partnership.



distracting areas and ensure that partners are recognising the progress they are making together.

“The role of the Aftercare Department is to become the first point of

contact for each partnership. We visit them on their return home from the course to help settle them into good routines, establish obedience and toileting habits and introduce the dog to its new working environment.”

Our aftercare team visit all new partnerships a minimum of seven times in the first year that they are together. This is to support and build the partner's confidence in all areas; including working in the home, grooming and health of the dog, task work, transport and public transport, shops and town areas, and look at how to settle them in the new home environment, into social groups and workplaces. The team are there to continue to establish a bond and to build on the hard work that was done on the residential course.

We continue to visit and support the partnership throughout the dog's working life, visiting twice a year once they are established and continuing until the dog is retired. We also have an out of hours phone service that our partners can use for emergencies, which demonstrates the 24/7 support our team give to our partnerships.



The Department, headed up by Aftercare Manager Claire Anthony, is currently made up of 13 part-time Aftercare Assistants and two full-time Aftercare Instructors. The team cover the whole of the UK, overseeing more than 340 partners from the Isle of Wight to Aberdeenshire.

Claire, who is based at our Southern Centre, said: “As the aftercare team we are there to support partners who may have never owned a dog, let alone a working dog. We visit to highlight how to motivate and reward the dog in increasingly





# First point of contact for partnership

**Aftercare Instructor Jenna Ellison is based at our Midlands Centre and covers more than 60 partners within a two hour radius.**

Jenna joined us as a part-time Aftercare Assistant for the North West before applying for the full-time role of Aftercare Instructor after a year. Jenna relocated from Preston in Lancashire with her two Border Collies Meisha, seven, and Spencer, three, and has been in post for the last two years.

Her role is to iron out any niggles a partner may have - this can be anything from reinforcing commands when a dog is slow to respond, to giving tips on how to manage their dog's weight. It is also an extremely rewarding role in watching a partner develop such a strong bond that they rely on their canine partner to carry out tasks such as fetching help or pressing an alarm button in an emergency.

Jenna spent the first 17-weeks of her new role as Aftercare Instructor becoming a 'Trainer' where she was responsible for a dog through all of its advanced training and on-site training course. After this period Jenna was able to be on the road visiting partners, giving them support and training advice, usually visiting two partnerships a day.

Jenna said: "When visiting a partner we look at the dog's safety, well-being and ways to motivate and create a long-lasting working relationship with the partner. In the first few months we find ways to build confidence and work on the basics we introduced on the course, to ensure we have a



strong bond and foundations, before moving on to the awards and teaching more complex sequences of task work.

"During our visits we rotate where we see the partners, whether it's in town or at their home, so we can support them in all different environments and situations. We encourage all of our partners to work to complete our 'awards scheme'. These include the Silver, Gold and Platinum awards, which set them goals to achieve. For example a task for the Gold Award would be the partner asking the dog to get a named item, place it into a basket or bag and then retrieve basket to partner."

Having been involved in pet dog classes, as well as competing in dog agility for the past 18 years, it is safe to say Jenna has experience of working with a wide range of dogs.

Jenna says the most rewarding part of her role is witnessing the progress partnerships make.

Jenna added: "Seeing the partnerships develop over time, in the early stages you celebrate the small goals together, such as the first trip to the local shop or first door tugged open."





Hoe Grange Holiday Farm has chosen Canine Partners as their Charity of the Year. They have been busy holding all sorts of fundraising activities for us, from cinema nights to Zumbathons.



We were delighted to welcome Simon, Sarah, Nick, Richard, David and Debbie from Greggs, who volunteered for the day and helped to refresh the paintwork in our Southern Centre.



On top of all the other fantastic fundraising Pets Corner are doing for us, they have also pledged to donate all proceeds from the 5p carrier bag charge to Canine Partners.

# Working together

We are incredibly fortunate to benefit from several corporate supporters who fundraise for us as well as generously giving us the time and skills of their workforce.

We tailor-make our relationship with each corporate partner because we know that each company will have their own unique

goals, business plans and strategic priorities.

We hear time and again how immensely rewarding these relationships are.

Debbie Blendell, from Nestlé Purina Petcare, said: "I thoroughly enjoyed my volunteering day and learnt so much about Canine Partners and how the amazing work you all do benefits those less fortunate than ourselves.

"I loved the passion and dedication that shone

through all the people I met from the Fundraising Department through to the dog trainers to the Housekeeping Team. You should all be very proud of the work you do and I was honoured to be able to help in a very small way towards such a wonderful Charity."

Sharing our very positive work through corporate partnerships will help us to train more of our amazing dogs, and ultimately help more disabled people for years to come.



Two offices of HSBC pulled out all the stops to raise funds for Canine Partners. We were extremely grateful to be presented with £11,216 from HSBC Southampton and £5,000 from HSBC Canary Wharf.



We are delighted to announce that the Foresters Friendly Society have chosen us as their Charity of the Year. We are extremely grateful for their support and can't wait to work in partnership with them throughout 2016/17.





We are very thankful to have been chosen as Charity of the Year by Crawley-based firm Varian Medical Systems. Varian's fundraising is going towards canine partner puppy-in-training Digby. The six month old puppy recently visited their head office and really enjoyed showing staff the tasks he has learnt so far.



St Austell Brewery is supporting canine partner puppy Tribute through his training.

We are very proud to announce that Canine Partners has been chosen as Charity of the Year for 2016/2017 by 18 branches of national retailer Wilko. The homeware store will be flying the Canine Partners flag from stores in Hampshire, West Sussex, Surrey and Berkshire in the coming year, raising awareness and having lots of fundraising events.



## We would love your support

If you would like to find out more about how to become a corporate supporter, please visit [caninepartners.org.uk/corporate-support](http://caninepartners.org.uk/corporate-support) email [corporate@caninepartners.org.uk](mailto:corporate@caninepartners.org.uk) or call 01730 716118.

# NEWS AND EVENTS

## Could you become a Community Champion?

We're launching a brand new scheme to help us spread the word about Canine Partners and fundraise in local communities – and we need your help!

We are looking for people who would be willing to do any of the following:

- Put posters and collection tins in as many places as possible and manage them in their local area e.g. schools, doctors surgeries, shops, pharmacies, opticians – in fact, anywhere you can think of where people regularly go and would be likely to see them.
- Talk about Canine Partners to friends, family, colleagues, neighbours, and anyone and everyone that you can!
- Promote Canine Partners to your employer and local community, distributing information to them.
- Seek opportunities to spread the Canine Partners message e.g. giving talks and getting the message into local networks.
- Run a small fundraising activity – we'll give you lots of suggestions and helpful tips.

You don't need to do all of the above, just those that you are comfortable with. We have information packs aimed at different groups of people to help and guide you.

If you'd like to be a Volunteer Speaker then we will also provide you with a toolkit with everything you need to perform that role too, including training to help build your confidence.

For further information or to return your expression of interest please contact Julie by emailing **julieg@caninepartners.org.uk** or telephone **01730 716109**.



## We've been out on the road!

We have been running roadshows at different venues around the country to an invited audience of our volunteers and supporters who are actively out and about in the community raising awareness of the Charity and fundraising on our behalf.

The fundraising team has been using the roadshows as an opportunity to tell our supporters about the challenges ahead and about exciting initiatives we have coming up that we would like everyone to be part of. We've been sharing our five year Business Plan and explaining how the Fundraising, Marketing and Communications Department are going to support and deliver the income needed to continue and expand the work of Canine Partners.

Each roadshow has been very well attended and we have really enjoyed meeting everyone in person, catching up with longstanding supporters, getting to know new supporters and sharing our plans for the future.

If you would like to know more about our exciting new initiatives and how you can get involved, please call the Education and Awareness Department who will be organising further roadshows on **01730 716103** or email

**education@caninepartners.org.uk**.







## Christmas Carol Service

We are thrilled to be holding a Christmas Carol Service at St Mary's Abbott Church, London, on Thursday 15 December.

Draycott Nursing and Care will be supporting us for the fifth year and we are thrilled to be able to work in partnership with founder Angela Hamlin and her amazing committee again. Last year's event was a huge success and we were honoured to have HRH The Countess of Wessex GCVO and 600 guests in attendance. We were delighted to have Colonel John Blashford-Snell, Fiona Fullerton, Nicholas Parsons and David Robb complete readings and our demo dogs show some of the amazing tasks canine partners can do.



You can search for all events near you by visiting [caninepartners.org.uk/events](http://caninepartners.org.uk/events)



## Come and visit us at an Information Session

Once a month from March to November, we offer everyone the chance to visit our two training centres in the South and the Midlands to find out more about us.

The Information Sessions last an hour and include; a talk and short film about the work that we do, a demonstration from one of our dogs in training and the chance to hear first-hand from one of our partners about how their canine partner has transformed their life.

These sessions are very popular and can be booked online via our website, by email or phone. We ask for a suggested donation of £2 per

person to cover our costs and in return we will give you a cup of tea or coffee and we'll even throw in a biscuit!

Come along to an Information Session at our Southern Centre in Heyshott, West Sussex. Dates are: Tuesday 13 September and Thursday 17 November. If you would like to book a place, please call Libby Rome on **01730 716103** or email **education@caninepartners.org.uk**.

At our newly built Midlands Centre at Osgathorpe, Leicestershire, the dates are Thursday 6 October and Thursday 10 November. To book places for our Midlands Centre, please call Tamzin Grayson on **01530 225930** or email **tamzing@caninepartners.org.uk**.



# Challenge yourself and have fun

If you've ever fancied pushing yourself to the limits by taking on a challenge, screaming your way through a skydive or feeling the thrill of crossing the finish line then it's time to get on board with us.

## Well done

The Canine Partners Reading Half Marathon team of 55 runners ran more than 1,100,000 paces to raise more than £15,000 for us. Absolutely brilliant, thank you.



Do you have a head for heights? Skyline parachuting are supporting us by arranging a skydive at one of their centres on a date that suits you. Or you can take one of our 10 places on an abseil off the Forth Road Bridge, Scotland, on Sunday 9 October.



If you are interested in taking part in any of these challenges, visit [caninepartners.org.uk/challenges](http://caninepartners.org.uk/challenges) or contact **Sian Wilson** via **01730 716110** or email [sianw@caninepartners.org.uk](mailto:sianw@caninepartners.org.uk). We can also support people who have their own places in events and wish to fundraise for us.



Take part in a 10-12 mile Tough Mudder obstacle event which tests strength, stamina and mental grit. We have 10 spaces, which can be used at any of the events across the country, ready to be snapped up!

## Join us on our overseas challenges for 2017

In 2017 we will be traveling far and wide to support our fundraising. You can choose to cycle 400km from Vietnam's Ho Chi Minh City (Saigon) to the ancient temples of Angkor Wat in Cambodia, or choose to climb the snow-capped summit of Mt Kilimanjaro, the highest freestanding mountain in the world.

We are working in partnership with More Adventure and look forward to establishing two great Canine Partners teams to participate in these fantastic opportunities, alongside raising essential funds for Canine Partners. Do something amazing to transform lives.

To let us know you're interested, please email [sianw@caninepartners.org.uk](mailto:sianw@caninepartners.org.uk) or call **01730 716110** to get more information on dates, sponsorship and how to get involved.

Dates are to be confirmed but will be between October and December 2017, giving you plenty of time to fundraise and get in good shape for a challenge of a lifetime.







**Pedal for Paws**  
Heyshott Cycle

**Sunday 9<sup>th</sup> October 2016**

Join us on one of our three circular cycle routes  
ranging from **16 to 52 miles.**

All routes start and finish at  
Canine Partners Southern Centre

For more information and to sign up, visit  
[caninepartners.org.uk/pedalforpaws](http://caninepartners.org.uk/pedalforpaws)



Here at Canine Partners, we are really excited to announce that England Rugby Union player Chris Robshaw has chosen to support us in his Testimonial Year.

To celebrate the England player's achievements, ten years on from his debut for Harlequins, Chris has chosen charities Canine Partners, Teenage Cancer Trust and Walking with the Wounded to benefit from a series of events he will hold in 2016, as well as giving back to the rugby community.

Chris said: "I have chosen to support Canine Partners due to seeing first-hand the exceptional benefits dogs have for people in need. The ability these dogs have to develop their partner's quality of life is outstanding and I am honoured that the Chris Robshaw Testimonial Committee will be able to support the Charity."

Canine Partners were invited to attend the launch of his Testimonial Year at Coutts Bank in London where Chris described his plans for the year and had a question and answer session in front of an invited audience.

The England flanker and a selected committee have planned events throughout 2016 and still to come is a golf day at Goodwood, a Festival, a clay shoot at the West Wycombe Estate, a Festival of Rugby, a touch rugby series across London and a gala dinner at The Roundhouse in London all to raise awareness and funds for his chosen beneficiaries.

The money Chris will fundraise for Canine Partners will transform the lives of more people with physical disabilities like Andrew Fields.

Andrew played rugby internationally for four years for England Under 18-21s in his youth. The married father suffered a severe spinal injury after a motorbike accident in 2001. Andrew has now rebuilt his life since being partnered with Emily and is the Head Coach of Winchester Rugby Football Club's men's team, as well as a P.E. teacher in Basingstoke.

Andrew, from Hampshire, said: "I was 31-years old when the incident happened and I broke my neck. Now I can walk with a stick, but I use a wheelchair most of the time. I used to own a gym and was very active so the accident has changed everything.

"I was matched with canine partner Emily in 2008 and since then she has given me much more confidence and she is a talking point as people want to know all about her life as a canine partner. Emily's best skill is removing socks, hats and gloves which is particularly useful during the rugby season. This is a tedious activity that becomes fun when she is involved. She makes me happy, entertains me and is a huge part of our family."

**It was great to meet Chris at his testimonial launch.**

"The ability these dogs have to develop their partner's quality of life is outstanding"



**Rugby star  
Chris Robshaw**  
kicks off his Testimonial  
Year by supporting us!



# Jonathon & Toby

Shortlisted for  
prestigious award

Former Royal Artillery soldier Jonathon Giemza-Pipe and his canine partner Toby were finalists in the Soldiering On People's Choice Award 2016, honouring inspirational achievements of members of the Armed Forces who have triumphed in the face of adversity.

The military charity Soldiering On invited readers of the Daily Express to choose from six shortlisted stories - including Jonathon and Toby's - before announcing the winner at the Park Plaza Westminster Bridge Hotel, London on Friday 22 April.

Jonathon and Toby, along with his wife Danusia, travelled from their hometown on the Isle of Wight to attend an Evening Reception with 37 other finalists and VIPs at the House of Lords in February. Canine partner Toby was certainly a hit with the crowd, helping Jonathon to tell listeners their story.

The father-of-three was suffering pain in his hips after serving 20 years with the Royal Artillery. In 2009 he needed two new hips and operations on his spine to repair extensive nerve damage. With the help of the Defence Medical Rehabilitation Centre at Headley Court in Surrey, Jonathon is able to walk short distances, mainly dependent on a wheelchair.

Since being partnered with Toby in July 2014, Jonathon says the Labrador retriever cross has helped his family discover what it is like to laugh again and has enabled him to lead a more independent life. He said: "Toby's given me the confidence to get out more and enjoy life. Just the other day I was at Waterloo station in London and I dropped my ticket. I couldn't pick it up and people just walked on by, but Toby instinctively picked it up and gave it to me. It is the same if I drop a pen, he picks it up... anything really." Small things can make a big difference.

Toby also offers emotional support. Jonathon added:

"Because Toby was so wonderfully trained, he has a calm nature and knows how to respond to me. Somehow he knows when I am in a lot of pain and he will come up and sit on my lap. Rubbing his ears and stroking him is a great distraction.

"My wife Danusia feels happier now if she leaves me on my own as Toby will look after me. I had been dependent completely on my wife for some time, so the relief she feels as a carer is significant."

Sometimes Jonathan feels claustrophobic in crowded places, which Toby instantly picks up on. He said: "Toby will work to make a sort of hole for me in a crowd, which is marvellous. I am a totally different person today with him by my side."

We are grateful to Help for Heroes for funding Jonathon and Toby's partnership. We have so far placed 12 canine partners with individuals who have approached us via our link with the military charity. Each partnership costs £20,000 but the benefits have been life-changing, with our dogs not only carrying out every day physical tasks, but contributing hugely to the mental well-being and self-esteem of those they are partnered with.



As you know, we are grateful to all organisations that have chosen us as Charity of the Year.

Thomas's School in Fulham has chosen us as their Charity of the Year for 2015/16 and they have been having an amazing time fundraising, learning about our Charity and raising awareness.

One of our partners, Jo Hill, visited the independent school last July to talk to parents at a prize-giving evening about how her canine partner Derby has transformed her life. Jo has chronic regional pain syndrome as a result of a road traffic accident and thanks to her black Labrador Derby has been able to regain her independence, confidence and privacy. Derby can put things in the bin, open and close doors, load and unload the washing machine, help Jo to get undressed, and even put his toys away!

The pupils from Thomas's School were able to witness first-hand some of these tasks when demonstration dog Toffee visited recently, with his handlers Sue and Andy Simms. The children were thrilled to hear all about Canine Partners and the difference we make to the lives of people with physical disabilities.

Anna Boucher, Chair of Thomas's Parent-Teacher Association has been the driving force behind our link with Thomas's. Anna explains: "I had previously sung at a Canine Partners Carol Service at St Luke's Church, Chelsea, where I had been amazed to see the Canine Partners dogs in action, complete with collecting buckets in their mouths, going in and out of the Church pews as I sang carols. I immediately thought of Canine Partners as an ideal charity for the Thomas's children to support."

# Thomas's School sponsors puppy Thomas

Anna and her team have worked tirelessly running a variety of fundraising events including selling ice creams, organising quiz night, a Christmas Fayre, Spring Fair and Dog Show, and a Summer Ball.

Having raised a fabulous £78,000, Thomas's School have decided to put the first £20,000 they have raised into creating a Gold Dog sponsorship package which means the school can name a puppy and sponsor the dog through its entire life; from puppy training, through advanced training, partnership and beyond! You will not be surprised to hear that the school chose the name Thomas for their sponsored puppy and their little black Labrador puppy began his Canine Partners journey in January this year.

Anna added: "The children enjoyed every moment of our fundraising. We are steaming ahead with our fundraising and the children have enjoyed every moment of it. We have been so lucky building a relationship with the Canine Partners team. Learning to fundraise as a young child is something every parent should encourage, however big or small the amount. The extraordinary hidden talent of our canine friends is a source of delight and amazement to all the Thomas's children and parents."



If you know of a group that would like to choose us as their Charity of the Year, please get in touch with our Education and Awareness Department at **[caninepartners.org.uk/COTY](http://caninepartners.org.uk/COTY)** by calling **01730 716103** or email **[education@caninepartners.org.uk](mailto:education@caninepartners.org.uk)**.







Sue pictured with her own Canine Partners' "meet and greet" dog Mango. They are ambassadors for the Charity at events and fundraising days.

# A life-changing legacy

Leaving a gift in your will to Canine Partners will help us to continue training our amazing assistance dogs for years to come.

Sue is a long-term supporter of Canine Partners. Over the years she has given countless hours of her time to help us train and look after our dogs. Sue has taken our dogs into her home during the advanced training stage as a short and long-term fosterer, giving them the love, security and routine they need to be contented and happy dogs when they come back to 'school' for their training.

Without people like Sue we wouldn't be where we are today. And without people like Sue, we wouldn't be able to make the plans we have for tomorrow.

Sue has made an incredible commitment to Canine Partners'

future by leaving us a gift in her will.

She tells us that whilst she feels fortunate that she has been able to give the gifts of time and a loving home to our dogs in training within her lifetime, she decided she wanted to do more. She said: "I have now chosen to leave a gift to Canine Partners in my will, in the knowledge that it will make a difference to the lives of others in the future. The gift costs me nothing in my own lifetime, but it will help to protect the long-term future of Canine Partners and their work enriching the lives of those associated with the Charity."

Our aim is that in the future one in every two canine partners will be funded from gifts in wills. Sue is helping us transform people's lives today, and her long term commitment will give us a greater chance of achieving

this in the future to give more disabled people greater independence, security and quality of life.

We know that making or changing your will is a very personal decision and undoubtedly your family and friends will be your first priority. But if you are able to remember Canine Partners, we can assure you that it will make a huge difference to those on our waiting list, as well as those already partnered with an amazing assistance dog.

**We always advise that you see a solicitor to help you draw up, or amend, your will. However if you would like to speak with us to find out how your gift can help us, or to request an information pack, please get in touch by emailing [legacies@caninepartners.org.uk](mailto:legacies@caninepartners.org.uk) or call 01730 716108.**



Purina is a corporate supporter  
of Canine Partners.



## We believe pets and people are better together.

As a company of expert pet owners, here at PURINA® we believe people and pets are better together. This is shown from our investing in advancing pet nutrition and sharing pet care advice, to supporting the pet welfare community to help bring about better care and understanding for pets. That's why we've been proud supporters of Canine Partners since 2000. Like them we know just how much love and joy the relationship with your pet brings to your life!

Follow us on Twitter [@PurinaUK](#) for latest news, browse our website [purina.co.uk](#) or give us a call on **0800 212 161** (Mon-Fri 8am-6pm).

**Meet Purina.**

Find out more at [purina.co.uk](#)



**Your Pet, Our Passion.®**