

INTEVIEW WITH CAROL HOPWOOD AND MS. MAGGIE by the September 15 Animal Therapy Group

Carol & Maggie
 Who are retiring from their work at Acadia
 on October 20—after 4 years



Andrew: Why did you get involved with KPETS?
 Carol: I wanted very much to help people with Maggie (her dog). The reason I thought of that, Andrew, is that originally we had a golden retriever, a male, and my mother-in-law was in a nursing home and I saw how happy walking in with a dog made every body feel.

Bill B: How long have you been visiting Acadia?
 Carol: Since October 23, 2005. It'll be four years on October 23rd.

Shawn: What is your dog's favorite snack?
 Carol: Well, probably since one time she came here and tried the peanut butter that you gave her (Shawn), it's peanut butter. Now she loves peanut butter!
 Shawn: Oh man!
 Carol: Every night we have an imitation bone, it's like a processed bone, and we stuff some peanut butter in there, and she works on that during happy hour.
 Shawn: Oh ho!

Sergei: What is Maggie's favorite toy?
 Carol: I bet everybody in the room can answer that.
 Sergei: A football, right?
 Carol: No.
 Sergei: A tennis ball!
 Carol: That's right. She's obsessed with a tennis ball. She loves a tennis ball. That's why we can't use it anymore when we're here.
 Maggie: Remember when we used to hide it every week before they came in?
 Shawn: Yup, yup!
 Carol: I remember one time we came in and you had it on a dartboard. And now you have one on the back of

your chair (to Shawn).
 Maggie: Do you remember when we taped it to the wall? I don't think we ever pulled off taping it to the ceiling, but I know we talked about it.
 Carol: I remember she would come in and start hunting for the ball right away. She had to find the tennis ball. Do you remember, Bill? That was fun. But she doesn't share the tennis ball at all and you know she doesn't share the football. She is a tennis ball freak. At home that's all she'll play with. She knows exactly where they are hidden in the garage. She'll sit outside the garage door all day waiting for someone to come through and play with her.

Bill S: What have you enjoyed most about visiting Acadia?
 Carol: Getting to know all of you people. Maggie looks forward to coming almost as much as I do.
 Bill S: Wait, do you mean this Maggie or...
 Carol: This Maggie (points to the dog). That Maggie (points to therapist) is already here.
 Maggie: I look forward to this group, though.
 Carol: It's been a pleasure getting to know all of you people. It'll be sad not to come here anymore. October 20th will be my last day.

Erika: Tell us your most memorable moments.
 Carol: I guess once when Maggie showed up in her Dallas Cowboy's cheerleader outfit.
 Shawn: (Nodding).
 Carol: And when was that?
 Shawn: Halloween.
 Carol: That's right; it was Halloween. She carried it off very well. And other times when we would come in and take pictures.
 Maggie: That was always fun. Your son came in sometimes to take the pictures.
 Carol: We still have them on the computer. We've had a lot of good times.

Trevor: What is your favorite thing about doing Animal Assisted Therapy?
 Carol: Well, besides getting to know all of you guys, I think it's when someone who has trouble using a certain hand will brush the dog with that hand and the dog will smile, but then they use the other hand and the dog will frown (grins at Shawn). No, I think what you have taught Maggie. You've all been very patient with

<p>teaching her to “leave it,” to “sit,” and some hand signals that she’s learned. It’s good for you and Maggie. I think you have really acclimated her to a lot of different situations. Like even the time that she got caught in the spokes of Shawn’s wheelchair. Now that was memorable! She dove through the spokes of Shawn’s wheelchair for a tennis ball and got stuck. But she stayed calm and we got her out.</p> <p>Maggie: You (Shawn) handled it really, really well. Your brakes were on and you didn’t move.</p> <p>Shawn: (Laughs).</p> <p>Carol: Yes, you did. Everybody in the room did. Nobody over-reacted. We just got a plastic bag, put it over her head, and pulled her out.</p> <p>Maggie: Yeah, she was over it in seconds. I think you (Carol) had the idea of the plastic bag.</p> <p>Carol: We opened up one end...</p> <p>Maggie: ... and put it over her head to cover her ears, because that was the thing, every time you started to pull you could see it was pulling her ears. I think it did still hurt her. I remember she yelped, but it didn’t hurt as much, but it smoothed her head out and she was over it in seconds and back to playing ball. I bet you (Carol) were probably a wreck for the rest of the session!</p> <p>Isaac: That was pretty scary!</p> <p>Carol: It was. And it was my fault as much as hers, because she should have learned and remembered that she wasn’t supposed to go between the spokes of a wheel.</p> <p>Maggie: And yet, it’s the kind of thing you can’t anticipate.</p> <p>Carol: That’s right. So you have to go with the flow.</p> <p>Maggie: What is your least favorite thing about doing Animal Assisted Therapy?</p> <p>Trevor: Picking up her poop?</p> <p>Carol: No, that’s part of having a dog, Trevor (laughs). Probably when somebody has to leave and hasn’t benefited. Or when Shawn deflects the ball from me; when he tried to intercept the passes to me.</p> <p>Maggie: Yes. There’s that rivalry between you two.</p> <p>Carol: Yes, it’s a pity, isn’t it? Shameful (laughs).</p> <p>Shawn: (Laughs).</p> <p>Andrew: Have you been to other facilities?</p> <p>Carol: Yes. We visit a lady who is 101-years-old at Oak Leaf Manor. We’ve been to Brethren Village. We went to the United Day of Caring on Saturday at Conestoga View.</p> <p>Sergei: You went to Conestoga View?</p> <p>Carol: Yeah. Maggie has been in a reading program at</p>	<p>the Mountville Library for the past summer and we’ve done one at a Manheim Township school.</p> <p>Maggie: What do you do there?</p> <p>Carol: We spread out a blanket on the floor, usually her blanket so she knows her space, and sit down and Maggie sits right next to me. A child comes and sits next to Maggie on the blanket or as close as she wants and reads a story to Maggie and shows her the pictures and sometimes Maggie will respond by putting her paw on the book, if not she just goes to sleep. But she’s listening! It helps a child who doesn’t read very comfortably in front of other people know that she can read to a dog and the dog isn’t going to be critical. The dog will just listen. What else have we done? Mainly visiting people in nursing homes. Maggie’s pretty much a lover.</p> <p>Maggie: Clearly (she’s showering attention on Bill B at the moment).</p> <p>Carol: As you can see right now. She’s offended by all this attention and love (smiling at Bill B who is grinning).</p> <p>Trevor: “But only if I get petted and loved.”</p> <p>Carol: Sometimes, Trevor. Sometimes she will just sit there, too.</p> <p>Trevor: I bet that’s what she’s thinking right now.</p> <p>Carol: I think what she’s thinking right now is “would somebody please pull this tennis ball out of my mouth and throw it someplace so I can chase it?”, but she’s not going to let it go.</p> <p>Shawn: Would you recommend other Animal Therapy teams to Acadia? What would you tell them?</p> <p>Carol: I think that it’s very welcoming here. The dogs are very appreciated and loved, because I think that you all really love Maggie and all of the dogs. And I think it is very worthwhile.</p> <p>Bill B: We are very happy that you come here and I am completely cereal.</p> <p>Carol: I know you are, Bill.</p> <p>Bill S: Hey Bill! What kind of cereal are you? Special K or Frosted Flakes or ...</p> <p>Bill B: Froot Loops.</p> <p>Carol: Well, probably in January, when you are a year older, it might be All-Bran.</p> <p>Bill B: Goodness gracious, I can’t stand it!</p> <p>Sergei: What would you recommend to facilities to make the experience most positive for Animal Assisted Therapy teams?</p> <p>Carol: I guess here, the only recommendation that I would make, because I think that this is a good setting with this room like a living room, is the</p>
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waiting area. I think that it should be a little bit bigger because it is very crowded when people come in and we have the dogs. We try very hard to keep the dogs under control and Maggie is very much under control out there. We've gotten to know other clients (outpatients) that come in, as a result of being here, but it is very small.

Bill S: What attributes does a KPETS dog need to have?

Carol: I think to be able to take commands, to be able to be around different noises, different settings, wheelchairs, walkers, even different types of carpeting. When Maggie came out to get us to day, we were walking on carpet and then on linoleum. That was part of Maggie's training. She had to learn to walk on different types of floors. We go to a senior center, where we walk on a plastic runner when we arrive and she invariably will walk around it rather than on it. Just things like that. They have to be loving and responsive to the people they are with. They can have lots of energy, but that energy has to be controlled at certain times. Like at home, she'll have lots of energy, especially with our son. If he walks out with the thing that she has in her mouth right now (tennis ball) she won't take a command from me, but she will from him. That's because he's going to throw it as far as he can in the woods and she's going to have a field day looking for it. So, as long as the dog can be controlled in the setting you want it to be.

Erika: What attributes does an KPETS handler need to have?

Carol: I think almost the same as the dog does. To be caring, to want to help in some way, to be able to control the dog, to be clean, and going with the flow of whatever happens.

Trevor: If your dog could talk, what would she say about Acadia?

Carol: "It's a fun place filled with fun people!"

Isaac: With all walks of life.

Bill B: How about that!

Trevor: Maggie, are you going to keep that ball in your mouth for the rest of your life?

Carol: Probably.

Isaac: I think you really are too young to retire. What will you be doing next?

Carol: Celebrating my 72nd birthday (laughs) and Maggie will be 9 – all in January.

Maggie: That's too young. Do you know what you'll be

doing next?

Carol: Well, my husband wants to travel, so we might be traveling.

Maggie: You're going to be a globetrotter?

Carol: No, not a lot. I'm a home person, really. I'll be working out in the woods a lot in our yard. We had 4 deer out there this morning. There's a lot of things to do in our yard.

Maggie: After this session, may I take your picture for Acadia News?

Carol: Sure.

Bill B: Oh, I don't know about that.

Carol: Bill, you could draw one.

Maggie: I could really use some artwork for the newsletter, Bill.

Carol: You could draw your interpretation of Maggie or a football. She's just staring at it. This is what she'll do if we're out in the yard ignoring her. She'll put it down right where we are and she'll back up and sit down and watch to see how long it will take us to take the ball and throw it for her. She'll just wait us out. Sometimes it's a long wait if we have other things to do. We're trying very hard not to throw it down the hill anymore because she has arthritis in her front paws.

Maggie: Is it bad to run downhill?

Carol: More so. She's even very tentative coming up and down, but more coming down, the stairs.

Maggie: Can you give her glucosamine?

Carol: Yes, that's in her food. And we have arthritis medicine that we give her too. We give it in the peanut butter that Shawn taught her to love.

Isaac: Our Boston terrier has Cushing's Disease. It's kind of sad, isn't it.

Carol: Yes. Recently I was upstairs and I heard her whimpering and she was halfway up the stairs and she didn't want to go any further until I went down and got behind her. They are open stairs, do you know what I mean? I think what happened is she got halfway and stopped and looked through without thinking about it.

Maggie: Best not to look. Just keep looking up.

Carol: Yeah.

Isaac: "Go on, Maggie, you can do it!"

Carol: That's exactly what we said.

Maggie: Well, thank you for doing the interview and for coming for these four years. Your visits have meant so much to us.

Carol: You're welcome. Thank you. It has been a real pleasure.

*Bobbie Garber & Kayla
who are moving away from the area in October*



ice cream. Gotta have it.

Isaac: I wonder what Kayla’s favorite toy is?
 Bobbie: Teddy bears (Kayla is playing with a teddy bear at the moment)... she loves her teddy bears.
 Isaac: I knew I should have given her my teddy bear. I had this very old teddy bear that I grew up with as a kid. I could have easily washed it and given it to Kayla.
 Bobbie: Believe me, she has plenty of teddy bears.
 Julie: That’s a very nice thought, Isaac.
 Isaac: It’s very big.

Erika: What have you enjoyed most about visiting Acadia?
 Bobbie: Meeting all you folks. Getting to know you. I just love meeting people. I really feel that this has been very educational. I just enjoy this. As soon as Kayla sees the building as we’re driving through, she starts wiggling and getting all excited, like she’s saying “I’m here; now I can play!” She likes it because she knows she can come in and play and you’ll scratch her and pet her. Yeah, meeting all you folks has been quite an honor and a privilege.

Ben: Tell us your most memorable moments.
 Bobbie: When you guys taught her to shake for her treats. She’s gotten very good at that. We just went on a vacation in Maine and she shook hands with everyone up there and we told them that you guys taught her how to do that. I think that’s my most memorable moment.

Dan: What is your favorite thing about doing Animal Assisted Therapy?
 Bobbie: The pleasure it gives the people that we visit. We just started in at the hospital, which we’re going to continue to do every third Wednesday night because we come down for a family thing, so we can continue that. And just the entertainment value of it. She enjoys it; I think everyone else enjoys it.

Bill S: What is your least favorite thing about doing Animal Assisted Therapy?
 Bobbie: Right now, that we have to give this up. We can continue with LGH because that’s in the evening and we’ll be coming down anyway and that’s only once a month. I’ve been trying to contact Karen to see if I can expand KPETS up around

Maggie: Why did you get involved with KPETS (Keystone Pet Enhanced Therapy Services)?
 Bobbie: A lot of good reasons, I think. I read the article in the paper about Karen Gerth (of KPETS) and her dogs and how she started the whole program. And Kayla just loves people and needed some more interaction than what my husband and I could give her and I thought this was a good outlet for her. Plus it gave me a time to do some volunteering. Since I’ve retired I haven’t really had enough things to do. My mother, at that time, had been put in a nursing home and I took Kayla into see my mom to see how she’d do in that scenario and she did very well. So, I figured she’d do okay... when she’s not chewing at her paws (everyone laughs). And that’s how it all got started. Unfortunately we had a few delays because Kayla tore her ACL, the knee ligaments, in both her hind legs and they had to repair that.
 Jake: How long have you been visiting Acadia?
 Bobbie: I think since February of this year.
 Kathy: What is Kayla’s favorite snack?
 Bobbie: That’s a very good question. Right now her feet! (everyone laughs).
 Kathy: Don’t you feed her enough at home? That’s the first sign.
 Bobbie: Her favorite treat is Frosty Paws, which is ice cream for dogs. She gets one every night.
 Kathy: I don’t blame her. I’m the same way about my

<p>our area, but I don't know. I know there are places that I could get into. I know she'll miss it. So that's my least favorite thing, that I have to give up a lot of it because we're moving.</p> <p>Maggie: We know you have been to other facilities. What are they like? How do they compare to Acadia?</p> <p>Bobbie: Well, one thing I don't like about the hospital is that she has to stay on the leash. But that's their rules and regulations and I understand that. I think that you understand that when she's in this arena she's much more playful and can play with the teddy bear and the balls and you guys scratch her and brush her. Where there it's more of a meet-and-greet situation.</p> <p>Maggie: It's more formal?</p> <p>Bobbie: Yeah. She enjoys that. Also, at the reading program with the kids that we did this summer, it was hard to keep her calm. At the very beginning, she was excited by all the other dogs. She thought it was play time. And we've done KPETS orientations, which are totally different, in that they show a video and she walks around on a leash and lets everyone pet her. This is by far where her favorite activity is, to come here and play with you guys.</p> <p>Maggie: I think we've found that the more active dogs do better here than in other places where they need to be calmer, like nursing homes and hospitals.</p> <p>Jake: Would you recommend other Animal Therapy Teams to Acadia?</p> <p>Bobbie: Oh absolutely! In fact, I have talked to another woman and her dog, Scooby. Scooby is very playful, as this one is. He's a boxer – a beautiful dog. If they get to come here you will enjoy her.</p> <p>Maggie: What would you tell other teams about Acadia?</p> <p>Bobbie: That it's a fun time. That the dogs get nice and tired. It's a good time. It's a good learning experience for the dog. She learned to shake on command. It's very beneficial for both the dog and the handler.</p> <p>Maggie: How so for you?</p> <p>Bobbie: I learned a lot. I mean just from the information on the different kinds of injuries that everyone is here for. And to see what you guys go through on a day-to-day basis. You don't always see that. You may see one person or one friend that has an injury of sorts that prohibits them from doing things.</p> <p>Kathy: What would you recommend to facilities to make</p>	<p>the experience most positive for Animal Assisted Therapy teams?</p> <p>Bobbie: This scenario right here, sitting around in a group, having the toys out there, and having everyone here to interact with the dog, I think is the greatest thing. I can't imagine a way to improve upon what you have done here. This is a good environment. I know the hospitals are limited by regulations, but if they could have more of a session like this rather than the 1-1, meet-and-greet.</p> <p>Maggie: That's nice feedback, as I don't see what other facilities have to offer.</p> <p>Bobbie: We had just done a presentation at a retirement facility and their room wasn't closed. There are a lot of distractions. People are coming and going the whole time and the dogs are distracted. The first thing she wants to do is meet everyone, even if they aren't participating in the program.</p> <p>Maggie: We have a lot of other rooms here, but I don't feel they are appropriate for animal therapy sessions because they are distracting and the dogs would need to stay on their leashes. Otherwise they would leave the room to see everyone who walked by. The dogs who are good therapy dogs are social, so of course they want to meet every one.</p> <p>Bobbie: So, to me this is the ideal scenario, especially for a dog like Kayla.</p> <p>Isaac: What attributes does a KPETS dog need to have?</p> <p>Bobbie: To be very outgoing, very social. They cannot be aggressive in the sense that they would growl or bark because of something they don't like. They need to be touchable, as some dogs don't like to be touched. Especially paws. I can pet her paws for hours on end and she loves it. They have to be very tolerant, especially if you are around children. Because children want to yank the tail. We had a situation at our house where children were playing and one child just flopped on top of her and she just turned and looked as if to say, "okay, it's you." So, very tolerant and compassionate. I think those are the biggest attributes. They also look to make sure they aren't scared of wheelchairs or walkers or canes or any of that type of thing. The dog needs to be able to tolerate that. Or loud noises. Of course they'll look when they hear something loud, but they don't get afraid of it. And they should be able to obey the handler, inasmuch as when you're in a nursing home or hospital situation that the dog will not try to eat a pill that's on the floor</p>
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because you don't know what that pill does.

Erika: What attributes does a KPETS handler need to have?

Bobbie: Hmmmm.

Maggie: I think when the group came up with the question, someone in the group thought they would like to be an animal therapy handler someday.

Dan: That was me.

Bobbie: Believe me, KPETS is constantly looking for new teams. There are so many requests out there that it is hard to fill them all.

Maggie: So, what does a person need to be able to do?

Bobbie: All we need to be able to do is to control the dog. We have to know our boundaries as to what the situation is. Like, not to assist clients in any way. Like if you're in a nursing home and a patient wants to go to bed, you don't help them into bed. That kind of thing. So, all you really need to do is handle the dog and yourself in what I call a professional, polite, courteous manner. They don't want someone in there who's going to be rude to clients. They could be great with the dog, but not be people-people. They might get along with people, but maybe they don't get along with children or the elderly, then the shouldn't go to those scenarios. Ever since I was a teenager I worked in nursing homes. My first job was a nurse's aid and then I worked in banking for 30 years, so I always worked with people. Sometimes irate people. You just have to know how to deal with different kind of people. The main thing is, you have to be in control of your dog.

Dan: Do you recommend this job?

Bobbie: Oh absolutely. I handed out more business cards, with our website, so people can see what KPETS does. KPETS is on www.kpets.org and you can go on there and see all the different things that we do. There are a lot requests right now for dogs that can work with autistic children because they are finding that to be very beneficial. When I first read all the requests, I thought maybe Kayla could do it until I read what the dog has to be able to do. They need a very calm and sedate dog for autistic children.

Ben: If your dog could talk, what would she say about Acadia?

Bobbie: Oh, what would she say? I think she'd say, "Oh boy I get to play! I like this place!" She sees this building and she knows where she is and she gets all excited. She knows that yellow KPETS scarf too. She can be just laying around

the house, but when I get that out and put that on she's a different dog. She gets all wound up and is ready to go like, "I'm going to have fun today!" She'd say, "I get a lot of treats!"

Dan: What will you be doing next?

Bobbie: That's a very good question as I really don't know. This is like a new chapter in our lives. It's been our dream, we started building this house ten years ago. It took us three years to finish it and now we can sit back and really enjoy it. Kayla and I will look for more opportunities to continue with KPETS up there or try to get in and visit places outside of KPETS. Other than that I really don't know what's up for me. My husband plans to start a little business and I told him, "yeah, get out," because this will be the first time we've been together 24/7 and I've talked to other wives and they say it's an adjustment. Kayla's going to love it up there. She loves the mountains and getting dirty and all the sticks to chew on.

Dan: So you're going to continue with KPETS?

Bobbie: Like I said, right now the only thing we'll have going is once a month at LGH.

Maggie: If KPETS doesn't work out because it's too local, you might look into Delta Society or Therapy Dogs, International or something like that. They might work better for you because they are more broad.

Bill S: May we take your picture together for Acadia News?

Bobbie: Absolutely!

Maggie: Thanks for doing this interview and for visiting with us all this time. We enjoy your visits!

Kayla: Ruff ruff!

