



# PAWS FOR THOUGHT

The Dog A.I.D. Magazine

WINTER 2019

A Grand  
Day Out!

Holiday  
Competition

"I'm so lucky to have her!"

Plus all your favourites including Workshop Updates and Gallery

Training pet dogs to assist ability



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# IN THIS ISSUE

Paws for Coffee	3	Disabled Holiday Comp	6	I'm so lucky to have her	10
Workshops	4	A Grand Day Out	7	Access All Areas	11
Workshop Feedback	5	Real Lives	8	Summer Gallery	12
Jackets for Clarity	5	Pet Safe Christmas	8	Christmas Quiz	13
World Compassion Award	6	Membership Fees	9	Partnership Progress	14

Kindly supported by our friends at:



## DID YOU KNOW?

Your unwanted Jewellery could be used to raise funds for Dog A.I.D.? Just package it up, send it to the office and we'll do the rest!!

**KEEP IN TOUCH!**



**Get Social @DogAid**

Please remember to keep your details up to date

 [admin@dogaid.org.uk](mailto:admin@dogaid.org.uk)

 **01743 588469**

 [dogaid.org.uk](http://dogaid.org.uk)

 Earlyworld House,  
7 Darwin Court,  
Oxon Business  
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SY3 5AL



Registered Charity in England and Wales with Registered Number 1178719

Please contact [mike@dogaid.org.uk](mailto:mike@dogaid.org.uk) with suggestions for future Newsletters!



# PAWS FOR COFFEE



## with Chair Sandra Fraser

### Raising awareness both past present and future!

As we come to the end of another year it is worth reflecting on the success of 2019 and what we have in store for 2020.

Ten years ago as I took up the chair of the charity we were in the process of our application to ADI, (Assistance Dogs International) Since then we have had a review at 5 years and are now taking our second membership assessment.

This has given rise to a reflection on how far the charity has come, many of our clients remain members and are with successor dogs but we have grown in number and have new clients, I feel that being aware of how far the charity has come is important as there is much to be proud of. With growth comes progress and change.

Many client teams work hard to raise the profile of Dog A.I.D. some through telling their stories in the press, this year this proved to be very successful as one story led to a substantial donation. Thank you to the team and also to the donor. Thank you also to all those who share how their dog helps them gain and remain independent, through the use of social media.

Raising awareness is crucial to the charity. This is one of the reasons why we now offer 'In Training' jacket, however it is important that as clients and trainers you make yourself aware of the jacket policy. See page 5.

Raising awareness of how much we value our trainers has to be at the heart of how we move forward. As volunteers they provide the life blood of the charity, without them we would not exist. We now have a 'Trainer of the Month' who clients can nominate on the monthly report form; one trainer each month will be sent a bouquet of flowers. This is a small gesture but a move in the right direction, watch for the photos on Facebook. More reasons to make sure you complete the monthly report form!

All trainers need to be aware that the workshops are fully subsidised, so whether you

attend the client/trainer or trainers workshop, your CPD will be our gift to you. Please book on to one or all four that we hold each year. In 2020 we plan to hold a trainers workshop further north, so keep watching our Facebook pages.

Trainers could raise awareness of these benefits to other trainers who are not yet Dog A.I.D. trainers as we are always trying to raise our numbers, we will never have enough! Encourage someone soon; maybe they can start 2020 with a vision to help not just the charity but a team that would like to become more independent.

Many will be aware of the changes in the office, they include new members of staff and changes to the phone and email systems, by the time you read this all the teething problems should be over and our new staff will have settled in. We have just one more person to recruit, this will be someone to manage the service delivery, a role I have been doing since I became chair. So the future is looking good for 2020 and beyond.

Season's greetings, and a prosperous New Year to everyone.

**Receiving this  
newsletter  
electronically  
will help us to  
minimise printing  
and postage costs**

If you are happy just to receive an email version in future, please let us know at [events@dogaid.org.uk](mailto:events@dogaid.org.uk)!



# WORKSHOPS

## CLIENTS & TRAINERS

**Saturday 18th and  
Sunday 19th April 2020**

at Stoke Mandeville Stadium,  
Guttmann Rd, Aylesbury HP21 9PP

### Twenty-Twenty Vision!

Following on the success of the last workshop we shall once again be working in small groups to maximise the training time for clients and dogs.

The workshop will be based on and around visionary training!

### Saturday

- Lead work – see confidence build!
- Food refusal is easy if they look at you and not the food!
- Watch how easy this is 'pick up, hold and give'
- Recall from distractions, your dog can do this!

The day will be divided into 4 sessions around comfort breaks and lunch giving each client the opportunity to try or improve each behaviour.

### Sunday

A chance to put all that you have learned into practice through a course constructed by the tutors.

There will be the opportunity for 1.2.1 support on any particular task or skill which individuals feel they need help with.

The weekend is for clients and trainers. The venue has 50 fully accessible hotel rooms. Dog A.I.D. will subsidise 1 night bed and breakfast, all other requirements to be covered by the client.



All applications to [admin@dogaid.org.uk](mailto:admin@dogaid.org.uk) in the first instance.

Please do not contact Stoke Mandeville Stadium direct.

# WORKSHOP FEEDBACK

“ Thoroughly enjoyed the workshop. It was nice to learn and see different ways of training your dog. Appreciated the one-to-one session with Sandra regarding how to clicker train, Fran is following this up on Wednesday in class.

It was lovely to meet the trainers involved in the workshop they are amazing and dedicated to their job.

It was also lovely to meet other clients and their dogs and learned about there experiences. ”

Shirley Smith - September 2019 C&T Workshop



## TRAINERS' WORKSHOP

Saturday 16<sup>th</sup> and Sunday 17<sup>th</sup> May 2020

For new and existing trainers and their own dogs, limited places for those bringing dogs. Trainers without dogs are also welcome.

So that you can try to fulfil your commitment with Dog A.I.D. to attend at least one workshop over a two year period, the charity is now in a position to subsidise the accommodation, breakfast and lunch and as a gesture of goodwill we also offer travelling at 20p per mile to go towards fuel.

Book now so you do not miss this event, contact Sam at [admin@dogaid.org.uk](mailto:admin@dogaid.org.uk)

### Saturday

**In their shoes** - Practical session with dogs and props

**Initial Assessment** - Getting it right from the start

**Assessment process** - When is the team ready?

**A closer look at task work** - Practical session

**Level 2, the hardest assessment!**

A look at what makes this difficult for teams and trainers and exploring exercises that help

**Saturday evening** - Test your clicker skills!

### Sunday

**Task work made easy** - getting clear and precise tasks/tricks

**Client wellbeing and trainer coping strategies**

**Conflict resolution!** - How teams/trainers can work better together using case studies

Each trainer workshop format remains the same with small additions after trainer feedback; these workshops are invaluable as we rely on input from trainers with experience. So attending more than one is possible.

## Jackets – For Clarity

**Working towards Level 1** - No jacket (though you may use the appropriate lead sleeves)

**Working towards Level 2** - Your Trainer will provide the “In Training” jacket for use in Trainer-accompanied sessions (again, you may also use lead sleeves, including those with the Dog A.I.D. logo)

**Working towards Level 3** - Your trainer may leave the “In Training” jacket for use when out on your own during practice

**Qualified / Level 3+** - Once qualified you are able to use the “Assistance Dog” jacket





# DOG A.I.D. RECEIVES 'WORLD COMPASSION AWARD'

Dog A.I.D. recently received a "World Compassion" Award from Supreme Master Ching Hai - alongside a lovely citation and crystal award, Mike and Sandra also accepted a \$15,000 donation in a presentation ceremony held at Stoke Mandeville Stadium.

The ceremony was also attended by our Patron, Roger Jefcoate and Christine Spurr, Ruth's mum. Willow, Ruth's Assistance Dog, also received a "Trusted Companion" Award.



## WIN A £50 TRAVEL VOUCHER

DISABLEDHOLIDAYS.COM

If you and your dog love a change of scenery and a breakaway then DisabledHolidays.com could be right up your street, we have the UK's widest collection of pet friendly, accessible accommodation across the UK and beyond.



### PET FRIENDLY PROPERTIES

With a team of over 20 travel experts they bring with them a wealth of knowledge and passion that ensures you and your dog are in the very best hands. We offer accessible holidays, accommodation only, equipment and experience perfect for you and your dog.

The team have a keen eye for detail and make sure that absolutely everything you need is taken care of to ensure you have the perfect holiday and a lifetime of wonderful memories.

If you would like to win a £50 TRAVEL Voucher just answer the question below and one lucky winner will be selected by 31<sup>st</sup> January 2020.

#### Q. What is our company motto?

(a clue - it's on our website just below our company name)

Entries to [mike@dogaid.org.uk](mailto:mike@dogaid.org.uk) by 31<sup>st</sup> January 2020



# A GRAND DAY OUT

On Sunday 30th June, a group of Dog A.I.D. clients from various parts of the country organised the first ever Family Fun Day and Pet Dog Show. It was held at Shipley Country Park in Derbyshire. The event was created completely from scratch, meaning that everything from booking forms to health and safety procedures had to be produced.



Three months before the event, a colourful banner was put up at the venue to help spread the word. The local clients also participated in radio interviews and podcasts and a Facebook page was set up with an email address for people to get in touch.

On the day, we were fortunate to be blessed with a warm and sunny day. The event was extremely well supported, with an estimated 4-5,000 people joining us on the day. It was wonderful to have had so many clients and trainers come to help and support us. Our CEO, Mike, had been extremely supportive of the event throughout, as well as turning up on the day and being the official photographer!

The event was officially opened by The Mayor of Heanor and Loscoe and we had some wonderful performances in the main ring from a local dance school and a Gundog Display Team.

The event offered a wide range of activities and attractions suitable for all the family. There were around 50 stalls in total, including the dog show, children's rides and games, food vendors, charity stands, a "have a go scurry" and demonstrations from our own wonderful Assistance Dogs. We were supported by Derbyshire Constabulary and Derbyshire Fire and Rescue Service and we were extremely pleased to be able to welcome Dexter the fire dog, who was an absolute star and stole everyone's hearts!

We were offered amazing support from so many different services, including the local Rotarians and from both local and national companies of all kinds, through generous donations of goods and services.

A huge thank you must go to Hazel (a retired Dog A.I.D. Trainer) and Paul from Ilkeston District Dog Training Club for organising and

running the Pet Dog Show which was a great success.

Another huge thank you must go to Jess from For the Love of Dogs Services who organised an outstanding raffle and supported us with spreading the word. Her raffle alone raised over £300 and an extremely generous anonymous donor matched that amount.

Thank you so much to all clients, trainers, supporters and their families who contributed in any way to making this such a successful event which raised over £1,800 for Dog A.I.D. The final cheque was presented to Mike and Sandra at the AGM back in July.

Following on from the great success of the Shipley event, the local Derbyshire clients are in the process of setting up a regional fundraising group. We have many ideas for next year and are looking in to getting sponsorship etc. Watch this space!



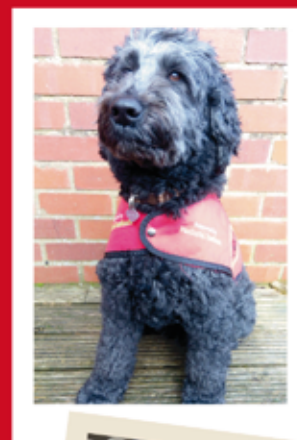


# Real Lives: Jenny Butler and Ollie

Earlier this year my mother in law became ill and sadly passed away we spent many hours at the hospital and due to Ollie being an Assistance Dog she was with me everyday.

I just wanted to say how well Ollie behaved and how important it was that she was allowed to come to the hospital every day with us. Obviously without being an Assistance Dog this would have been impossible which means that I would have not been able to have been at my Mother-in-Law's bedside helping with her food, talking to the doctors about her progress, and general day to day tasks. Whenever we walked on to the ward people would see Ollie and no matter how ill they were she still brought a smile to their face. A few times I had one of the nurses ask if I could take Ollie to see other patients in different wards as they had heard about her or seen her walking around it was a pleasure and Ollie loved it. They all had stories of their own pets that they had in the past and you could see the joy in their faces when Ollie went over to have a fuss they were fascinated with what tasks Ollie does for me and had never heard of an Assistance Dog.

I just wanted to let everyone know how proud I am of Ollie and how grateful I am that she is a well behaved Assistance Dog who is able to come with me to many public places and who is a good ambassador for Dog AID.



*Jenny Butler*

## HAVE YOURSELF A PET SAFE CHRISTMAS



Don't forget that chocolate is toxic for dogs – it's easy to overlook the chocolate coins dangling from the Christmas tree branches or wrapped beneath the tree.

Tinsel can be eaten like spaghetti... Unlike spaghetti, however, tinsel bunches and twists within intestines, requiring immediate attention from your vet.

Non-chocolate tree decorations can also be tempting to our furry friends! As well as presenting a choking hazard, baubles can shatter and cut.

Remember, some other foods (including Christmas treats) can be hazardous, even toxic to your pet – onions (in stuffing and gravy), Christmas cake, alcohol, artificial sweeteners, Christmas pudding and mince pies, grapes and raisins, nuts (macadamias in particular) and turkey bones ... to name but a few! It's also worth remembering not to 'over-indulge' your pets... it can lead to stomach upsets.



# HAPPY BIRTHDAY!

Elaine Fairhurst recently celebrated her 70th Birthday and was treated to a surprise party by friends and family - congratulations from everyone at Dog A.I.D. Elaine!



# Membership Fees

Please note, as mentioned at the Annual General Meeting, Membership Fees increase to £30 per year for 2020/21 onwards. This reflects inflationary increases. If you pay by Standing Order, please remember to amend the current mandate with your bank or building society.



# HM Prison Service 'Step Out' For DOG A.I.D.!

In September 2019 Michael Spurr and his colleagues from HMPPS took on a big challenge, all in the aid of charity, and that charity being Dog A.I.D. of course.

Michael speaks below about why he took part in the challenge and what it meant to him:

"As a surprise leaving gift to mark my time in HM Prison and Probation Service my colleagues arranged to walk the Thames Pathway Challenge to raise money for Dog A.I.D. This was an unexpected and wonderful gift and I really wanted to show my gratitude and support for their kindness by walking alongside them and completing the 100km walk myself.

By far the best part of the challenge was the camaraderie which we felt as a team, walking together for such a great charity! The hardest part was the period between 3am and 5am when it was tough to keep going, especially for some colleagues who were struggling with blisters and muscle injuries. But the goal to complete the challenge and raise as much money as possible kept us going.

Dog A.I.D. has done so much to help and support my daughter Ruth, to train her dog Willow, to become a qualified Assistance Dog. The focus this gave Ruth and Willow was absolutely wonderful and the difference Willow has made to her life since accreditation is amazing - genuinely unquantifiable.

By the end of the challenge all together we had raised over £6,000 for Dog A.I.D."

Mike McDonald, Dog A.I.D. Chief Executive added "We are hugely grateful to Michael and his colleagues at HMPS ... it was a fantastic gesture to mark his retirement and also a way of raising vital funds to help us to do more to help people with disabilities. £6,000, for example, could fund a large portion of one of our weekend workshop or help 4 new partnerships on their journey to full accreditation. More than that, it also help to raise the profile of our charity and will no doubt encourage more people to support our cause - so a huge #TeamDogAID thank you to each and everyone of them!"





# “I’M SO LUCKY TO HAVE HER”

## RUTH AND WILLOW’S STORY

I’m Ruth, I’m 25 years old and Willow has been my qualified Assistance Dog with Dog A.I.D. since September 2018.

On 26th March this year I was rushed into hospital due to being very poorly with a blood infection that unfortunately went on to make me septic and very unwell. I live with numerous health conditions that require 24/7 care and treatments and for this I needed emergency care in hospital but Willow was there for me throughout. From the GP surgery, to waiting for the ambulance, to resus, to intensive care and the wards she was always there, alongside my amazing family who looked after Willow throughout the whole time I was in.

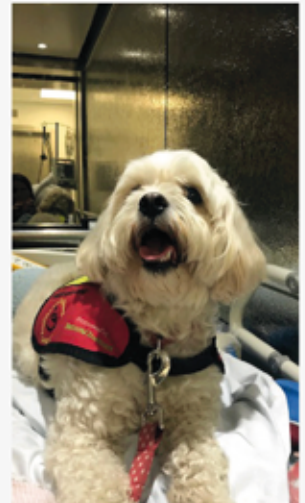
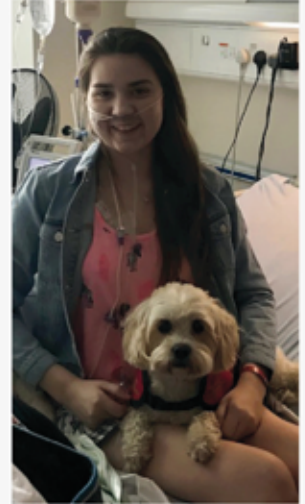
During my stay in hospital my health took a turn for the worse and my pre-existing conditions deteriorated. I unfortunately then ended up staying in hospital for five long months.

As Willow is fully qualified, she was allowed to visit me and she did just that, coming in every day for those five months, coming in around lunchtime (after her morning walk my family would give her) and staying till late, with breaks in between of course. She loved coming to see me and due to my health is very used to hospitals but for any animal it’s a challenge, even an assistance dog. I was in a mixture of a bay with other patients and when needed in my own side room. In hospitals there is a

lot of extra noise, machinery, people, visitors, food and distractions but Willow dealt with this brilliantly and I couldn’t have been prouder. She seemed to know just how poorly I was and every time she came in, she would climb up on to my bed, gently come up to say hello, carefully avoiding all my lines and tubes (though she is used to many at home) and then curl up at my feet, or by my arms and go to sleep, she loves her tummy tickles, no matter where we are! I think what she actually found the hardest was not being able to look after me like she does at home. But her working isn’t just about all her incredible tasks, its also about the confidence she gives me, the belief in myself, the ability to go out and be independent, and be safe and as always, a conversation starter with anyone I meet. This applies to hospital too, especially when I was in a bay with other patients. She became part of the furniture and when handing over from the day to the night staff they would say “and this is Ruth and Willow...” and a lot of the time the nurse (if they didn’t know us already, as most already did) would say “what dog?” as Willow would be so quiet tucked under my feet sleeping peacefully and they thought she was a toy or a teddy until she moved! But that was such a proud moment for me as that’s exactly what a good Assistance Dog should be like! There with me to help with tasks as I need, alerts

as I need and by my side throughout but at the same time on their best public behaviour and not disturbing anyone around you and that’s exactly what Willow demonstrated and for me that filled me with such pride and happiness, especially during such a difficult time with my health.

Willow got to know every nurse, doctor, cleaner, caterer, porter and more in hospital. When my Dad walked around the grounds, he met many a staff who would say “Morning, Afternoon Willow! How you doing today? How’s your mum doing these days?” and it always made me chuckle when Dad got back and told me. Willow also went around the ward making other patients smile if they liked dogs or wanted a visit. Cheering them up with her cute face, fluffy ears and fur and showing off her tasks and skills which made them smile with joy and be a distraction on long days on the wards. I loved being able to share my love for dogs, Willow and Assistance Dogs in general with my nurses, doctors and fellow patients. During such dark and difficult times Willow brought such light and hope back into us all. Some days we’d laugh, some days we’d cry and some days I don’t know how I even kept going, my health was and still is a 24/7 battle but having Willow by my side makes it just that little bit easier. She’s my light and hope in the darkness and I’m so lucky to have her.





# A DAY IN THE LIFE OF...

## a disability champion/Disability Confident organisation

Each day I work to make the lives easier of those with a disability, a big part of my role is to help to educate others around disability. From making sure that we can all easily communicate with each other, to being able to physically access services, find meaningful employment, hobbies, voluntary work, shopping, travel to how to recognise different types of assistance/guide dogs and what they may do to support their owners, to helping others to find their way through harder times when they need help and support at home or with a business or organisation that doesn't yet understand that some may need to access their services in a different way.

Most of the organisations, businesses and teams I work and communicate with are clued up and ready to help and support each person as an individual however they can, however of course there are some that need more help and encouragement than others and this is where I come in. I always start on a path of education. It's not that people generally want to be prejudiced towards someone with a disability its more that they have never been in that situation before and so don't understand how their actions can have a real effect on people, positive or negative. They may have a lack of understanding of their moral and ethical responsibilities let alone the legal responsibility they have to their customers. Whilst some may find it hard to understand that simple changes can make all the difference when you start to explain the strength of the purple pound (the money that people with disabilities bring to the economy) they generally soon see the light.

I spend many of my days helping to reopen communication between people who have lost the trust

to speak up about their disability worried that they will be seen differently, but this 'diffability' is it what makes us unique and what helps each of us to bring our own special skills to the table.

The Government's Disability Confident Scheme is a great way to encourage businesses to learn more about Disability and to ensure everyone can access their services as an employer and service provider. The aim of the scheme is to help show employers the benefits of employing people with a disability. There are three levels to the scheme:

Level one (Committed) involves signing up to the scheme and promising to look at their services and how they employ and serve people with a disability, they show that they are committed to improving their service to people with a disability.

Level two (Employer) builds on this and includes a self-assessment where they need to ensure that they are employing the right people for the business and helping to develop those people, it recognises business that go that extra mile to ensure that those with a disability get a fair chance.

Level three (Leader) requires the organisation to act as a disability champion, here they are required to have their self-assessment verified by an outside organisation that already holds Leader status. In this assessment they must show what they have done to be a disability leader. Such as how they advertise their roles, how they train staff to understand the needs and support a person with disability may need to help them fulfil their role to the best of their ability, but also how they will help and support customers who have a disability who require their services.



Level three is not an easy level to attain. The organisation must show progression and evidence of how their service encourages other organisations to step up and sign up to the Disability Confident Scheme pushing forward positive change, for example, encouraging their suppliers to sign up to the scheme, being a mentor or coach for other organisations to help them through the process. They also need to show how they engage with those with a disability, how they use networking with other employers in their area and industry to encourage them to hold disability awareness sessions for their staff and also how they celebrate success, for example, winning awards for their work.

Organisations of all sizes can sign up, from those that are self-employed to those with thousands of employees. By signing up and accepting the challenge to become a Disability Confident organisation we can all work together to make services accessible to all.

**Dog A.I.D is a Disability Confident Employer and are looking at ways we can move forward to gain Leader status.**

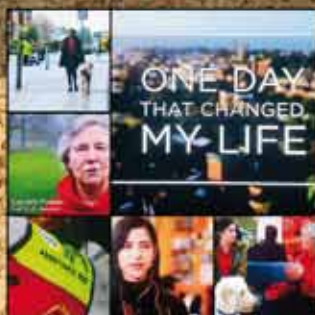




# WE KNOW WHAT YOU DID LAST SUMMER!

#TeamDogAID has had a particularly busy and successful Summer ... here's just a selection of your pictures - keep posting them on Facebook and Twitter, we love to see them and shout about our successes!

# #TEAMDOGAID SUMMER GALLERY



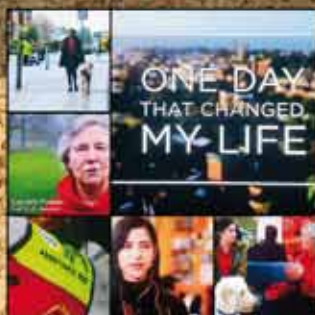




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# #TEAMDOGAID SUMMER GALLERY







# PARTNERSHIP PROGRESS

Well done to the Clients-Dog Partnerships and their Trainers who have achieved success since our Spring 2019 Newsletter!

## LEVEL 1

Robert Moore & Buster  
Maia Shaw & Willow  
Lynn Rough & Smuid  
Kate Warlow & Luna  
Rachel Hayes & Millyrose  
Richard Knight & Yalom  
Anita Castellina & Bryan  
Allen Harvey & Dougie  
Angel Garden & Maddie  
Helen Kotonias and George  
Liz Wright & Lady  
Cindy Proctor & Pippa  
Janice Oliver & Skye  
Peter Appleton & Jess  
Caz Edwards & Lexi  
Alison Zawadka & George  
Suzanne Young-Hotz & Mutz  
Denise Baker & Dexter  
Alex Aiken & Zak  
Marisa Hoyle-Johnson & Claude  
Emma Partlow & Luna

## LEVEL 2

Mary Smith & Chico  
Danielle Prior & Buddy  
Catelyn Wright & Maisey  
Sarah Lees & Nero  
Ashlee Ankers & Tia  
Jill Doran & Paddy  
Vanessa Abraham & Lyla  
Dawn Jackson & Skylah  
Janet Benham & Delilah  
Jan Collins & Floss  
Victoria Parkin and Cookie  
Caroline Wareing and Charlie  
Sally Ager-Harris and Melba  
Louise Wood & Lottie  
Karen Smith & Teddy Bear  
Alex Aiken & Zak  
Shirley Smith & Skye  
Rachel Lane & Finty  
Sue Freeman & River  
Denise Baker & Dexter

## LEVEL 3

Danielle Prior & Buddy  
Margaret Russell & Barney  
Sandra Cole & Kelsie  
Janet Moule & Tilly  
Jill Doran & Paddy

### Trainers attaining "Approved Status"

Kate Anderson  
Vera Marney  
Sally Bartlett  
Stella Bagshaw

### Trainers of the Month

September – Tina Meaney  
October – Carole Husein  
November – Scott Allen

# Well done everyone!

1. ROBERT L MAY / 2. CHESTNUTS ROASTING ON AN OPEN FIRE / 3. NAZARETH / 4. 2 HOURS / 5. 2 BECOME 1, TOO MUCH, GOODBYE / 6. SAINT NICHOLAS / 7. DO YOU HEAR WHAT I HEAR? / 8. KEIRA KNIGHTLEY / 9. TWAS THE NIGHT BEFORE CHRISTMAS / 10. WHOVILLE / 11. ONE HORSE OPEN SLEIGH / 12. CHRISTMAS TREES / 13. ELTON JOHN / 14. THE NUTCRACKER / 15. COMFORT AND JOY / 16. A CALF / 17. KING GEORGE V / 18. SQUIRREL / 19. MYRRH / 20. JAMES





# WAYS TO GIVE

You will find more details of these and other ways you can help us on our website.

**amazon**smile  
You shop. Amazon gives.

You shop, Amazon gives – search for **Dog Assistance in Disability** at [smile.amazon.uk](http://smile.amazon.uk) and it doesn't cost you a penny!



## LUCKY PAWS LOTTERY

50p in every £1 you spend is donated to us! Win up to £25,000 supporting the cause you care about.



[unitylottery.co.uk/charity/display/dog-AID](http://unitylottery.co.uk/charity/display/dog-AID)  
Operated by Unity Lottery on behalf of Dog A.I.D.



## DID YOU KNOW?

Do you still receive letters with stamps on? We can take used stamps and sell them to raise funds for Dog A.I.D. The office can turn used stamps into money! Please don't throw them in the bin, send them to us!



COMING SOON!

"A Bright Future – our strategic journey", "Fundraising Focus" & "Meet the Office Team – who does what!"



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Yes... but they  
totally deserve it!



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