

Summer 2013 | Volume 79, Number 1

The Seeing Eye® GUIDE

A MAGAZINE FOR FRIENDS OF THE SEEING EYE

INSIDE:
Following a Dream

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Seeing Eye graduate Kristin Fleschner and her first Seeing Eye® dog, Zoe. Photo by Diana Sechrist.

This issue of The Guide is underwritten, in part, by income from a special bequest by Margaret Ann Barbour, May 13, 1931–Jan. 15, 2003, in support of the mission of The Seeing Eye.

The Seeing Eye® GUIDE

A MAGAZINE FOR FRIENDS OF THE SEEING EYE

A Seeing Eye Perspective

The partnerships we create at The Seeing Eye are special, but alas, not permanent. One of the most difficult decisions all of our graduates face is when to retire their Seeing Eye dog. As a graduate, I am not immune and have no special insight. In the end, for me the retirement decision comes down to a matter of just listening very well to what my dog is telling me. Sometime last summer, Colby started whispering that retirement might be interesting. Clearly, he had done a great job and certainly had put in many miles around Morristown, not to mention the frequent flier miles across the U.S. and internationally. Although he continued to do an excellent job guiding, he had slowed down considerably and looked forward to very long and frequent naps. All in all, over the past few months, his whispering to me about retiring got louder. So, he and I came to the agreement that it was time.

This spring, the Instruction and Training Department identified a dog that they thought would be a good match for me. Our instructors consider several factors when making a partnership, everything from size and walking speed to the owner's lifestyle and handling experience.

In May, I completed training with my eighth Seeing Eye dog – Vegas, a male German shepherd. We've already taken some trips together and I'm happy to report that Vegas is as steady at 30,000 feet as he is on the ground.

But what about Colby? All of our graduates own their dogs so the decision of what to do when the dog retires is up to the graduate. There's no one decision that's right for everyone. Some graduates keep their retired dogs, some find a new home for them with friends or relatives, and some return their dogs to The Seeing Eye for us to find them a new home through our adoption program. In Colby's case, my first instinct, and maybe a selfish one, was to have him continue to live with Ginger and me at home in his retirement. But I asked myself if that really would be the best for Colby. He's a very social dog who has had a life full of people and activity. I didn't think he would enjoy staying at home while I was at work or traveling so I placed him through The Seeing Eye adoption program. In fact, his puppy raisers were contacted and they were delighted to have him back. Best of all, they happen to be campus volunteers here at The Seeing Eye and Colby may continue serving The Seeing Eye as an ambassador dog.

A new partnership, for any Seeing Eye graduate, is always bittersweet. I miss Colby and all of his predecessors tremendously. He was a wonderful guide and companion for many years. But at the same time, I'm excited to be working with Vegas, a young, smart, and eager new dog.

This month is the first of our summer classes, when many young people come for their first Seeing Eye dogs. Thanks to you, they will know the joy of working with, and caring for a Seeing Eye dog, the joy of grabbing a harness handle, and the joy of a new level of independence that only a Seeing Eye dog can bring. And with your ongoing support, they know, as I do, that when the time inevitably comes to get a successor dog, The Seeing Eye will be here for them. Thank you for your support and for what it makes possible!

Sincerely,

James A. Kutsch, Jr., President & CEO, The Seeing Eye



Colby is enjoying his retirement!

Dear Seeing Eye:

I'm writing to tell you how much I appreciate Velda, my dog and friend, who I received from The Seeing Eye in March 2006. She has been such a blessing to me and she has truly been a faithful companion. We have probably walked 4,000 miles together, and have had countless adventures. We've been walking to work every day now since 2008, except in the rain or snow.

Velda seems to love adventure as much as I do. She loves the thrill of tackling an airport when we travel, and learning hotels together is exhilarating, too. She loves to be the leader of the pack on hiking trails. My husband and I recently participated in the first deaf-blind walk in the nation. It was here in St. Louis, and I did everything I could to remind my dog that we weren't the leaders. So, after the walk was over, we headed down the same route and did it in double time. The three of us were the only pack, but we all loved it – Velda was on a mission!

I do a lot of speaking and training in my job as Area Director for the office of "Joni and Friends International Disability Ministry," which serves Missouri and southern Illinois. With Velda at my side, I always talk about the "two T's and the F" (don't talk to, touch, or feed a service animal) as part of our presentation. One time I was teaching some workshops at a retreat for kids ages 7-14, and I said they'd get a prize if they

letter

TO THE SEEING EYE

could remember what those letters stood for by the end of the retreat. I think all 350 kids attending remembered... and many of them came up during the weekend to remind me they remembered! Luckily I had just enough bookmarks for all of them, and I'm sure they'll remember those rules for life.

My mother lives in a sprawling apartment complex. Velda and I go frequently to visit her; sometimes with others, sometimes on our own. We have had many opportunities to find our way into new areas of the complex because Mom has moved several times. Residents love to see my beautiful black Lab and tell us all about their former pets. Sometimes Velda even "escapes" her harness for a few minutes for some extra hugs and pats.

Thank you and the great staff at The Seeing Eye for the hard work done to prepare great four-footed companions.

Judy Redlich
Seeing Eye graduate

in memoriam

Syd Settle, Seeing Eye Trustee



William Sydnor "Syd" Settle, a member of The Seeing Eye's Board of Trustees from 1984 through 2003 and the chairman of the board from 1985 to 1997, died April 27. He was 79.

Mr. Settle was a retired senior partner of Simpson Thacher & Bartlett in New York City, specializing in corporate law with a focus on mergers and acquisitions. He also was chairman of the board of Hampden-Sydney College in Virginia,

where Settle Hall was named in his honor, and served as president of the Metropolitan Golf Association.

Mr. Settle served on the executive, audit, development (now Donor & Public Relations), and staff benefits (now Human Resources) committees for The Seeing Eye.

"Syd made an immediate and lasting impact as a member of the Board of Trustees, and later as our chairman," Seeing Eye President Jim Kutsch said. "His financial and corporate expertise helped The Seeing Eye's endowment flourish, helping ensure that we will be here for future generations of students. Our thoughts are with his wife, Noel, and their children and grandchildren."

In this photo from The Seeing Eye Archives, Dick Krokus, left, familiarizes a student with a scale model of The Seeing Eye campus.

Dick Krokus, Seeing Eye Instructor

Richard J. "Dick" Krokus, who retired from the position of Director of Instruction and Training in 1988, died on February 11 at the age of 89.

In 1942, at the age of 19, Mr. Krokus applied to work at The Seeing Eye. In his application, for the position of "kennel man," he wrote: "I derive enjoyment in working with dogs because of my innate love for them... I will accept the minimum salary you offer for the chance to prove my sincerity." Before he could be hired, Mr. Krokus joined the U.S. Army and served as a tug boat captain in Alaska during World War II. The Seeing Eye hired him after he returned from the war, and he remained here until his retirement in 1988.

Mr. Krokus estimated he trained more than 300 Seeing Eye teams between 1946 and 1960, when he was promoted to Supervisor. He held that position until 1975, when he was promoted to Director of Instruction and Training.

"Dick not only hired me, but many of the senior members of the Training Division," said David Johnson, The Seeing Eye's current Director of Instruction and Training. "We all are going to miss his wonderful stories about the dogs and the people that he loved so much."



HOME SWEET HOME

Renovations continue at The Seeing Eye, but work on the dormitory wing in the Main House is complete.

On Memorial Day, for the first time since November, students returned to The Seeing Eye campus to begin their training with Seeing Eye dogs.

The previous five classes were held at a hotel in nearby Basking Ridge, New Jersey. The Seeing Eye staff transferred its entire program to the hotel, and nearly 100 students were partnered with Seeing Eye dogs during this time.

But now the students are back at The Seeing Eye, enjoying the improvements made to the dormitory. Students can now enjoy wireless internet that's available throughout the Main House, upgrades to the bathrooms, and improved security with the addition of card accessed security locks to each dormitory room as well as the exterior doors of the building.

Other improvements already in place include upgrades to energy efficiency and lowering maintenance costs by replacing the Main House's 50-year-old heating, ventilation, and air conditioning systems; expansion of the student laundry, where students wash and dry their clothes while staying at The Seeing Eye; and the flow of the hallways has been improved by tearing down and reconstructing the central stairwell, allowing for a true "T" intersection.

The stay at the hotel also taught Seeing Eye instructors some valuable lessons, said David Johnson, Director of Instruction & Training.

"At the hotel, we had to change the way we fed the dogs," he said. "We still did it the way we did decades ago, when the instructors would prepare raw meat for the dogs in the kitchen, and then bring it to each room. We feed the dogs kibble now, but we still had the instructors bring the students each meal.

"At the hotel, we couldn't deliver the food to each room. So we gave each student a bowl and a locking barrel full of kibble, and had the students feed their dogs independently, as they'll do once they get home anyway. What we found was this really sped up the bonding process between the students and the dogs. It was such a simple thing but we'd never thought of it before."



Another lesson learned at the hotel: each room now has a soft canvas crate rather than a tie-down for the dog.

"We couldn't drill into the hotel walls to install tie-downs, so we tried the soft crates, and we immediately noticed a change," Johnson said. "The dogs settled down faster and more quietly, without fussing."

Both changes were incorporated into The Seeing Eye's training methods back on campus, Johnson said.

In addition to the dormitory changes, there's now a new multi-purpose room attached to the dining room that allows us to have larger audiences for our educational and fundraising programs, preserving the Eustis Lounge for use by students; a canopy over the front entrance to shelter students waiting for trips to town; and a newly installed escalator, allowing for on-campus training. Still in the works: a dog run area where instructors and students can train dogs in off-leash commands.

The biggest take away for Johnson and the training staff, aside from the adjustments made to the training program, was the peace of mind in knowing that if we ever had a fire or other disaster on campus, The Seeing Eye family could succeed in another location.

"Honestly, I didn't know if it was going to be possible, but thanks to hard work, flexibility, and a lot of planning, we really were able to replicate our program in another location," Johnson said. "But we are happy to be back home in our newly renovated building."

cover story

There are Seeing Eye graduates who go to law school, Seeing Eye graduates who run marathons, Seeing Eye graduates who make documentaries...Kristin Fleschner is all three.

The native of Terre Haute, Indiana, will be entering her final year at Harvard Law School in the fall, with a focus on international law and national security law. She had always thought about following in her father's footsteps and becoming a lawyer, but other jobs and opportunities came her way.

"I had started the application process to law school six years ago, before my vision loss," Fleschner said. "And right before I was supposed to take the LSAT, I had an organ transplant. So that meant putting law school aside."

Fleschner, who was diagnosed with Type 1 diabetes at age 13, had to undergo a rare pancreas transplant. She no longer has diabetes,

but it's not a miracle cure – she must take immunosuppression drugs and there's always the chance her body could reject the organ.

Fleschner was determined that the transplant and vision loss would not be a roadblock. And her first Seeing Eye dog, Zoe, has helped show her the way.

After working for several years for the federal government, she applied again to law school, and was accepted by Harvard. She not only had to adapt to the school's academic rigors, but to her vision loss.

"The first two weeks of law school are difficult for anyone, I think, but it also was the first time I really used JAWS," a computer program that reads the text on the screen for people who are visually impaired. "Doing all that reading while

continued >>>

Following a DREAM



Photo © Diana Sechrist, www.dianasechrist.com

cover story *continued*

learning how to listen made it even more difficult. But I not only had the support from Harvard, but also from the Perkins School for the Blind and the Carroll Center for the Blind, and from a lot of inspiring people around me who had been through vision loss and gave me good advice. I can't imagine doing this without all of their support. I'm very blessed."

Fleschner said she got more of that support in January when she came to The Seeing Eye.

"My class was wonderful. There were people there from all walks of life, and as someone who relatively recently lost sight, I learned something from every single person who was there – not just about using a Seeing Eye dog, but about adapting to vision loss.

"For example, one of my Seeing Eye classmates taught me how to tell the difference between a packet of sugar and a packet of sweetener – because sugar is heavier, when you shake it, the packet bends. It's so simple, but I had actually given up putting sweetener in my coffee because I couldn't tell the difference between the packets, and now I can again."

But it was Zoe – a 2-year-old yellow Labrador retriever – who made the biggest impact.

"I expected it to be life-changing... but I had no idea how truly life-changing it would be. It really did change my life, in every way," Fleschner said. "Walking with Zoe was the first time I had



Photos © Diana Sechrist, www.dianasechrist.com

been able to walk at my full speed since I had lost my vision. I was just so excited to be able to walk as fast as I wanted again."

Fleschner said she wanted to get a Seeing Eye dog as soon as she began losing her vision. "Some people are great with canes... I'm not one of those people. I did a lot of mobility training and one of my orientation and mobility instructors said, 'You're walking too fast for your cane. You walk at guide dog speed – you should really get a guide dog.' And I had a friend who had a Seeing Eye dog, and she told me I had to go to The Seeing Eye. I didn't have a choice!"

She felt the bond with Zoe immediately.

"The trust was there right at the start," Fleschner said. "I didn't know what it would feel like – to give up a cane, which I had relied on, and meet this creature and immediately trust it with my life. But when I first met Zoe, she showed me so much love, and worked so hard for me, that I didn't have a choice but to trust her."

But their bond goes beyond guide work, Fleschner said.

"Zoe provides safety, independence, and mobility, but also love, companionship, and happiness," she said. "The best thing about Zoe is she's always happy. I think everyone can learn a lot from her – she needs so little to be happy. Some mornings it's easy to wake up and feel tired or frustrated. She does not

allow that to happen! When she is off harness, she is a crazy, crazy girl. She loves to wrestle with me. She loves games, especially tug. She's very affectionate. And she loves getting into my lap. Her nickname is Queen Zoe because she definitely knows that she's in charge. She also knows that she has an important purpose in life and takes her work very seriously. I love everything about her.

"But when she is in harness, she is all business. She is still the queen and ready to conquer the world, but she knows when it is time to work. She loves new routes and new experiences. When I ask her to go down a different street, she gets so excited! She just loves going on new adventures."

One unusual part of Zoe's training included how to guide Fleschner to a pool – but not into it.

"Exercise has been an important part of my life for a long time. I use exercise to deal with stress. I didn't know at first how to keep exercising after vision loss. I really wanted to recover that part of my life."

Fleschner's Seeing Eye instructor, Joan Markey, worked with Fleschner and Zoe around a swimming pool so Zoe would learn how to guide Fleschner to the pool's steps, and then wait for her to get out. Of course, with some Labs, the tricky part is



You can see Kristin Fleschner (and Zoe) in her documentary, "Blind Ambition", which can be found here: <http://vimeo.com/69119995>

Photos © Diana Sechrist, www.dianasechrist.com

"It was hard to imagine a dog that would be willing to put up with my travel, school, work, and training schedule," she said. "I knew my dog would need to be willing to work 16 hours some days and sleep at my desk other days. Zoe wakes up, excited and ready to go every morning. She does not know what each day will bring, but she's always ready to face it with a smile and a wagging tail!"

teaching them not to jump in too!

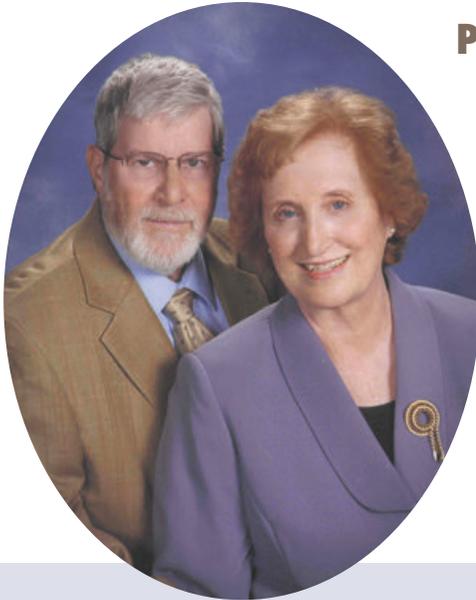
Fleschner also has been riding tandem bikes with her father, including a one-day 167 mile ride in Indiana to raise money for the fight against diabetes, and in March ran the Washington, D.C., Rock and Roll Half Marathon with a friend as a sighted guide.

Fleschner recently directed a 15-minute documentary, "Blind Ambition," about her and other Harvard Law students who are visually impaired.

How does she do it all? Zoe is a big help, Fleschner said.

donor profile

MARILYN STIGLITZ



Providing For Tomorrow

Marilyn Stiglitz has seen for herself what a Seeing Eye dog can do.

"I grew up in New Jersey, so I always knew about The Seeing Eye. I would see the trainers all the time in Morristown," she said. "But years later I was at The Seeing Eye and I saw the students walking with their dogs, and I just got so choked up. We are so touched by the freedom these dogs provide, but also how much these students love their dogs."

Marilyn and her husband Lou – who won an award as a high school student in Brooklyn for his work drafting geometric shapes that could be used in Braille textbooks – are generous supporters of The Seeing Eye's capital campaign. The goal of the five-year campaign is to raise \$10 million for our endowment, which ensures The Seeing Eye will continue to exist as long as people need guide dogs.

"The Seeing Eye really changes people's lives," Marilyn said. "I've seen it for myself."

HOW YOU CAN HELP You can help grow The Seeing Eye's endowment by donating online on our website at www.seeingeye.org/capitalcampaign, by calling the Donor and Public Relations Department at 800-539-4425, or by enclosing a check in the envelope provided.

Please note that your contribution is for the capital campaign. Your tax-deductible donation will ensure The Seeing Eye will be here for as long as people need Seeing Eye dogs!



Seeing Eye Instructor Kaelin Coughlin training a black Labrador retriever on the streets of Morristown. The secret to our training method? Love! You can see the bond Kaelin has with this beautiful Lab. That bond will eventually be transferred to the student that will be partnered with this dog. *Photos by John Keane.*

news highlights

Coughlin Joins Board of Trustees



Christopher J. Coughlin

The Seeing Eye's Board of Trustees recently added a new member: Christopher J. Coughlin, who served as executive vice president and chief financial officer of Tyco International Ltd., and later as adviser to the Chairman and CEO of Tyco. Prior to joining Tyco, he was Chief Operating Officer at Interpublic Group, a leading global advertising and marketing services holding company. Previously, Mr. Coughlin was Chief Financial Officer of Pharmacia Corporation, and President of Nabisco International. He currently serves on the Board of Directors for Dun & Bradstreet, Forest Laboratories and Covidien Ltd., and previously served on the Boards of Monsanto, Interpublic and Perrigo.

"Chris brings a wealth of knowledge from the corporate and financial world, and also a commitment to The Seeing Eye's mission to empower people who are visually impaired with Seeing Eye dogs," Seeing Eye President & CEO Jim Kutsch said.

D'Andrade Named Honorary Trustee

Hugh D'Andrade, who was a member of The Seeing Eye's Board of Trustees from 2000 to 2012, has been named an honorary trustee. Mr. D'Andrade served on numerous committees, including as many as four in one year, and served as chair of the Committee on Trustees in 2007 and 2008 and as chair of the Facilities Management Committee from 2009 to 2012. Mr. D'Andrade served as Vice Chairman, Chief Administrative Officer, and member of the Board of Directors of Schering-Plough Corporation.



Hugh D'Andrade

Online Auction Raises \$105,000

This year's annual online auction raised approximately \$105,000 for The Seeing Eye! A tour for two of The Seeing Eye breeding station was among the top items, selling for more than \$2,000. A beach house vacation in South Bethany Beach, Delaware, sold for more than \$1,200, and a guitar autographed by Maroon 5 sold for \$650.

All the funds raised will go toward The Seeing Eye's mission of breeding, raising, and training dogs for people who are blind or visually impaired. Thank you to all our bidders and item donors, as well as to this year's platinum sponsors, National Industries for the Blind and TD Bank.



A chance to meet puppies like these young German shepherds during a tour of The Seeing Eye breeding station was one of the top-selling items in this year's online auction.

news highlights

A Doggone Great Ride!

For the third straight year, The Seeing Eye will be one of the beneficiaries of the Gran Fondo NJ, a bike tour through the scenic New Jersey Highlands that last year saw 1,700 riders on four different route courses.

Among the riders last year were several Seeing Eye graduates on tandem bikes along with Seeing Eye employees, puppy raisers, volunteers, and supporters who rode to raise money for us. The Seeing Eye also staffed a rest stop, providing snacks, water, and lots of puppy kisses for the riders.

Gran Fondo NJ, to be held this year on September 8, is a ride, not a race, and has four routes – 107 miles, 63 miles, 43 miles, and 18 miles. But even the shortest route has enough hills to make it interesting for riders – the 107-mile Gran Fondo has 9,108 feet of climbing! The 63-mile Medio Fondo route was selected last year by the editors of *Bicycling Magazine* as one of the 50 Best Rides in America.

On September 7, there's a "Kid Fondo" and other family-friendly events that will be held in Morristown, New Jersey.

If you're going to be in New Jersey that weekend, The Seeing Eye is looking for people who want to ride in the event and raise funds for us, or who want to volunteer at the rest stop. If you can't be here, you can still help support us – either by raising funds by having a ride in your own community, or by donating to a team that is riding on behalf of The Seeing Eye!

Cyclists who ride for The Seeing Eye and raise more than \$250 can win

some great prizes, including a custom designed Seeing Eye cycling jersey, a Land's End gift certificate, or even the opportunity to name a Seeing Eye puppy! The team that raises the most funds by September 12 will be invited to a private tour of The Seeing Eye breeding station – a rare opportunity you'll never forget!

For more information, go to www.seeingeye.org/ride.



Seeing Eye graduates, employees, and volunteers pose with Seeing Eye puppy Fondo prior to the start of last year's Gran Fondo.



Wouldn't you like to see this little guy show up in your Facebook newsfeed?

Do You Need a Puppy Fix?

Some days you just need to see a puppy!



The Seeing Eye is here to fill that need with our Facebook page, www.facebook.com/SeeingEye.

There you'll find news about our graduates, puppy raisers, and other friends of The Seeing Eye; information about upcoming Seeing Eye events; contests for our Seeing Eye fans; and of course, pictures of our puppies and Seeing Eye dogs in training!

More than 20,000 people have already signed up to be fans of The Seeing Eye on Facebook – have you?

Thanks for leading the way.

Bausch + Lomb shares The Seeing Eye's commitment to helping the visually impaired.



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The Seeing Eye is proud to recognize our corporate partners who have made a significant commitment to providing independence for people who are blind or visually impaired through Seeing Eye® dogs. If your company would like to get involved, please visit SeeingEye.org/Partner for more information.



www.SeeingEye.org

Alcatel-Lucent
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The Seeing Eye

and their mission to enhance the independence,
dignity and self-confidence of blind people.



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Oh, the weather outside is frightful...

These may be the dog days of summer, but it's the perfect time to order your 2013 Holiday Cards from The Seeing Eye! The photo for this year's card was taken by Seeing Eye employee John Keane and shows a woman walking with a Seeing Eye dog through snow past a small home (it's actually the Wick House at Jockey Hollow inside Morristown National Historic Park). The inside of the card reads, in print and Braille: *May the joy of the holiday season guide you into a Happy New Year!*

To order holiday cards or other items from The Seeing Eye, please visit our online store at SeeingEye.org/store.



The Seeing Eye

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Seeing Eye® is a registered trademark for dog guides of The Seeing Eye, Inc., and is its registered service mark for training dogs as guides and instructing visually impaired individuals in their use and care. The Seeing Eye admits and offers students of any race, color, religion, nationality, ethnicity, gender, gender identity, gender expression, sexual orientation or ancestry all the rights, privileges, programs, and activities generally accorded or made available to students at the school. It does not discriminate on the basis of race, color, religion, nationality, ethnicity, gender, gender identity, gender expression, sexual orientation or ancestry in administration of its educational policies, admissions policies, scholarship and loan programs, and other school-administered programs.

The Seeing Eye follows the guidelines recommended by the Council of U.S. Dog Guide Schools for the humane care and training of dogs to be guides, and the instruction and graduate services offered to people who are blind or visually impaired.

The Seeing Eye is an accredited member of the International Guide Dog Federation.

The mission of The Seeing Eye is to enhance the independence, dignity and self-confidence of people who are blind, through the use of specially trained Seeing Eye dogs.

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