

**Mrs. Cara T. Heilmann  
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July 26, 2008

Chief Executive Officer  
Baw Baw Shire  
Warragul, Victoria 3920

Dear Chief Executive Officer:

I am writing on behalf of Beverley Manner, owner of Rutland Manor. I have known Beverley since 2005 when I adopted one of her Australian Labradoodles, Rutland Snuggles. Beverley runs a reputable breeding operation that has literally helped hundreds through her donation of service and therapy dogs. One such is a neighbor who received Rutland Sari as a therapy dog for my neighbor's son with Autism. This dog has brought tremendous joy to this boy's life when other means of reaching him has been difficult. Beverley's breeding operation has produced some of the finest service and therapy dogs, one of which is my very own Rutlands Snuggles.

Snuggles, now called Muggles, is registered therapy dog through Therapy Dogs Incorporated. Together, we have touched the lives of many through therapy dog visits. I recall one visit to a skilled nursing facility in Kahuku, Hawaii where Muggles visited an older gentleman. He was talking in Japanese to her and stroking her fur – all the while the nurses were in tears saying that this was the first time this patient responded to anything in weeks.

We have also visited local libraries and participated in READ programs where children would read aloud to Muggles. These children typically live in depressed communities and have little encouragement to read aloud. I remember one child in particular that enthusiastically read his picture book to Muggles. Many of these children are criticized at home when reading to an adult, so often brings negative feelings. However, they are not fearful of reading to a dog who gives them unconditional attention and love. READ programs have gained in support and popularity across the US due to its success at helping children read more.

We have also visited women abuse shelters helping families connect to the children of abusive situations. I recall one young boy who was afraid to approach Muggles. After several visits, he finally stroked her fur and told me the story about the dog that lived in his house where his father would beat the dog and that the dog was infested with fleas. Because of his past, he was afraid that my dog was infested with fleas, too. We talked about how we could care and love our dogs by treating them kindly and caring for their

health. I left that evening with a very heavy heart and grateful that Muggles was able to connect with children where adults have failed.

Because of Beverley Manners and Rutland Manor, we can tell hundreds of these stories of how her dogs have touched the lives of others. She has donated hundreds of dogs to service dog and therapy dog training facilities. The Australian Labradoodle is incredibly intuitive – Beverley has bred these dogs to have tremendous temperaments and sound in health. I urge you to allow Beverley to maintain her license to operate a breeding facility at her current location. To hinder her work would be a travesty to the hundreds of people whom have been touched by her and her dogs.

Thank you very much for your kind consideration.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Cara T. Heilmann', written in a cursive style.

Cara T. Heilmann

Owner of Rutlands Snuggles “Muggles”

[www.teammuggles.com](http://www.teammuggles.com)