

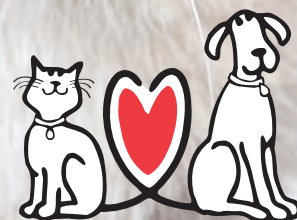
OTTAWA HUMANE SOCIETY

# 2019-20

## ANNUAL REPORT

YOU give so many homeless and injured animals a second chance at a better life. Thank you for rescuing, reuniting and rehoming Ottawa's most vulnerable animals.

**Mission:** To lead Ottawa in building a humane and compassionate community for all animals.



Ottawa  
**HUMANE  
SOCIETY**  
S.P.A. Ottawa

# By the Numbers: You Save Lives

Veterinarians performed 2,804 surgeries on animals in the care of the Ottawa Humane Society last year. They completed:

**2,804**  
Surgeries

Spays and  
neuters  
**2,622**

Dental  
procedures  
**541**

X-rays  
**761**

Diagnostic  
procedures  
**210**

## In the Nick of Time

Last November, Elsie, a beautiful chocolate lab, was rushed to the OHS. She was dehydrated and malnourished from refusing to eat for two weeks. She was suffering from the advanced stages of pyometra — an infection of the uterus that is fatal if left untreated. Elsie's condition was critical but thanks to you, she was given hope.



After the surgery, Elsie was wrapped in a warm blanket and left to gently wake up in critical care. The surgery may have been a success, but there were still many steps on her road to recovery. She needed medications, dental care and tests to check for side effects from the surgery.

There was little time. OHS veterinarians had to act fast.

Elsie's entire uterus had to be removed along with all the pus built up from the infection. Without you, the life-saving surgery would not have been possible.

Thanks to you, Elsie's story has a happy ending. Once she was fully healed, the OHS made her available for adoption and she soon went

home with her forever family. From the surgery, to the medication and tests, to the dental work, you gave Elsie a path to recovery and her forever family. For that, we cannot thank you enough.

## Making a Huge Impact on Animal Lives

In 2019/20, our team of volunteer veterinarians donated 214 hours to saving animal lives. They not only provided much needed consultations, but also performed a number of spays and neuters, including complicated emergency spay and neuter procedures.

Dr. Andrea Leask  
Dr. Denis Philibert  
Dr. Don Caldwell  
Dr. Emmanuelle Verrette  
Dr. Glenys Hughes  
Dr. Graham Thatcher  
Dr. Janet Biggar  
Dr. Karen Sime

Dr. Kristen Flegel  
Dr. Maria Popa  
Dr. Michael Kim  
Dr. Rob Clark  
Dr. Joseph Cyrus  
Dr. Lorrain Hiscox  
Dr. Perminder Bansal  
Dr. Tara Betnaza





# Because of YOU, These Two are Healthy and Have Forever Homes

**Ti-Lou**, a ten-year-old pomeranian, arrived at the OHS in rough shape. His fur was matted and dirty, his teeth were in terrible shape, and it was clear he was long overdue for veterinary care. Ti-Lou was x-rayed and the veterinary team cleaned his teeth. Unfortunately, a lot of his teeth were already missing or in very poor condition, so they needed to be removed. Now in tip-top shape, it didn't take

very long for someone to notice Ti-Lou in the Shirley Kearns Memorial Adoption Centre and fall in love — thanks to you.



**Diesel**, a six-month-old shorthair cat, arrived at the OHS with a severe eye infection, in terrible discomfort — requiring surgery and extensive medical care. It was determined that it was in the best interest of Diesel's health and comfort, that his eye be removed. After a couple of weeks this sweet boy made a full recovery and was ready to find his new forever home — thanks to you.

## Mobile Spay/Neuter Clinic Services

You are brightening the future for our community's cats with the Ottawa Humane Society Mobile Spay/Neuter Clinic. In 2019/20, the OHS:

Operated  
**152**  
clinics

Sterilized  
**2,004**  
animals

Microchipped  
**887**  
animals

The OHS Mobile Spay/Neuter Clinic serves low income cat owners in Ottawa, providing subsidized spay/neuter services. Our clients come from diverse backgrounds and often have touching stories about how they acquired their cats and the love they have for them.

Because of you, we are able to provide less fortunate pet owners with the opportunity to save future generations of unwanted animals from a life of suffering.



### Microchipping Success: Fewer Strays & More Reunions

Microchipping more pets means more lost pets make it back home. Microchipped pets are much more likely to be reunited with their owners because the technology is a permanent form of identification that can never be separated from the animal.

# OHS Life-saving Statistics

We collect and report our statistics according to a widely recognized North American formula used for animal shelters. This formula allows us to calculate our “live release rate,” which is the placement rate for all cats and dogs that come to us regardless of their age, temperament or physical condition.

**ZERO**  
animals turned away

**98%**  
placement rate  
for treatable/manageable  
cats and dogs

Animals who are not healthy – and likely not to become healthy regardless of the care provided – but will likely maintain a satisfactory quality of life if given long-term medical, foster, behavioural or other care.

**100%**  
placement rate  
for healthy cats and dogs

**98%**  
placement rate  
for treatable/rehabilitatable  
cats and dogs

Animals who are not healthy, but likely to become healthy if given medical, foster, behavioural or other care.



## Pets served in fiscal year 2019/20

### Pets Received

Cats and kittens	4,088
Dogs and puppies	1,324
Other pets	692
<b>Total</b>	<b>6,033</b>

### Pets Reunited

Cats and kittens	170
Dogs and puppies	380
Other pets	15
<b>Total</b>	<b>565</b>

### Pets Adopted

Cats and kittens	2,685
Dogs and puppies	401
Other pets	468
<b>Total</b>	<b>3,554</b>

### Pets Transferred

Through placement partners and other sheltering organizations	
In	314
Out	153

**Total number of pets saved: 4,517**

**Live release rate: 78.90%**

Of the 1,308 pets that were humanely euthanized, 22.5 per cent were owner requested for serious medical or behavioural issues; 58 per cent had serious medical issues; 16.5 per cent had serious behaviour issues such as aggression or extreme fear; and 3 per cent had a combination of aggression and extreme fear.



# Happy Stories You Made Possible

This past Christmas, Jingle, the friendly OHS elf, asked you to open your hearts one last time in 2019 and help animals in need. Thanks to you, here's how some of those animals are doing now.

## Sherlock

Thanks to you, Sherlock was able to find a loving forever family this holiday season! You helped make this dog's Christmas wish come true in 2019.



## Ronny

Ronny is living happily with his forever family now thanks to you, and everyone else who came together to support the animals in 2019. You helped give this poor cat a second chance and a bright and happy New Year!



## Katt and her kittens

Some animals need a little bit longer to recover, and become healthy and adoptable. Katt was able to recover and her kittens were able to grow with love from a foster volunteer thanks to your support.



Sherlock, Ronny and Katt's feline family aren't the only animals in need of help. In 2020, thousands of animals will come into OHS care, many needing surgeries and expensive medical care. You provide them with the care they need and the second chance they deserve.

# Thank You for Helping 7,573 Animals in Need

The OHS is a safe haven for the abandoned, injured and lost

4,088 Cats

1,324 Dogs

621 Small animals

1,469 Wildlife

Because of you, animals in need receive life-saving care. This past year, the OHS admitted 1,912 animals surrendered by their owners because they could no longer care for their pet. We also received 314 animals transferred from other shelters, and we took in 3,399 stray animals.

## Your Support and Advocacy is Having an Impact

### Two Legislative Wins for the Animals in Canada

In June 2019, the House of Commons passed bills S-203 and C-84, with third readings, paving the way for the legislations to receive Royal Assent and become law.

- Bill S-203 bans whale and dolphin captivity.
- Bill C-84 amends the criminal code to expand the definition of bestiality.

Thousands of you took action when this Bill was under threat. You spoke up for animals when they needed you most. Thank you for helping!

### Cats Reunited With Their Families

2014/15		5.21%
2015/16		8.0%
2016/17		9.0%
2017/18		8.0%
2018/19		8.0%
2019/20		9.0%

## You Gave a Blind Cat Named Rolly His Second Chance

Meet Rolly, a small blind cat who was in OHS care earlier this year. Rolly might be considered a “special needs cat,” but don’t let that fool you — he’s as energetic and playful as they come.

For months, Rolly made all OHS staff and volunteers smile whenever they interacted with him. These smiles were usually followed by sadness because Rolly was having such a hard time finding his forever family.

Rolly’s special needs made him more difficult to adopt. Without interacting with him or seeing how well he gets along with people, many viewed his blindness as a burden. Of course that wasn’t at all the case.

After months of being overlooked by passersby, Rolly started to become depressed. He would meet new



people every day, but they never brought him home. That’s when the OHS started experimenting with the power of social sharing to get him adopted. Several social media posts, videos, a blog, television and print media ads were all used to share Rolly’s story with the community.

The response was amazing! In just a few weeks hundreds of supporters had shared Rolly’s story online, all hoping they could help find his forever home.

Finally, one sunny day in August, a young family came to the OHS and fell in love with Rolly. He has been living happily with his forever family ever since.

Thanks to you, Rolly found his forever family. From donating to help the OHS provide care during his lengthy stay, to sharing posts on social media, you gave Rolly the second chance he so desperately deserved.

# Happy Tails - Because of You

OHS Behaviour Intervention helped: 130 dogs and 646 cats through uniquely tailored behaviour modification plans devised by the Intervention Services team.

130  
Dogs

646  
Cats

## Thanks to YOU, Nala is Smiling, Happy and Healthy Again



Nala, a black Labrador retriever mix, is one of the innocent animals who was given a second chance thanks to you. She arrived at the OHS, barely two months old, covered in a rash that left her itchy and sore.

Tests showed that she suffered from “juvenile cellulitis”, an uncommon skin condition that affects young puppies. The condition leaves dogs lethargic with decreased energy levels if left untreated. As the disease progresses, the rash on the skin becomes worse, and a dog’s lymph nodes will swell and may rupture.

Nala’s treatment relied on steroids, antibiotics, and anti-itch medications. She needed to be quarantined

in a foster volunteer’s home as she could not have vaccinations until her treatment was complete. During her care, she had ten veterinary visits to monitor her journey to healing. The cost of her medications alone was almost \$2,000, but you made sure Nala got the care she needed.

Nala spent two months in the care of the OHS, before being spayed and finding her new forever home. Thanks to your generous support and ongoing commitment to the animals in our care, Nala received the treatment she needed to heal.

It’s because of you that Ottawa’s injured and neglected animals like Nala receive medical treatment, tender care and hope.

## Thank You to Our Dog-Friendly Business Partners!

- Green Wall Vintage
- Moulin in the Park
- Maker House Company
- Stray Dog Brewing
- Ren’s Pets (all Ottawa locations)
- Bicycle Craft Brewery
- Top of the World Skateshop
- Wild Birds Unlimited
- Frontline Credit Union
- iXceed Packaging Solutions
- Stagra Automotive
- Koza IT Services
- Bel-Air Lexus
- Tungsten Collaborative
- Audi City Ottawa
- Tektam Integrations Inc.
- Head Office Ottawa
- Mint Hair Studio
- The Brooke Barbershop
- The Metcalfe Hotel
- Travelodge Ottawa East
- A Foot Above Fitness
- Premiere Suites
- Allure Laser & Esthetics
- Windsor Park Retirement Residence



# Thank You for Your Gift of Time

**730**

Total volunteers

**27,382**

Total volunteer hours

The Brightening Lives Animal Visits Program (BLAV) is an amazing program we've had since 1986 where volunteers take animals to hospitals, retirement residences and other long-term care facilities to meet and interact with the residents. Some residents don't receive many visitors, so this program has helped to brighten their lives and also brought residents, who share the common bond, together via their love of animals.



Tim Bell and his golden retriever Indy have been with BLAV since 2012, volunteering over 560 hours. We asked Tim why he joined BLAV. "I wanted to give back to the community, and what better way than joining the Brightening Lives program? I get to visit all ages of people, and I get to bring my dog Indy with me also. It's a win, win situation!" He further shares, "I'm on an awesome team, and it makes me feel really good to give back to less fortunate people who may be sick, housebound or having a stressful day. Everybody loves to pet a dog. It 'brightens their lives'."

Tim and Indy — thank you for helping to make a positive difference in our community!

In 2019/20, 343 foster volunteers gave a second chance to:

**1,162**  
cats

**47**  
dogs

**34**  
small animals

**0**  
bird

## Healing Together

Every month, members of a group of grieving pet owners find solace in sharing their feelings of sorrow with others experiencing the same pain.

Launched three years ago, the Pet Loss Support Group is led by a certified grief counsellor who helps bereaved pet guardians through their difficult time while providing resources to support them in their grief journey.

Thanks to you, 89 people received care and support when they needed it the most.

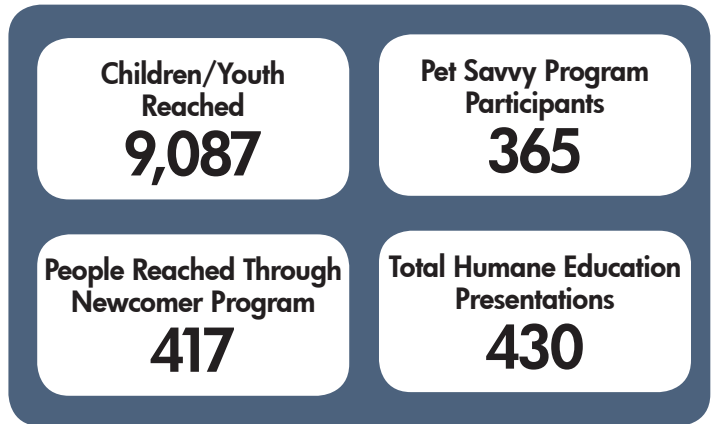
## Brightening Lives Animal Visits Program Joins the CKC!

In Jan. 2019 the Canadian Kennel Club (CKC) officially started granting therapy title recognition and certificates for therapy work from CKC-approved therapy dog organizations. In August, the OHS joined this team of approved therapy dog organizations and now dogs who participate in our Brightening Lives Animal Visits (BLAV) program are eligible to receive title recognition through this CKC program! Titles include Therapy Dog Novice (THDN) with the completion of 10 visits, Therapy Dog (THD) with the completion of 50 Visits, Therapy Dog Advanced (THDA) with the completion of 100 Visits, Therapy Dog Excellent (THDX) with the completion of 200 Visits, and the Therapy Dog Distinguished (THDD) with the completion of 500 Visits.



# Expanding Humane Education

Humane education is a cornerstone in creating a humane and compassionate community. Tremendous progress was made in expanding the reach of our Humane Education department, which included piloting:



- A Girl Guide and Boy Scout education and crest program;
- In-school animal welfare groups; and
- A Youth Apprenticeship Program for older youth.

In addition, we hosted a successful event for nearly 100 participants on separation anxiety in dogs. Overall, 95 per cent of attendees rated the event either good or very good.

Our off-leash summer camps essentially sold out, and our community showed a growing interest in our other programming for children and youth.

## Reaching Out to Make a Difference

- ▶ Number of daily website visits: **4,058**
- ▶ Average number of newsletters distributed per issue: **26,105**
- ▶ Number of e-bulletins issued: **180**

### Social Media Growth

Our social media followers play an integral role in helping us ensure our animals get adopted, raising funds to support the surgical costs for animals needing urgent and critical care and advocating for change.

If you don't already – follow us on Facebook, Twitter and Instagram for the inside scoop on upcoming news and events!

### Facebook Likes

2015/16 .....	36,998
2016/17 .....	42,440
2017/18 .....	46,311
2018/19 .....	49,696
2019/20 .....	53,750

### Twitter Followers

2015/16 .....	8,110
2016/17 .....	9,683
2017/18 .....	10,300
2018/19 .....	10,533
2019/20 .....	11,000

# Ottawa's (former) Loneliest Cat

Poor Charlie is a cat who came into OHS care in June 2018. He had some long-term medical challenges, and most importantly he was extremely shy.

Unfortunately, Charlie had a hard time coping with the foot traffic and noises in the shelter, so a foster volunteer cared for him. Sadly that meant nobody knew about Charlie. The OHS communications team promoted him as often as possible on social media, television and in blogs, but nothing seemed to work.

The OHS even placed Charlie on hold for pending adoptions several times over his nearly two years in OHS care, but he just couldn't find his loving forever family.

In 2018, Charlie spent his first Christmas in OHS care. It's not uncommon for an animal to spend their holidays with the OHS, but nobody could've predicted just how much longer he would be there.



Approaching the following holiday season, the OHS made a commitment to find Charlie a home no matter how much effort it took.

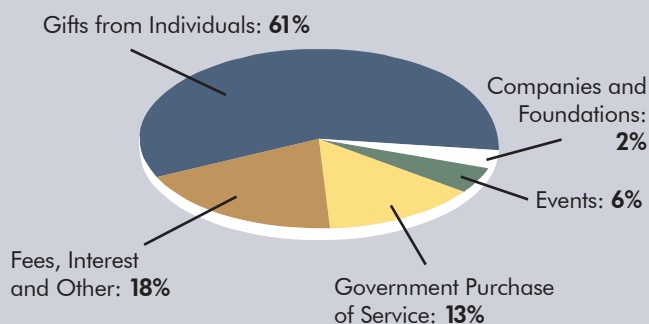
The OHS featured Charlie in videos, articles, social media posts and more to ramp up his promotion. Anything to find poor Charlie a home.

Lucky for Charlie, his story reached the right person. Just days before the holidays wrapped up, a family asked to meet Charlie, and they welcomed him to their home just days later.

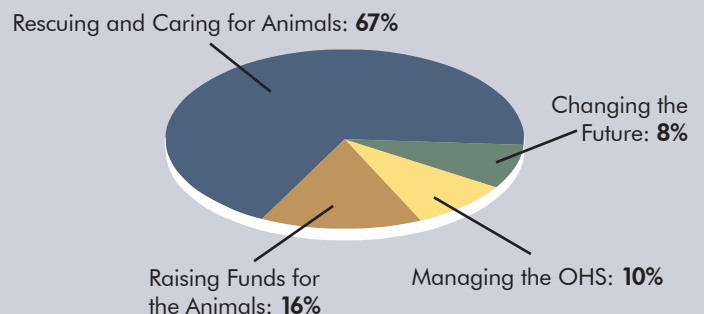
Charlie's second chance wouldn't be possible if it wasn't for generous donors like you. The OHS wouldn't be able to care for long-stay animals like Charlie without your generous support. So thank you, from Charlie and the thousands of other animals you will help care for this year.

## OHS Resource Breakdown

This chart shows where the financial resources of the OHS come from.



This chart shows how OHS resources are used to help animals.



# How You Are Saving Lives

Animals in our community got a second chance because of the generosity of donors. A big thank you from the animals in need that you helped save.

## PAW Donors Make PAW-sitive Impacts on Animal Lives

### From Frostbite on the Rideau to Warmth With a Family

A one-year-old male cat, which the OHS named River, had a horrible day during a bitter cold snap in January. Somehow he ended up on the frozen Rideau River, with his face, paws and tail wounded.

Thankfully, the Ottawa Fire Services were able to rescue River and rush him to a nearby animal hospital. This poor kitty was soaking wet and suffering from hypothermia. He received immediate treatment to warm and dry him off before he was transferred to the OHS. River was in sad shape. Underweight and dehydrated, he had an oozing, pus-filled abscess on his forehead. His paws were sore and swollen, and he had a severe wound on his tail, both injuries from frostbite. Despite his harrowing ordeal and wounds, he had many purrs and greatly enjoyed his food!

He was given subcutaneous fluids to help him hydrate, pain medication to keep him comfortable, and antibiotics to treat his abscess. Unfortunately, one-third of his tail had to be amputated at the same time he was neutered. Despite his ordeal, River continued to purr loudly as his healing continued.

River, while still under the care of OHS veterinarians, went home as a Foster-Me-First adoption, where his new foster family cared for him while he finished up his required medical treatment, prior to his official adoption. Because of you, we are glad to report that River is living happily and is healthy in his new forever home. All this accomplished because of you.



### Thank You for Being a PAW Hero

The Ottawa Humane Society PAW (Pre-Authorized Withdrawal) plan allows members to make regular monthly gifts. In 2019/20, there was a total of 12,702 PAW donors, a five per cent increase from last year. Thank you for your support!



[www.ottawahumane.ca](http://www.ottawahumane.ca)

## Ottawa Humane Society Supporters

### Visionary +

Benevity Community Impact Fund Donors  
Branded Cities  
CTV Ottawa (Bell Media)  
Gift Funds Canada Foundation  
Gillin Engineering & Construction Ltd.  
PetSmart Charities of Canada  
Philip, Wright & Associates  
The Crabtree Foundation  
United Way of Ottawa Donors

### Visionary

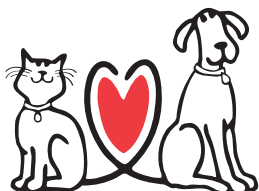
Benefaction Foundation Donors  
Critter Crafters  
Dylan's Dreams  
Ottawa Citizen (Post Media)  
OHS Auxiliary  
OHS Bingo Volunteer Program  
Pattison Outdoor Advertising  
PetPlan Pet Insurance  
Ren's Pets Depot  
Simply Nailogical Inc.  
The Eric S. Margolis Family Foundation  
The Johansen-Larsen Foundation  
The Polisuk Family Foundation  
United Way of Toronto & York Region Donors  
VCA Canada  
WCPD Foundation

### Leader

1155599 Ontario Limited  
Beachwood Animal Hospital  
CanFel Foundation  
Costco Wholesale Canada Ltd.  
David Burns & Associates  
Emond Harnden LLP  
Layer 8 Solutions  
Ottawa Community Foundation  
Phyllis and James Brown Family Fund  
Premier Suites Ottawa  
Scott Island Foundation  
Strategic Charitable Giving Foundation Donors  
The Bloodroot Fund  
Timbercreek Communities

### Guardian

Animal Welfare Foundation of Canada  
Blair Animal Hospital  
EIDAP Inc.  
Escape Manor  
Halpenny Insurance Brokers Ltd.  
Huntington Properties  
Mark Waters Charitable Foundation  
Mattamy Homes Limited  
National Capital Marathon Inc.  
Orleans Veterinary Hospital  
The Latham Foundation  
Walmart Canada Corporation  
WestJet Airlines



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