

OTTAWA HUMANE SOCIETY

# 2020-21

## ANNUAL REPORT



Throughout the public health crisis, YOU were there when Ottawa's animals needed you most. Thank you for giving so many animals in need a second chance at a happy, healthy life.

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



# You Were There for Ottawa's Animals During the Crisis

For the past 18 months, life as we knew it seemed to change and shift on a daily basis. New information and recommendations immerged regularly — plans were written, revised, torn up and started anew. Ottawa and the province shifted from states of lockdown to reopenings as statistics and trends were closely observed. But despite all of this change, there was one thing that remained constant: You never stopped being a hero for the animals.

In the early days of the public health crisis, the OHS moved quickly to ensure the safety of our staff and our ability to house and care for animals who were in distress.

Throughout the public health crisis, you rallied for the animals and made sure they would receive the care they so desperately needed. With your help, we have been here constantly for all animals in need.

I have been reading that many people are thinking of what they want their post-pandemic lives and communities to be. Surprisingly, many do not want to return to the way things were. Some want to maintain aspects of our lives from the health crisis. Most frequently cited is the desire to maintain the sense of community that came with the times: neighbours helping neighbours, family and friends connecting in new ways, and a sense that we are all in this together.

Thanks to you, programs to help the community through the public health crisis were able to flourish.

Pets in homes were under threat. The economic impact of the



pandemic meant that families might not have the means to feed their pets. Your support created an emergency pet foodbank that made sure no pet went hungry, and to date, you have provided thousands of pounds of food and litter to those impacted by the pandemic.

Our community partners were struggling. Many smaller groups rely heavily on event fundraising that had to be cancelled because of the public health crisis. Because you care, we were able to share OHS resources to get our partners and the animals they care for through the crisis. You made sure animals in the community were cared for.

In the last year and a half, most of us have had to face challenges, some greater than we may have ever faced in our lifetimes. There has been suffering all around us. Some have lost loved ones, livelihoods and businesses. Many people have experienced dramatic increases in anxieties, depression and loneliness.

But, in the midst of all of this suffering, because of you, animals in the care of the Ottawa Humane Society have not suffered.

You made sure that throughout the crisis, animals in distress still had a place to go. Lost animals were returned to their families. Animals were fed and cared for. Those that needed medical treatments and surgeries still received that care. And when they were ready, those without homes found forever homes.

All of this is possible because you opened your heart to the most vulnerable.

On behalf of all of us at the OHS, and most especially the animals, thank you for your kindness. Thank you for coming together as a community, and thank you for ensuring the animals haven't suffered.

Bruce Roney  
President & CEO

# By the Numbers: You Save Lives

Last year, OHS veterinarians performed 1,022 surgeries on animals in the care of the Ottawa Humane Society. They completed:

**1,022**  
Surgeries

**Spays and  
neuters**  
**930**

**Dental  
procedures**  
**220**

**X-rays**  
**459**

**Diagnostic  
procedures**  
**174**

## Gulliver's Travels

It was a warm afternoon in early October when an emergency case burst through the doors of the OHS. Gulliver, a one-year-old, orange tabby cat, had been shot.

The bullet had shattered his jaw, breaking teeth and leaving metal fragments and infection in its wake. When he was brought to the OHS, it appeared that he had been suffering from the wound for several days.

Gulliver needed extensive surgery and the cost was steep, at an estimated \$3,500.

You made sure that Gulliver got the care he needed — in an incredible way. Gulliver's story spread around the Ottawa community fast and just as fast as the news travelled, support for Gulliver rose up across the city. In the end, your gifts totalled enough money to help 10 cats just like Gulliver.



Perhaps Gulliver somehow knew how many people there were cheering and rooting for his recovery. Maybe he knew how many people like you were willing to open their hearts to a creature they'd never met.

Even on his very first day, with a gaping wound in his face, Gulliver was a friendly cat, offering headbutts to anyone who wanted them. In a couple of weeks, he was already eating comfortably and no longer needed IV fluids. In a month's time, Gulliver yawned for the very first time, an incredible return to normal behaviour that signaled the strides he'd made towards recovery.

Gulliver had your loving support throughout his journey, and because of you, Gulliver found his forever home. You make second chances possible for Ottawa's homeless animals. From all of us and all the animals, thank you for everything you do.

## Supporting Partners, Strengthening Our Community

Throughout this public health crisis, you've been there for Ottawa's animals, ensuring they have life-saving care and second chances.

Your enduring support has reached not only the animals in our shelter, but has reached more animals in the community through our rescue partners. In 2020/21, your generosity has provided more than 2,800 additional dogs, cats, rabbits, domestic birds, wild birds, wildlife and even farm animals in our community with critical resources through the OHS Emergency Partner Support Program.



Karyn Boswell, Penny Lane Farm Sanctuary  
Founder, Emergency Partner Support Recipient

Birch Haven Rescue and Rehabilitation's founder, Gwen B. said, "The impact of the Emergency Partner Support Program is priceless. Great dogs will be adopted into great homes, saving a life and reinforcing that rescue dogs are wonderful additions to any family."

You also provided five partner sterilization days that spayed/neutered almost 60 cats who would have gone unsterilized without you.

Because of you, more of our community's vulnerable animals received the care they needed.

# Because of YOU, Boo Boo and Gibbs Found Their Forever Homes

You help Ottawa's animals in many ways — from providing life-saving surgeries and medications, to helping meet the animals' everyday needs. You provide the animals with the best quality of life possible. You help animals like Boo Boo and Gibbs.



When Boo Boo first came to the OHS, he was terrified, but fear wasn't the only challenge he was facing. One of Boo Boo's front legs was malformed to the extent that he was unable to walk on it. His leg only had one nail and three toes and it was impossible for it to support him without causing pain. After a series of X-rays, OHS veterinarians determined that the best course of action was to remove the leg. After the surgery and recovery time, Boo Boo started to come out of his shell and found his forever family.

Gibbs arrived at the OHS with a deep gouge in his cornea. Left untreated, his eye would only cause him more complications down the road. His injured eye was removed, and Gibbs, being a kitten, was soon on the fast track to recovery. It wasn't long after being placed up for adoption that Gibbs found his forever home.

You ensure that Boo Boo and Gibbs and many, many animals just like them get the care they desperately need. Thanks to you, these two precious kitties are living their best lives with their forever families.



# You Helped Families Stay Together

Thanks to you, more can be done for pets and their owners in our community. The OHS was preparing to launch a pet pantry program to support up to 700 pets over the year and had scheduled the program to launch mid-



2020. Instead, the OHS turned the pet pantry program into a weekly emergency pet foodbank — supporting more than 5,032 pets since April 2020 with more than 54,801 lbs of food and litter.

The OHS works with nine partners through this program, including local animal rescue groups, social service agencies, human foodbanks and community-run resource centres.

You make this programming possible. You keep families together. Because of you, no pet owner will have to choose between feeding themselves or their pet.

## Making a Huge Impact on Animal Lives

In 2020/21, the essential team of volunteer veterinarians donated 89 hours to saving animal lives during the public health crisis. They not only provided much needed consultations, but also performed a number of spays and neuters, and complicated emergency procedures.

Thank you: Dr. Kristen Flegel, Dr. Don Caldwell, Dr. Glenys Hughes, Dr. Denis Philibert, Dr. Ed Cottell, Dr. Karen Sime, Dr. Janet Biggar

# 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.

Of the 674 pets that were humanely euthanized, 39 per cent were owner requested for serious medical or behavioural issues; 51 per cent had serious medical issues; 8 per cent had serious behaviour issues such as aggression or extreme fear; and 2 per cent had a combination of aggression and extreme fear.

**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.

**99%**  
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.

**Pets served  
in fiscal year  
2020/21**

**Pets Received**

Cats and kittens	1,578
Dogs and puppies	742
Other pets	265
<b>Total</b>	<b>2,585</b>

**Pets Reunited**

Cats and kittens	142
Dogs and puppies	520
Other pets	28
<b>Total</b>	<b>690</b>

**Pets Adopted**

Cats and kittens	928
Dogs and puppies	182
Other pets	168
<b>Total</b>	<b>1,278</b>

**Pets Transferred**

Through placement partners and other sheltering organizations

In	0
Out	73

**Total number  
of pets saved:**

**2,041**

**Live release rate:**

**79.4%**



# Happy Stories YOU Made Possible

## Hamu

Hamu arrived at the OHS with a broken hind right leg and nowhere else to go. Because you care, he was able to get the treatment he needed to mend his leg. Now, Hamu has found his forever home and happily saunters around like a cat whose leg was never broken.



## Purrella

A car struck Purrella, shattering her pelvis and causing her significant pain. You made it possible for Purrella to receive pain medication to relieve her suffering and for her to receive the necessary treatment to repair her hip. Thanks to you, Purrella found her forever home.



## Tiffany and her 12 puppies

Tiffany gave birth to 12 puppies only hours after arriving at the OHS. Thanks to you, Tiffany had somewhere safe to raise her little family. Better yet, Tiffany and every single one of her puppies has been adopted to complete a forever family of their own. Who knew that one small family could make such a big difference in the lives of more than a dozen families?



## Elvis Purrsley

With his ruptured eye, we could only imagine how much pain Elvis was in when he arrived at the OHS. Because of you, Elvis got the tender, loving care needed to rest and recover. Thanks to you, Elvis is now living happily ever after in his forever home.



Hamu, Purrella, Elvis Pursley, and Tiffany and her family weren't the only animals in need of help. In 2020/2021, thousands of animals came into the care of the OHS, many needing surgeries, extensive medical care and emergency life-saving treatment. You gave them the second chances they deserved.

# Thank You for Helping 3,971 Animals in Need

While in normal years, the OHS helps close to 8,000 animals, this year, because of the public health crisis, we cared for close to 4,000. This number only accounts for the animals who were admitted to the OHS and does not include animals helped through the emergency pet foodbank and our partner support program.

The OHS cared for

**1,472**

stray animals.

The OHS admitted

**678**

animals surrendered by their owners because they could no longer care for their pet.

The OHS is a safe haven for Ottawa's most vulnerable animals.

Cats

**1,578**

Dogs

**742**

Small animals

**230**

Wildlife

**1,421**

## First in the Country

In April 2021, the Ottawa Humane Society became the first humane society in the country to be accredited by Humane Canada. Accreditation is recognized as an assurance that the accredited organization is a leader, and is accountable, community-oriented, effective, humane, progressive and transparent.



extensive outreach programming that reflects and supports the diversity of the community it serves.

In 2016, the OHS also

achieved Imagine Canada accreditation — a distinction that belongs to only three humane societies in the country. Imagine Canada examines board governance, financial accountability and transparency, fundraising, and staff and volunteer management.

Between the two accreditation systems, all aspects of the OHS are now fully examined and accredited by external evaluators.

The success of both accreditations reflects not only the efforts of professional staff, but also significant contributions by committed volunteers, a progressive board of directors and a supportive community. Thanks to you, the best possible job can be done for the animals in our community.

The accreditation decision followed an extensive virtual site visit by industry experts and their review of hundreds of documents covering all aspects of sheltering, animal management and community outreach. Experts reviewed the OHS facility, its sanitation, intake, medical and behavioural health, foster and adoption programs, as well as outreach, education and advocacy programs.

Reviewers specifically commended the OHS for its evidence-based medical protocols, thorough intervention and enrichment programming, and

## You Gave Wendy Lou Her Second Chance

Wendy Lou came to the OHS in a condition that could only be described as brutal. Immense soft tissue damage to the bridge of her nose left her face horribly disfigured to the point that she was difficult to even look at.



Just a glance could draw out tears from even the hardest heart. But beneath Wendy Lou's heart-breaking visage, there was a warmth that poured from her, and because of you, she's been able to share that love with everyone she meets.

Your generosity provided Wendy Lou with life-altering surgery. A skin graft was taken from Wendy Lou's neck and used to repair the damage to her face. Because you care, Wendy Lou was able to recover under close surveillance, ensuring that she was accepting the skin graft and healing properly.

Anyone who met Wendy Lou always described her the same way. She is an affectionate, outgoing, cuddle machine. Thanks to you, she could rub her face on whoever she pleased. Thanks to you, the light of her personality outshined her scars. Thanks to you, she underwent an incredible transformation.

Best of all, because of you, Wendy Lou found her forever family. Thank you for giving this fabulous feline and animals just like her a second chance.

# Happy Tails — Because of You

OHS helped: 54 dogs and 592 cats through advanced enrichment and targeted behaviour intervention program plans devised by the Intervention Services team.

## An OHS Cinderella Story

On a late January night, Jake, an emaciated Newfoundland mix, was rushed to the OHS. He was found wandering the rural roads of Dunrobin dragging a length of chain. The chain was attached to a collar that was embedded in Jake's neck, and that was only the beginning of his troubles.

Upon arriving at the shelter, Jake began vomiting, and needed immediate attention to save his life.

"It was unimaginable," said Dr. Shelley Hutchings, OHS Chief Veterinarian. "The collar had cut into him and the skin had grown overtop, leaving two ends of chain dangling from each side of his neck. The area was heavily infected, and the hair coat around his neck was matted with discharge."

Because of you, Jake was able to receive life-saving surgery to remove the collar and clear away infected tissue.

With your help, Jake made an incredible recovery. In the loving care of the OHS, he regained his strength, put on some much needed weight and worked on his manners with the OHS Intervention Services team to one day fulfill his dream of finding a forever home.

Last spring, you made Jake's dream come true and he went to the forever home he always wanted.

Jake's journey was only possible for one reason: YOU. In just a few short months, you helped transform Jake from an abandoned, malnourished pup to a healthy dog living his best life.

From us, Jake and his new family, thank you so much for caring.



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

Bad Dog Co. — Vintage Clothing  
Green Wall Vintage  
Maker House Company  
Ren's Pets (all Ottawa locations)  
Top of the World Skateshop  
Wild Birds Unlimited  
iXceed Packaging Solutions  
Accora Village  
Tektam Integrations Inc  
Stagra Automotive  
Bel-Air Lexus  
Audi City Ottawa  
Barrhaven Ford  
Capital Dodge Chrysler Jeep Ram & Fiat  
Head Office Ottawa  
The Metcalfe Hotel  
Travelodge Ottawa East  
Premiere Suites  
BLD Homes  
Moulin in the Park  
Stray Dog Brewing  
Bicycle Craft Brewery  
Frontline Credit Union  
Koza IT Services  
Tungsten Collaborative  
Top Dog Cleaning Co.  
Mint Hair Studio  
180 Degree Fitness  
Windsor Park Retirement Residence  
Allure Laser & Esthetics



# Thank You for Your Gift of Time

**724**

Total volunteers

**24,872**

Total volunteer hours

In 2020/21, 376 foster volunteers gave a second chance to:

**870**

cats

**36**

dogs

**29**

small animals



## Temporary Homes for Animals in Need

Near the start of the public health crisis, we asked the community to come together and help more than 150 animals needing foster homes, and you stepped up in a huge way. The shelter was

nearly cleared of all animals as they were sent to stay in the homes of foster volunteers. Long-standing foster volunteers and an overwhelming number of new foster families made this initiative possible.

In 2020/21, more than 935 animals were placed into foster homes, keeping the shelter population at a manageable level during the pandemic. THANK YOU to our incredibly dedicated foster volunteers for supporting this life-saving program. We continue to rely on our foster volunteers to open their homes to the animals when they need it the most.



## It Takes All Kinds

Being a humane society means something beyond the kind of work we are known for, as important as that work is. We aren't the animal society, we are the humane society. We have to care about what happens to people too, because how can we expect to be compassionate to animals if we can't be compassionate to one another?

So, the OHS and our board of directors have embarked on a journey to make things better in the small space in which we have influence. We are addressing diversity, equality and inclusion here at the OHS.

**It takes all kinds.**



**We're better for it.**

Diversity is a part of us. A commitment to equity and inclusion across race, gender, sexual orientation, gender identity or expression, age, national origin, religion or ability is part of a truly humane society. Ours.



# Building a Humane and Compassionate Community

Because of the public health crisis, we had to cancel many of our planned education initiatives in 2020/21.

However, we knew there were still ways for us to invest in the future and build a more humane and compassionate community.

We replaced our usual in-person pet care seminars with online webinars. As our children's summer camp was cancelled, we created a video series to teach children about animals and responsible pet ownership. To keep children and youth engaged in animal welfare, we hosted

Submissions to Humane Education competitions

73

Off-Leash Camp@Home views

38,206

a series of creative competitions where participants could imagine how they could make the world a better place for animals.

These new initiatives were only possible because you invested in building a more humane and compassionate community for everyone — people and animals.



14-year-old Gwenith's spectacular photo of a chickadee.



14-year-old Olivia's gorgeous drawing of her dog, Lemon

## Reaching Out to Make a Difference

### Social Media Growth

Our social media followers play an integral role in ensuring animals find forever homes and helping to raise funds to care for Ottawa's animals.



Facebook Likes

2016/17 .....	42,440	2016/17 .....	9,683
2017/18 .....	46,311	2017/18 .....	10,300
2018/19 .....	49,696	2018/19 .....	10,533
2019/20 .....	53,750	2019/20 .....	11,000
2020/21 .....	60,125	2020/21 .....	11,239



Twitter Followers



Number of daily website visits:  
**4,498**



Average number of newsletters distributed per issue: **25,618**



Number of e-bulletins issued:  
**138**



Instagram Followers

2019/20 .....	18,000
2020/21 .....	20,406

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

# Warming Up From a Cold Start

Found frozen on a porch, Gerda, a two-year-old cat, was rushed to the OHS with minutes to live.

Gerda's body temperature and blood sugar were too low to be measured. She was emaciated and dehydrated. Her tail hung limp and one of her hind legs was broken with the bone exposed.

Because of you, Gerda's life would be much longer than a few minutes. The OHS clinic team worked quickly to raise Gerda's body temperature and blood sugar to stabilize her and save her life.

With Gerda's life no longer hanging in the balance, the next step was figuring out what to do about her damaged leg and tail. Ultimately, amputating both was the best course of action for Gerda's well-being.

Thanks to you, Gerda had somewhere to go in her darkest hour and was able to receive the care she desperately needed.

After her surgery, it was clear that Gerda was not adapting well to life in shelter. To make her more comfortable and to help her feel more confident



around people, Gerda moved into the care of a foster volunteer to continue her recovery.

Gerda has since completed her medical recovery, but she is still working on trusting people. Gerda was hiding frequently in her foster home, but one morning, her volunteer was pleasantly surprised to find cat hair on her sofa.

Thank you for being there for animals like Gerda and saving lives every day.

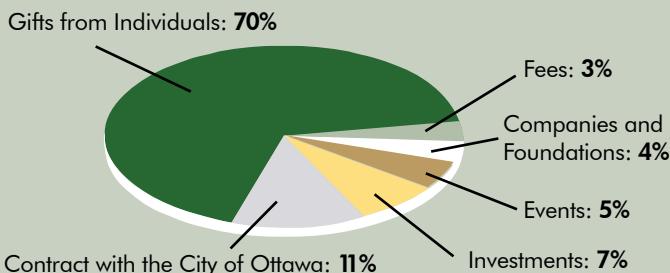
## How You Are Saving Lives

The Ottawa Humane Society PAW (Pre-Authorized Withdrawal) plan allows our community to make regular monthly gifts. In 2020/21, there was a total of 13,396 PAW donors, a five per cent increase from last year. Thank you for your support!

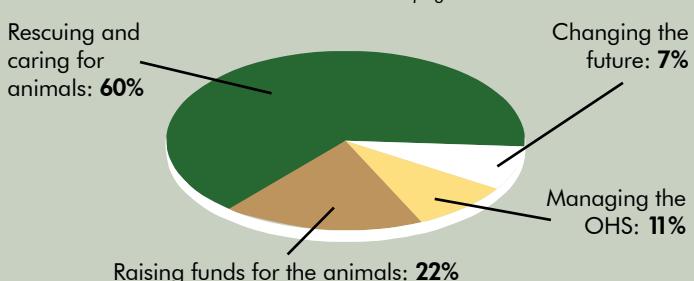
The animals in our community had a second chance because of the generosity of donors. A big thank you from the animals in need that you saved.

## 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\*.



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

## Ottawa Humane Society Supporters

### Visionary +

Anonymous donors  
Benevity Community Impact Fund  
Branded Cities  
CTV Ottawa (Bell Media)  
Gift Funds Canada Foundation  
Hill's Pet Nutrition  
Ottawa Community Foundation  
United Way Prescott-Russell,  
Ottawa, Lanark & Renfrew

### Visionary

Benefaction Foundation  
CanFel Foundation  
Ottawa Citizen (Post Media)  
Ottawa Community Foundation  
Donors  
Petplan Pet Insurance  
PetSmart Charities of Canada  
Ren's Pets Head Office  
Strategic Charitable Giving  
Foundation Donors  
The Eric S. Margolis Family  
Foundation  
The Polisuk Family Foundation

### Leader

Anonymous CanadaHelps  
Audi West Ottawa  
OHS Auxiliary

Charities Aid Foundation Canada Donors  
Doherty and Associates  
Higher Thinking Strategies Limited  
Johansen-Larsen Foundation  
Phyllis and James Brown Family Fund  
Scott Island Foundation  
The Regional Group of Companies  
United Way Greater Toronto  
VCA Canada  
Walmart Canada Corporation

### Guardian

Beechwood Animal Hospital  
Bank of Montreal  
Dylan's Dreams  
Eddy Benefit  
EIDAP Inc.  
Emond Harnden LLP  
Grandmaître Virgo Evans  
Huntington Properties  
IBM Canada Ltd  
Mark Waters Charitable  
Foundation  
Orleans Veterinary Hospital  
Ottawa Humane Society  
Employees  
Premiere Suites  
Private Giving Foundation  
The Sahara Foundation  
Valgray Investco

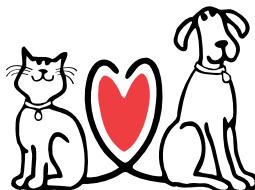
### Definitions of How Resources are Used to Help the Animals

**Rescuing and caring for animals:** Funds that go directly to providing life-saving care, food, supplies and other essential resources.

**Raising funds for the animals:** Funds that are directed towards raising more money through events and other fundraising efforts to support the animals.

**Managing the OHS:** Funds that provide the resources necessary to continue OHS services and operations, building functions and overall shelter maintenance.

**Changing the future:** Funds that go towards developing humane education programming, community services and building a more humane and compassionate community.



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