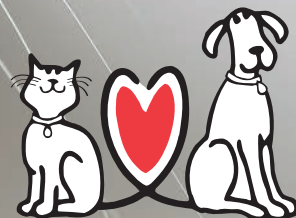


OTTAWA HUMANE SOCIETY
2017-18

ANNUAL REPORT

You help save
so many of
Ottawa's
homeless
and injured
animals. Thank
you for giving
them a second
chance.

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 3,149 surgeries on animals in the care of the Ottawa Humane Society last year. They completed:

3,149
Surgeries

Spays and
neuters
2,912

Dental
procedures
470

X-rays
619

Diagnostic
procedures
259

Sadie Mae – an inspirational story about a lovely beagle

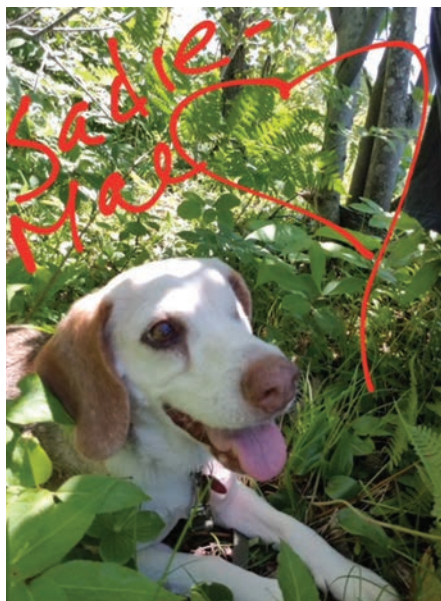
Sadie Mae, a 12-year-old beagle, arrived at the OHS on November 11, 2017. She had been shot in the head and left for dead on a trail in Carp. Sadie Mae narrowly escaped death. If a Good Samaritan had not found her that day, she would not have survived the night ahead.

After enduring months of treatment for her injuries, OHS veterinarians discovered Sadie Mae had a few more health challenges, besides blindness in one eye.

Diagnostic testing revealed cancer of the spleen. OHS veterinarians did everything they could in surgery to address this very aggressive and serious form of cancer.

Unfortunately, Sadie Mae's list of ailments did not end here. She was also diagnosed with mild heart disease and chronic kidney disease. She was also experiencing seizures, a side-effect of the gun shot wound. Sadie Mae takes medication to manage these illnesses; however, her cancer remains at high risk of spreading, and her other conditions could worsen at any time.

At the OHS, we understand and appreciate what you have done for Sadie Mae. You whole-heartedly and selflessly invested in her recovery. Because of your support, Sadie Mae is alive and happy. She enjoys daily cuddles and walks with members of her forever family - an incredibly kind and generous family who have vowed to carry Sadie Mae to the end of her journey, whenever that may be.



Making a Huge Impact on Animal Lives

In 2017/18, OHS volunteer veterinarians donated 444 hours to saving animal lives. They not only provided much needed consultations, but also performed a number of surgeries including spay and neuters, and many other complicated emergency procedures.

Thank you:

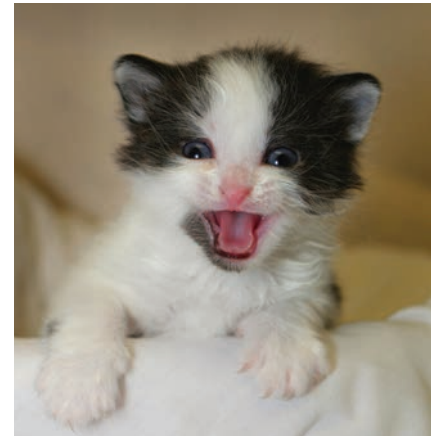
Alta Vista Animal Hospital
Dr. Janet Biggar
Dr. Vicky Bamberger
Dr. Don Caldwell
Dr. Rob Clark
Dr. Elsbeth Emans
Dr. Kristen Flegel
Dr. Justin Guay
Dr. Glenys Hughes
Dr. Shelley Hutchings
Dr. Joannah Jarman
Dr. Graham Johnson
Dr. Michael Kim
Dr. Cheryl Laite
Dr. Andrea Leask
Dr. Michelle Nicholson
Dr. Catherine Oliarnyk
Dr. Vanessa Papiernik
Dr. Denis Philibert
Dr. Karen Sime
Dr. Graham Thatcher
Dr. Robert Turmel
Dr. Amy Wilson

Mobile Service Success

Meet Jessica, a cat-loving lady who fell on hard times. When her health began to suffer, Jessica lost her job and had to go on social assistance. But Jessica is not alone, she has three adorable kitty companions – a cat she acquired on Kijiji, a kitten from a previous litter, and a stray she found outdoors. Jessica explained to OHS mobile clinic staff that her intention was to have all three cats sterilized; however, her current financial situation made it impossible for her to afford the surgeries. Thanks to the mobile clinic, Jessica had her three cats sterilized and will not have to worry about finding homes for unwanted litters of kittens.



We need all hands on deck to help control Ottawa's cat population



You are changing the future for our community's cats. In 2017/18, the staff working the OHS Mobile Spay/Neuter Clinic:

Operated
138
clinics in our community

Sterilized
1,738
animals

Microchipped
617
animals at the owner's request

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

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.

Thank You Volunteer Vets

The OHS is very lucky to have the support of many veterinarians in our community, who take time out of their busy schedules to help save the animals in OHS care.

Cooper is one of many animals that benefitted from the help of a caring volunteer veterinarian.

Cooper was brought to the OHS as a stray. After he was not claimed by his owner, he was neutered in preparation for his adoption. The day after his surgery, OHS staff noticed something was not right. He was examined and diagnosed with Gastric Dilatation-Volvulus (GDV), which is more commonly known as a twisted stomach. This is a rapidly progressive life-threatening condition of dogs, that must be treated urgently.

Luckily, an OHS veterinarian knew a specialist who volunteered to perform Cooper's life-saving surgery.

Cooper made a remarkable recovery and soon after was adopted by a loving forever family.



Understanding OHS Life-Saving Statistics

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



Pets served in fiscal year 2017/18

Pets Received

Cats and kittens	4,980
Dogs and puppies	1,471
Other pets	598
Total	7,049

Pets Reunited

Cats and kittens	245
Dogs and puppies	547
Other pets	7
Total	799

Pets Adopted

Cats and kittens	2,946
Dogs and puppies	608
Other pets	479
Total	4,033

Pets Transferred

Through placement partners and other sheltering organizations

In	176
Out	150

Total number of pets saved: 4,982

Live release rate: 72.50%

Of the 1,913 pets that were humanely euthanized, 16 per cent were owner requested for serious medical or behavioural issues; 65 per cent had serious medical issues; 14 per cent had serious behavioural issues such as aggression or extreme fear; and 4 per cent had a combination of aggression and extreme fear.

Boning up on Doggy Manners

Dog obedience strengthens the bond between dogs and their guardians and reduces the risk of relinquishment.

In 2017/18, the OHS held 41 dog obedience classes that helped a total of 85 dogs and their owners, as well as 17 Pet Savvy workshops, providing a total of 155 participants with information.



Pet Savvy Workshops

The OHS launched "Pet Savvy Workshops" that are offered to community groups free of charge in underserved communities in Ottawa. Workshops are approximately one hour in length and can be hosted at community centres, community houses, and other communal gathering locations. Participants gain valuable knowledge on a variety of preventative health-care topics, such as grooming tips and tricks, parasite detection and removal, and foods that are poisonous to pets.

At the end of each workshop, participants receive a complimentary gift bag with take-away information and pet care essentials that include tick removers, toothbrushes, nail clippers, treats, and toys.

Behaving Buddies Series

The OHS launched a new "Behaving Buddies Series" of obedience workshops. Pet owners and their dogs learn how to overcome common unwanted behaviours. The Jumpy Greeters Workshop helps dogs who won't keep all fours on the ground; Runners & Wanderers Workshop is for dogs that don't come when called; and the Draggers & Pullers Workshop teaches you and your dog how to walk together as a team. Lastly, the Mouthy Players workshop is great for dogs that mouth, nip or play rough when excited.

The reviews are in:

"Great class! I learned a lot of useful tips that will be easy to implement."

"From registration through attending the classes, the experience was great."

"Our trainer assessed our challenging pet well, worked through a number of exercises and gave us lots of tips on how to work with her."

"I very much enjoyed the evening. Lots of good tips that helped me to understand where I was not following through enough in my training."

ZERO
animals
turned away

91%
placement rate
Treatable/
Manageable

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

92%
placement rate
Treatable/
Rehabilitatable

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



Thank You for Helping 8,912 Animals in Need

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

Cats	Dogs	Small animals	Wildlife
4,980	1,471	598	1,828

Because of you, the Ottawa Humane Society **never** turns away an animal in need. This past year, the OHS admitted 1,954 animals surrendered by their owners because they could no longer care for their pet. We also received 176 animals transferred from other shelters, and we took in 4,493 stray animals.

No Animal Ever Turned Away

We will never know how Captain Oats became so seriously hurt. When this five-month-old long-haired tabby arrived at the OHS, his sad meows



and limping gait pointed to a broken hip. He was in terrible pain. Upon intake, OHS staff provided Captain Oats with pain medication and IV fluids. His X-rays confirmed his suspected injury, and soon after he was whisked into surgery.

To ensure he would walk again, Captain Oats received a surgical procedure called a Femoral Head Ostectomy (FHO). This type of surgery is used in dogs and cats when the ball of the leg bone that fits into the hip socket is broken. This surgical procedure removes the ball of the leg to relieve an animal's extreme pain and heals the injury. Following his surgery, Captain Oats spent two days at the OHS in critical care before going home with an experienced foster volunteer.

This young tabby received a lot of TLC during his 12 weeks of post-surgical physiotherapy, pain-management and rehabilitation. Captain Oats had to learn how to walk again. And he succeeded.

Captain Oats made a full recovery and soon after was adopted by his forever family, who renamed him Calvin. His family recently shared an update to say he is a happy, playful, curious, and extremely affectionate kitty cat.

Cats Reunited With Their Family



Enrichment programs lead to happily-ever-after stories

Enrichment programs add up to more lives saved by reducing stress and providing mental stimulation for the animals. Thank you for being there in 2017-18 for these animals in need.

Why do cats and dogs need enrichment?

When cats enter a shelter, it can be a terrifying experience for them. This leads to increased stress, which can result in not eating, illness, and fearful or aggressive behaviour. Some cats will have an extremely difficult time adjusting to the shelter environment and some are not able to adjust at all.

Dogs are social animals and kenneling can cause stress. They like to have control over their environments and providing mental stimulation is just as important as physical exercise. Enrichment prevents their behavioural deterioration.

1,406
cats helped

183
dogs helped

Reuniting Lost Animals with their Families

The OHS reunited 799 lost animals with their families this past year.

In late fall 2017, a Good Samaritan found a brown tabby and brought him to the OHS. A microchip revealed his name was Tigger, a cat that first arrived at the OHS in 2010. Soon after, Tigger was adopted by his forever family, who returned to the OHS in 2013 to report him lost.

It appears Tigger is a bit of a runner. He was a cat meowing to the beat of his own drum for the past four years.

OHS staff immediately called Tigger's owner Janine who was ecstatic to hear her beloved cat was alive and well. Janine rushed in that same day to reunite with her long lost Tigger.

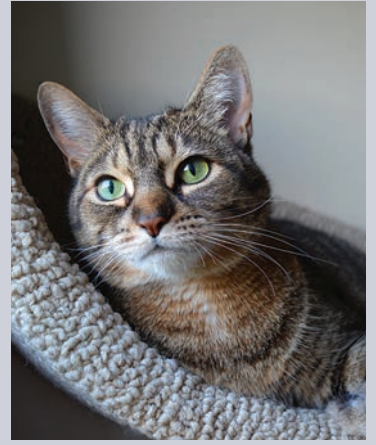
Because of you, the OHS was able to provide Tigger with food, shelter and medical care when he first arrived in 2010 as a homeless and hungry stray cat.

And because of you... Tigger and so many other animals were able to get back home last year.



Finding More Homes for Pets with Special Needs

Once upon a time, there was a cat named Cinderella. She arrived in June 2017, surrendered by her owner to the care of the OHS. Cinderella had a comprehensive medical history. This picture perfect lady suffers from Feline Immunodeficiency Virus (FIV), a lifelong ailment that attacks a cat's immune system, causing them to be more susceptible to various secondary infections. This is why Cinderella has also suffered from periodic infections in her eyes and bladder.



Cinderella knows she's a special needs cat, and that it will take a special forever family to adopt her. Despite her struggles, she maintains her purrfect princess poise and loving personality.

She currently is cared for by an experienced foster volunteer who can cater to her special needs. But every night, before Cinderella goes to sleep, she prays her fairy tale ending will come true, and she will awake in the arms of her very own forever family.

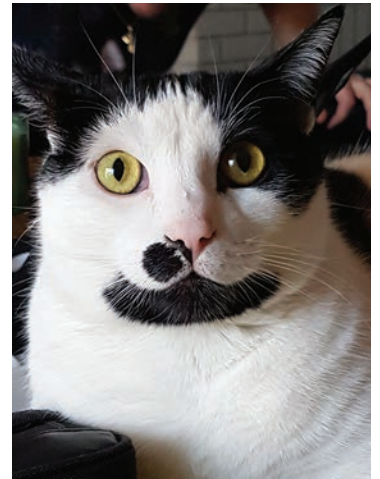
Nemo's Story

When Nemo first arrived there was something about him that simply stole the hearts of many OHS staffers. If Nemo could talk, surely he would have said, "Help me, I'm devastated." This nervous 6-year-old black and white beauty had been abandoned by his owner. He was depressed and fearful.

OHS staff immediately recognized Nemo's need for a high level of enrichment to help him recover. After a few days in the Advanced In-Kennel Enrichment program, with an OHS enrichment volunteer, Nemo started to come out of his shell.

The OHS enrichment volunteer provided Nemo with enrichment techniques specifically tailored to his needs such as, mild grooming, visual stimulation, gentle play, and a whole lot of tender loving care. It wasn't long before Nemo started to feel comfortable and happy again. It was as if he realized that everything was finally going to be ok.

Nemo did so well in the enrichment program that he was ready to go to a quiet Pet Adoption Location. He was only there for two days before he was adopted by his forever family.



**More Happy Tails,
Because of You**

4,033
Total adoptions

1,833
Pet Adoption Locations
(PAL) adoptions

878
Special needs
adoptions

Fraser's Story

Fraser was still a puppy when he was found roaming around the Tanger Outlet parking lot in Kanata.

Upon arrival at the OHS, this 8-month-old Standard Wire Hair Dachshund did not respond well to any human interaction. Fraser was fearful, hiding and avoiding OHS staff as much as possible.

OHS staff used Adaptil spray in Fraser's kennel to help reduce his anxiety. Adaptil spray mimics the dog appeasing pheromone that mother dogs release as a message of comfort and security to their puppies.

Still, after a few days, Fraser did not improve. But this did not deter OHS staff. They would not give up on Fraser. OHS staff tried placing Fraser and his doggie bed in the office of an OHS staff

member to help encourage Fraser's socialization. This helped a bit, but it wasn't until Fraser went to live with an experienced foster volunteer that he truly started to make progress. After a few weeks, Fraser was socializing with humans, and comfortably roaming around the foster volunteer's house sniffing and exploring. Fraser also became affectionate. He began initiating and accepting cuddles from humans, which was a huge emotional breakthrough. Once Fraser was feeling healthy and relaxed around humans, he was neutered and ready for adoption.



Ten days before Christmas, Fraser received the best present of all. He was adopted by a loving forever family.

Thank You for Your Gift of Time

731

Current volunteers

56,226

Total volunteer hours

Meet Four-Legged and Furry OHS Volunteers

In 2017/18, the canine and feline volunteers of the Brightening Lives program made 589 visits to a total of 64 facilities, which include hospitals, retirement homes and rehabilitation centres. Because of you, OHS furry and four-legged volunteers are out and about visiting children who are ill and seniors who are lonely; giving each of them a few hours of love and companionship.

You Gave Animals a Second Chance

In 2017/18, 286 foster volunteers gave a second chance to:

1,265

Cats

156

Dogs

36

Small animals



Teaching Compassion at an Early Age

You are changing the future for Ottawa's animals, one child at a time. Your support means the OHS can reach out to future pet owners and teach them responsible pet ownership and compassion for animals.

In 2017/18, we reached 16,625 children through a number of programs:

School presentations: 549
Children reached: 13,377

Summer program presentations: 43
Children reached: 1,187

In-house youth tours: 73
Youth reached: 868

Birthday parties: 224
Children reached: 2,061



16,625 Children reached

Animal Education for Newcomers to Canada

There are many adjustments newcomer families make when they come to live in Canada, such as learning a new language and adapting to a different climate. When it comes to animals, there are some cultural differences concerning pet ownership and the role animals play in day-to-day life.

In 2017, the OHS developed an innovative humane education program for newcomers living in Ottawa. Through hosting a workshop in May with partner organizations, OHS staff were able to learn more about the need for this type of programming from key community service organizations in Ottawa. OHS later formalized a partnership with Ottawa Community Immigrant Services Organization (OCISO).

After piloting two new presentations in the summer, the OHS hosted an on-site educational event in November on the topic of dogs in Canada. In addition to the educational presentation, guests also participated in a dog obedience demonstration and met three OHS volunteer dogs.

Because of you, the OHS launched the newcomers program and will continue to expand this initiative to help newcomer families become familiar with wild and domestic animals in Canada.



Helping Grieving Guardians

Experiencing a pet's death takes an emotional toll. The OHS and the Pet Loss Support Group of Ottawa continue to partner to help more people grieving the loss of a beloved companion animal. The monthly meeting at the OHS is led by a certified grief educator and is a forum to share feelings and information with others who have also experienced the sadness of losing a pet.

Reaching Out to Make a Difference

Social media followers play an integral role in helping the OHS ensure animals become adopted, and in raising funds to support animals in need of urgent and critical care.

Thank you for donating and for sharing OHS posts concerning animals in need.

You helped save their lives.

Social Media Growth



Twitter Followers

2011/12	2,759
2012/13	4,699
2013/14	6,531
2014/15	7,932
2015/16	8,110
2016/17	9,683
2017/18	10,300



Facebook Likes

2011/12	6,954
2012/13	12,516
2013/14	22,687
2014/15	31,622
2015/16	36,998
2016/17	42,440
2017/18	46,311

🖱️ Daily website visits: **4,505**

🖱️ Average number of newsletters distributed per issue: **16,554**

🖱️ Number of e-bulletins issued: **191**

This is Tucker's Story

Tucker's story was widely shared on OHS social media channels. He stole many hearts.

He was four months old when he arrived at the OHS with two broken legs, unable to walk. He had been hit by a car and this sweet Shepherd-mix was in excruciating pain. Tucker needed a lot of medical care, which included a major surgery, many exams and X-rays, many days of cage rest, and physiotherapy. To help him regain muscle strength in his legs, Tucker took swimming lessons, courtesy of friends at Canine Water Wellness!



Tucker was very fortunate to have been fostered by a dedicated OHS staff member. He spent his days resting in her office, and his nights in her home. He was never alone.

After three months, Tucker's two broken legs healed, and soon after he was adopted by a loving forever family.

Thank you for using the power of social media in a positive and meaningful way. You helped give Tucker the second chance he deserved.

Feedback re: Tucker's social media progress reports

Sandy Sharkey: Congrats Ottawa Humane Society!!! What a happy ending for this sweet little dog!

Mona Hamilton: Stay strong Tucker 🙌🙌

Stacy Morin: He is in the best possible hands 😊

Follow us on social media!

How You Are Saving Lives

Animals in Ottawa's communities get a second chance because of the generosity of all of our 24,300 donors. A big thank you from the animals in need that you saved.

24,300 donors

Thank You for Being a PAW Hero

The Ottawa Humane Society PAW (Pre-Authorized Withdrawal) plan allows members to make regular monthly gifts. This year, there were a total of 10,044 PAW donors, which is a 6.15 per cent increase from last year. Thank you for making a difference in the lives of Ottawa's animals!

PAW Donors Make PAW-sitive Impacts on Animal Lives

Thank you for giving Angel a second chance at life

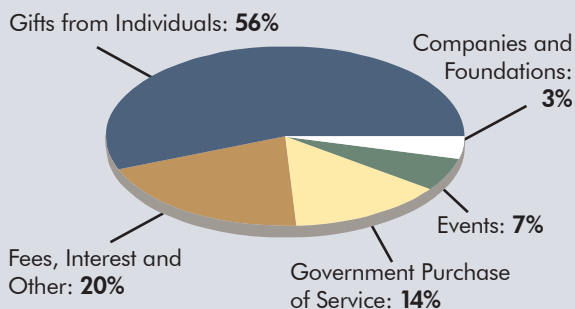
It is hard to believe something so small could get so hurt. In August 2017, a two-month-old German Shepherd-mix puppy arrived at the OHS with two broken legs. Saving his legs was a team effort. First, an OHS veterinarian gave Angel medication to ease the pain and then splinted his legs. A second OHS volunteer veterinarian, who is an orthopedic specialist, performed this puppy's complex surgery.



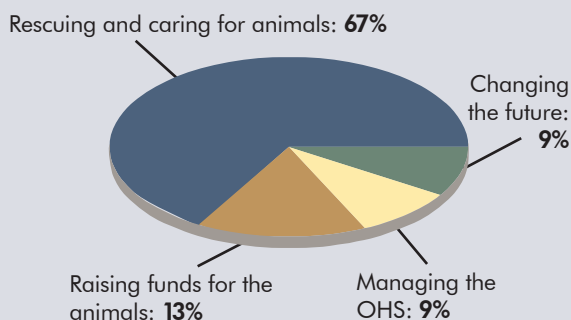
After spending a few weeks in recovery with a dedicated OHS foster volunteer, Angel was given a clean bill of health and then adopted by his forever family in September. Thank you for making a PAW-sitive impact on Angel's life.

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.



You supported Templeton when he needed you most

A little black kitten named Templeton was brought to the OHS in July 2017. The situation was dire. A bylaw officer found him in a rat trap. He was abandoned, alone and starving. He was on the brink of death after mistaking rat poison for food. Because of you, the OHS was able to save Templeton's life. He was treated with Vitamin K to clot his blood to counteract the deadly poison. After a miraculous turnaround, he spent time recovering in a foster home and once fully healed, was adopted by his forever family in August 2017. Because of PAW heroes, we were able to give Templeton the medical attention he deserved to live a happy healthy life.



Thank you for being Abigail's hero

Abigail, a three-year-old Lionhead bunny, arrived at the OHS very badly matted. OHS staff carefully shaved off the matted areas, and it didn't take long before her beautiful mane grew back. After a month in OHS care, Abigail was adopted by a loving family who were quick to notice her beauty and gentle demeanor. As a PAW hero, you gave Abigail the care she needed so she could find her forever home.



www.ottawahumane.ca

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