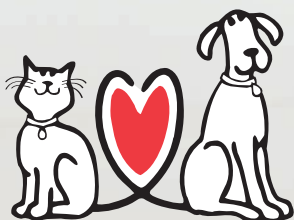


OTTAWA HUMANE SOCIETY

2018-19

ANNUAL REPORT

You are giving
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.



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

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



By the Numbers: You Save Lives

Veterinarians performed 2,982 surgeries on animals in the care of the Ottawa Humane Society last year. They completed:

2,982
Surgeries

Spays and
neuters
2,746

Dental
procedures
546

X-rays
660

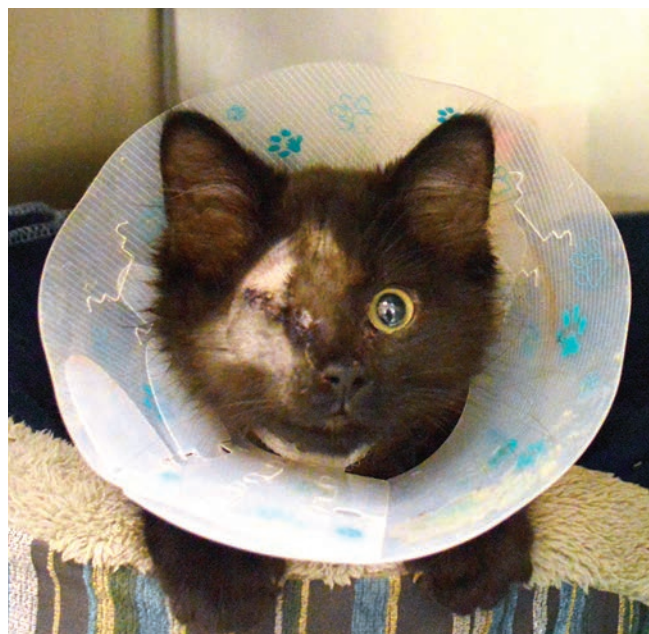
Diagnostic
procedures
160

Abbie the Kitten – Another Life Saved

Last year, the OHS clinic performed **1,326 emergency surgeries** to save vulnerable animals—that's more than three homeless animals a day getting urgent, life-saving medical care. Abbie the kitten is just one of those animals whose recovery was made possible because of your kind support.

Four months old and homeless, Abbie arrived at the Ottawa Humane Society in desperate need of help. A vicious dog attack had left her covered in blood and with one eyeball dangling from its socket.

The OHS veterinary team immediately sedated her to relieve her pain and keep her still for X-rays, which revealed that Abbie had a broken cheek bone and several broken teeth. Unfortunately, the damage to the kitten's right eye was too severe and it had to be removed.



In the days that followed, the OHS chief veterinarian kept a very close watch on Abbie because she was at risk of developing a severe bacterial infection from the dog bite. Abbie also had a very sore mouth and could only eat wet food. After a week of TLC, antibiotics and IV fluids, Abbie began to perk up.

Following surgery to remove her broken teeth and more X-rays to make sure she was healing, Abbie rested in the care of an experienced foster volunteer, who kept a watchful and loving eye on her. Once fully recovered, Abbie was taken in by her forever family, who is giving this once traumatized little kitten all the love and security she needs.

Your ongoing commitment allows same-day, life-saving surgery for animals in dire need.

You have given Abbie, and so many others like her, the chance to live a happier, healthier and longer life. Thank you.

Making a Huge Impact on Animal Lives

In 2018/19, our team of volunteer veterinarians donated 443 hours to saving animal lives. They not only provided much needed consultations, but also performed a number of spays and neuters, including complicated emergency procedures.

Dr. Andrea Leask
Dr. Denis Philibert
Dr. Don Caldwell
Dr. Elsbeth Emans
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. Michelle Nicholson
Dr. Rob Clark
Dr. Sharon Zhans

Thank You Community Vets

The OHS is very lucky to have the support of many community veterinarians who often donate their time and expertise to help treat, and often save, the animals in OHS care.

There are many other community veterinarians who offer the OHS discounted services to help animals like Luna and Kermit—two young puppies who came to us with complicated leg fractures. Both puppies received the prompt, professional attention of a caring veterinarian along with additional assistance from Dr. Denis Philibert, a highly specialized orthopedic surgeon who performed intricate surgeries on both Luna and Kermit—giving them the second chance they deserved.



Another invaluable way that the Ottawa veterinary community supports animals at the OHS is through “Night Owl” surgery events. Fisher Glen Animal Hospital held a spay-neuter-a thon in November 2018, where they completed 20 feline surgeries total, which included 11 neuters, seven spays and two dentals.



Thank you, community vets, for giving a second chance to animals every day of the year.

OHS Mobile Spay/Neuter Numbers Up—Bringing Kitten Population Down



33% More Clients Served this Year

You are brightening the future for our community's cats with the Ottawa Humane Society Mobile Spay/Neuter Clinic. In 2018/19, the OHS:

Operated
163
clinics

Sterilized
1,793
animals

Microchipped
964
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.

The OHS microchipped **1,279 animals** in 2018/19, **up 41 per cent** from the previous year. OHS Mobile Spay and Neuter Services microchip clinics **increased by 8.6 per cent**.

Understanding OHS Lifesaving 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

100%
placement rate
for healthy cats and dogs

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.

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 2018/19

Pets Received

Cats and kittens	4,336
Dogs and puppies	1,479
Other pets	606
Total	6,421

Pets Reunited

Cats and kittens	212
Dogs and puppies	489
Other pets	10
Total	710

Pets Adopted

Cats and kittens	2,822
Dogs and puppies	609
Other pets	478
Total	3,909

Pets Transferred

Through placement partners and other sheltering organizations

In	404
Out	129

Total number of pets saved: 4,749

Live release rate: 76.80%

Of the 1,501 pets that were humanely euthanized, 18 per cent were owner requested for serious medical or behavioural issues; 63 per cent had serious medical issues; 15 per cent had serious behaviour issues such as aggression or extreme fear; and 4 per cent had a combination of aggression and extreme fear.

Humane Education Reaching More People

We believe that building a more humane and compassionate community begins with education – helping animals by empowering the people who care for them. Over the past year, dedicated OHS staff and volunteers expanded our reach and invested heavily in community education through outreach programming.

The OHS Pet Savvy program saw an **increase of more than 78 per cent** in the number of pet owners who participated. OHS humane education coordinators visited ten targeted low-income communities in Ottawa and presented to more than 20 groups about preventative healthcare and wellness.

The number of dogs that received behavioural support and training through **OHS obedience classes** increased by **20 per cent** – this includes beginner group obedience, behaviour consultations, private obedience and 1.5-hour specialty workshops that focus on correcting key behaviours, such as recall.

There was a **20 per cent increase** in the number of children reached through the **OHS Birthday Party program**, where Outreach staff taught responsible pet ownership and modeled safe animal interactions for children who chose to celebrate their birthday with friends and family at the OHS.

Incredibly, more than 400 people attended **OHS seminars** this year – an **increase of more than 117 per cent** from last year. The most popular OHS seminars held last year included: Level 1 and 2 Pet First Aid, Getting Savvy About Senior Cats, What to Expect When You're Expecting a New Pet and a specialty seminar presented on Canine Separation Anxiety in March 2019.

By working with community partners, such as Refugee 613 and the Ottawa Community Immigrant Services Organization, **the OHS reached close to 350 newcomers to Canada**, supporting their settlement and transition by exploring the role of domestic pets and wildlife in Ottawa.



Additionally, the OHS noted a **27 per cent increase** in the number of youth reached through **behind-the-scenes tours**, largely in thanks to partnerships with Girl Guides of Canada and Scouts Canada.

Lastly, the OHS continued to expand its reach to children and youth through the **Humane Education School program**, which reaches nearly **10,000 students** each year by developing free, curriculum-linked online lesson plans for teachers and, by launching in-school Animal Welfare Clubs – designed to inspire students to take action on animal welfare issues that they're passionate about.

What does the future look like for Ottawa's animals? Based on this year's successes, it's clear that the community is engaged and eager to learn more about caring responsibly for Ottawa's animals.

Thanks to your support, the OHS will continue to act as the leading resource for animal education – ultimately building a brighter future for Ottawa's animals.

No Animal Turned Away

Thank You for Helping 7,556 Animals in Need

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



4,336 Cats
1,479 Dogs
606 Small animals
1,101 Wildlife

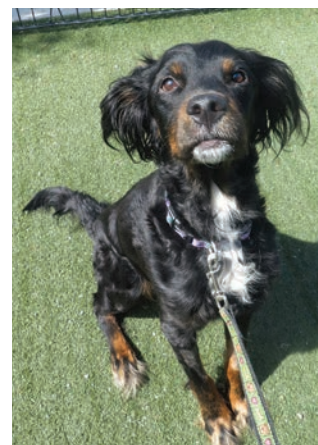


We provide a safe place for animals with nowhere to go.

Because of you, the Ottawa Humane Society never turns away an animal in need. This past year, the OHS admitted 2,077 animals surrendered by their owners because they could no longer care for their pet. We also received 404 animals transferred from other shelters, and we took in 3,556 stray animals.

How Mika Got her Life (and her Wag) Back

If you had seen this sweet seven-year-old setter-mix when she first arrived at the OHS, your heart would have broken.



Depressed. Dehydrated. Exhausted. No interest in food or treats. She smelled terrible and there was no wag in her tail. It was like she had given up.

After being rushed to the Ottawa Humane Society's in-house clinic, the chief veterinarian started Mika on antibiotics and an IV drip. A thorough examination revealed that her stomach was bloated and swollen. The diagnosis; a major, life-threatening infection in her uterus (called pyometra) that had been festering for days.

Emergency surgery further revealed that Mika's uterus had ruptured internally due to the infection, causing this gentle dog excruciating pain and almost killing her.

The urgent medical treatment and comprehensive care that Mika would receive gave this sweet girl a second chance at life. Eight days after her surgery, the veterinarian wrote on her medical chart: "Bright, bouncy, looks great!" Not much later, Mika was bouncing happily in her new forever home.

Mika's road to recovery – including the return of her happy tail wag – was made possible by the life-saving emergency surgery you gave her.

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%

"Working Whiskers"

Ottawa Humane Society's New Program Gives Hard-to-Home Cats a Chance to Thrive

The OHS is now placing cats not suited for a traditional home environment into safe, alternative settings through the Working Whiskers Cat Program.

A Working Whiskers cat is a natural mouser and is ideal for people with a barn, stable, repair shop, brewery, greenhouse or storage facility.

The first Working Whiskers cat was adopted in January, as a pilot, with the Beyond the Pale Brewery at their City Centre location. "Small mouse nibbles on large bags of grain were costing us thousands of dollars" says Al Clark at the brewery. "Since having our Working Whiskers cat, Cici, we have not lost a bag of grain. She is definitely a feral cat – we seldom see her and only know she is around because she eats her food twice a day and uses her litter box. Cici is working hard – exactly as we had hoped."



Happy Tails—
Because of You

3,909
Total adoptions

1,830
PAL adoptions

220
Special needs adoptions

Behaviour Intervention Programs

Thanks to you, the Ottawa Humane Society is helping homeless animals thrive during their stay. In addition to veterinary care, every cat and dog is given basic, species-appropriate enrichment. And



when that's not enough, OHS behaviour intervention programs go above and beyond to ensure that animals get their happily-ever-after. Thank you for being there in 2018/19 for these animals in need.

Why do dogs and cats need these programs?

Arriving at the shelter can be quite a shock. Many animals start their stay terrified or frustrated by the new experience. OHS behaviour intervention programs help these animals adjust by encouraging behaviours that promote well-being.

In some cases, animals come into our care because they were having a hard time adjusting to life with humans, even before the shelter. Our behaviour intervention programs help these furry friends not only adjust to the shelter, but learn new ways of interacting and living with people that will give them the tools they need for success.



Lakota – A Special Dog with Special Needs

A cat or dog with aggression or other behaviour issues often has very little hope of finding a home. The OHS believes these **bêtes noir**—special needs animals, deserve a bright future just as much as other animals. That's why, with your support, we invest in them.

Lakota, a beautiful black Alaskan Malamute suffered from possession aggression which made her act protectively and threateningly if she felt someone was trying to remove an object of value from her.

Lakota spent nearly two months with the OHS and over that time had several interested adopters. They would eventually lose interest because Lakota needed to be paired with a family who had the patience, understanding, and time to work with her.

Guests and children needed to be cautious around her—especially if she had an object. When going through the adoption process we ensured that Lakota's prospective new family understood these needs. Our biggest request of Lakota's new family was giving her the training that she deserved. Over time, special training gave Lakota's family the tools and techniques they needed to work through her resource guarding. Today Lakota remains with the family she was destined to join.

OHS Behaviour Intervention helped:

165
Dogs

607
Cats

Thank You for Your Gift of Time

764

Current volunteers

27,900

Total volunteer hours

Brightening Lives with our Furry Volunteers

In 2018/19, the canine and feline volunteers of the Brightening Lives program made 520 visits to a total of 55 facilities, which included hospitals, retirement homes and rehabilitation centres.



You Gave Animals a Second Chance

In 2018/19, 356 foster volunteers gave a second chance to:

1,137
cats

108
dogs

65
small animals

1
bird



Because of you, our furry and friendly volunteers are out and about visiting sick children and lonely seniors; giving each of them a few hours of laughter, love and companionship. Your donation to this program helps brighten days for young and old, year-round.

Easing the Pain of Losing a Beloved Pet



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

The Pet Loss Support Group, launched two years ago, 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, 76 people received care and support when they needed it the most.

Behaving Buddies Series

During OHS Behaving Buddies workshops, owners and their dogs learn how to overcome common unwanted behaviours. *Jumpy Greeters Workshop* helps dogs who won't keep all four on the ground; *Runners & Wanderers Workshop* is for dogs that don't come when called; *Draggers & Pullers Workshop* helps teach dogs and owners how to walk together as a team; and *Mouthy Players* is perfect for dogs who mouth, nip or play rough when excited.



Feedback from Happy Participants

"Loved our instructors!"

"The instructor was professional and knowledgeable with lots of energy and enthusiasm."

"Our instructor has provided great ideas for us to train our pup. We've enjoyed the activities and appreciate the follow-up notes as reminders."

"Loved the warm up activity, to get the dogs engaged and focusing (as much as possible) on the owners."

"I love the idea that I'm supporting OHS by paying for the course and I knew that your trainers would have loads of experience with the many dogs who pass through your doors."

"Very positive experience, again - can't say enough good things about the trainer. She was so accommodating, observant, explained things from the ground up, was patient with everyone in the class, and is so enthusiastic about what she does."

Over Twice as Many Animals Transferred in from Other Locations

Animal transfer programs provide a way to improve outcomes for shelter dogs, especially when there are resource constraints and regional differences in approaches to population control.

In Ottawa, decades of vigorous spay and neuter programs have drastically reduced the numbers of unplanned litters. The situation is quite different in less-populated, more remote northern communities, where animal groups still receive more animals than they can place locally.

With limited veterinary services and resources for animals, many homeless animals in these regions are left unsterilized, without food or access to basic care.

When resources and space permit, the OHS will help these communities and accept the transfer of vulnerable animals into its care. The OHS has rigorous protocols in place to safeguard the health of these animals.

Last year, the OHS rehomed 404 animals from other shelters to give them a second chance, including 22 from a Northern Quebec community.

Five kittens, eight cats, seven dogs and two puppies arrived from a First Nation community in Northern Quebec.



In preparation for the arrival of the dogs, OHS staff prepared isolation rooms to quarantine the northern newcomers from the general population. Over the following three weeks, OHS clinic staff provided the dogs with flea treatments and deworming, vaccines, microchipping, sterilization, and, for some of the dogs, dental procedures.

The dogs were not accustomed to being inside (or on a leash!) and OHS staff and volunteers worked tirelessly to successfully transition them into loving Ottawa homes.

Reaching Out to Make a Difference

- Number of daily website visits: **4,505**
- Average number of newsletters distributed per issue: **16,554**
- Number of e-bulletins issued: **191**

Social Media Growth

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

Facebook Likes

2014/15	31,622
2015/16	36,998
2016/17	42,440
2017/18	46,311
2018/19	49,696

Twitter Followers

2014/15	7,932
2015/16	8,110
2016/17	9,683
2017/18	10,300
2018/19	10,533

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

Going to Bat for Bailey – The Power of Social Media

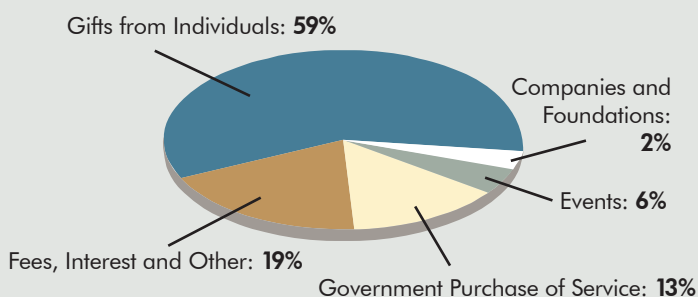
The power of social sharing works. Bailey is a one-and-a-half-year-old Bulldog/German Shepherd mix who came into OHS care in July 2018. This adorable pup was looking for an adult-only family with a quiet lifestyle who was ready to make Bailey its one and only companion animal. The OHS knew Bailey needed a special home—one whose members had a lot of experience with dogs and a commitment to taking Bailey to specialized training to help build her confidence and social skills. To showcase Bailey's affectionate and playful nature, the OHS produced a video of her and posted it on social media. Not long after, Bailey found her forever family.



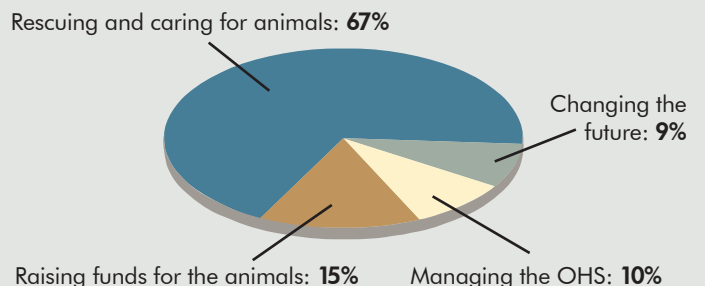
Thank you for liking and sharing our posts concerning animals in need. You helped save their lives.

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

The 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

The Fall—and Rise—of Hedwig

Hedwig, a precious five-month-old, short-haired kitten, was brought to the Ottawa Humane Society by a Good Samaritan at the end of October in excruciating pain. He had fallen from a balcony and injured his pelvis and his right leg.



The OHS veterinarian's first priority was to relieve Hedwig's pain, before taking X-rays to see what kind of treatment he would need. The images revealed Hedwig had a complicated leg break which could not be healed with pins or a cast – unfortunately it would have to be amputated. To complicate things further, the kitten also had a pelvic injury.

While still on pain medication, Hedwig rested under the close watch of an experienced foster volunteer to allow his pelvis to heal until he was strong enough to receive the surgery he needed to repair it. Hedwig is now the centre of attention in his new forever home!

Stan Lee—A Real “Marvel” of a Kitty

Stan Lee, a sweet four-month-old, short-haired kitten, was brought to the Ottawa Humane Society after he had suffered a terrible accident and broken his right hind leg. The little daredevil had nowhere else to go but the OHS to get the crucial help he needed.



An OHS veterinarian and clinic staff quickly harnessed their superpowers to put little Stan Lee on pain medication, before taking X-rays to see what kind of treatment he would need. The X-rays revealed the kitten had a complicated break which could not be healed with pins or a cast. His leg would need to be amputated and while undergoing that surgery, Stan Lee was also neutered.

This brave kitten recuperated under the close watch of an experienced foster volunteer and is now happy and safe in his new forever home.

Without your continued dedication to the animals in our care, this little three-legged superhero would not be the playful, fun kitten he is today.

Finding Forever Homes for Animals with Special Needs

Molly, a two-year-old Pomeranian was found wandering by herself on the side of a road and was brought to the OHS by a Good Samaritan.

When the young dog arrived, she was examined by an OHS veterinarian. She was missing a few teeth and had a split tooth so was booked for dental surgery. Molly spent some time in a foster home where her foster caregivers suspected that she had a bladder issue, as she was exhibiting symptoms of a potential urinary tract infection. Molly was examined by the vet using the X-ray machine and they decided she should be kept on a special diet to reduce her urinary crystals.

Molly's new forever family was delighted to meet her and they were prepared to take on her special medical needs. Molly is now living a healthy and happy life in her new and loving home! Your help and support made Molly's new life possible.

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 was a total of 12,096 PAW donors, a 15.8 per cent increase from last year. Thank you for your support!

www.ottawahumane.ca

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Steven and Linda Kerzner Family Foundation

Guardian

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