

OTTAWA HUMANE SOCIETY

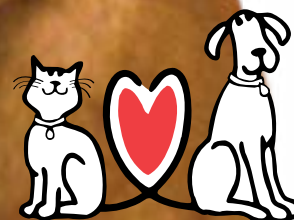
2021-2022

ANNUAL REPORT



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.



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

You Made a Difference Through Another Year of Uncertainty

Through the past year, the pandemic and its aftermath continued to greatly affect the OHS. As it has been throughout the pandemic, preserving our ability to care for animals in distress with nowhere else to go was our number one priority.

The number of animals in need was on the rise, and this combined with a shortage of foster homes, staffing challenges, and supply chain issues for food and litter occasionally threatened our ability to provide care for the animals. But because of your incredible support, no animal was left behind or forgotten.

The shortage of foster homes is not unique to the OHS. Other animal welfare organizations are experiencing similar challenges, and it isn't clear if this is COVID-related or a part of a broadly changing landscape. With your support, we continue to focus on growing this essential program to meet the needs of the animals in our community.

We had hopes of resuming our community programs in the autumn of 2021, but the rise of the omicron variant scuttled our plans for reopening programming so soon. After many forced delays, OHS community programs and services relaunched in spring 2022, and the community was ready for them. Birthday parties, the Youth Apprenticeship Program, microchip clinics, in-person dog training, summer camps, and tours all filled quickly.

With your support, the OHS was able to do more to improve the



Our humane education coordinator and her dog, Chase, giving a virtual presentation to an Ottawa classroom.

lives of animals and create more compassionate people and pet owners through virtual humane education sessions in Ottawa's classrooms throughout the year.

It became clear during the pandemic that the need for an emergency pet food bank in the community was not temporary and, in fact, expansion was needed. You helped meet the growing needs of animals in the community and ensure pet food is always accessible to those who need it most.

In November, the OHS officially became a living wage employer at the Champion level. Paying a living wage is key in being humane to those who work for the animals

Thanks to you, the OHS was able to help our community become

more compassionate and responsible towards animals. In the last year, we launched campaigns in support of responsible pet acquisition, keeping cats indoors, leaving healthy cats where they are, not leaving dogs in hot cars, helping a pet to adjust to being alone, and more.

Despite everything, all the roadblocks and challenges, you made last year an outstanding year for the animals. But you don't only make a difference for the animals, you make a difference for the entire community.

Thank you so much for always caring.

Bruce Roney
President & CEO

By the Numbers: You Save Lives

Last year, OHS veterinarians performed 1,341 surgeries on animals in the care of the Ottawa Humane Society. They completed:

1,341
Surgeries

Spays and
neuters
1,186

Dental
procedures
332

X-rays
458

Diagnostic
procedures
771

Deadly Secrets

You make miracles happen for Ottawa's animals. Found lost and alone, Redgy, a beautiful, five-year-old mastiff, had nowhere to go and was hiding two secrets that — without your support — could have been fatal.

Because you care, Redgy had somewhere safe to go in his time of need. When he arrived at the OHS, it was soon discovered that he had a tumor and there was a tick embedded in his skin.

Thanks to you, Redgy was able to receive surgery to remove the tumor, but the tick was still concerning.



Redgy was tested for Lyme disease and the result came back positive.

But Redgy had nothing to worry about, because he had you — an incredible hero and friend to the animals — looking out for him.

Redgy received the treatment for Lyme disease he desperately needed. After his ordeal and fighting off not just one, but two life-threatening ailments, he found his new home and is spending his forever with a loving family.

Thank you for making second chances possible for Redgy and other animals just like him in their darkest hours.

YOU Support Animals in the Community

As restrictions for the pandemic relaxed in Ottawa, we were able to resume our microchip clinics, as well as our subsidized spay/neuter services for income-qualified cat owners.

The need for subsidized spay/neuter services and microchips remained high throughout the pandemic. From March to August 2022, we microchipped 210 of Ottawa's animals, and spayed/neutered more than 352 cats whose owners would not otherwise have been able to afford the service.



The OHS team hard at work in the mobile spay/neuter clinic.

These services are only possible because of your incredible support, and thanks to you, the Mobile Spay/Neuter Service is available on special, dedicated days to our local animal rescue partners who meet our partnership standards.

There is still a lot of work to do to catch up on close to two years of demand for these services, but with your support, so much more can be done for Ottawa's animals.

Two Kittens YOU Saved

Flower and Daisy — two sweet kittens who were only weeks old — arrived at the OHS in need of tender care.

Flower had an awful wound on her paw that was so bad she could barely place any weight on her leg. Because of you,



Flower received surgery to repair her wound and had somewhere safe to rest and recover. After resting in the OHS critical care unit, Flower soon returned to scampering around like a happy kitten should.

Before arriving at the OHS, Daisy had suffered head and spinal trauma that kept her from using her front legs properly. She spent time in the OHS critical care



unit where she was treated with pain medication and closely monitored to ensure she was recovering. With this care and attention, Daisy was able to walk on her front legs again.

Because of you, Flower and Daisy had somewhere to go in their time of need and received the care they desperately needed. And now, both of these kittens are in loving forever homes!

Welcoming Northern Dogs

As the pandemic winds down, many life-saving programs have resumed at the OHS. One of these programs is the Northern dog transfer program. We work with partners in the Territories, northern Ontario and Quebec to transfer dogs in need to Ottawa.

These dogs faced an uncertain future in their original community, and found a new start in Ottawa. A new start that you made possible.

Not only do you give these dogs a chance at a new life, but you also help support the communities they come from to help prevent pet overpopulation. Through the Northern dog transfer program, you save dogs today and help the dogs of tomorrow.



Making a Huge Impact on Animal Lives

While the public health crisis prevented our volunteer veterinarians from working with the animals for much of the year, in 2021/22, this essential team still donated 100 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.

Thank you: Dr. Don Caldwell, Dr. Kristen Flegel, Dr. Andrea Leask, Dr. Varette Emmanuelle, Dr. Bansal Perminder, Dr. Janet Biggar

OHS Life-saving Statistics

ZERO animals turned away

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 683 pets that were humanely euthanized, 36 per cent were owner requested for serious medical or behavioural issues; 51 per cent had serious medical issues; 11 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/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.

99% 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 2021/22

Pets Received

Cats and kittens	1,885
Dogs and puppies	795
Other pets	556
Total	3,236

Pets Reunited

Cats and kittens	81
Dogs and puppies	339
Other pets	21
Total	441

Pets Adopted

Cats and kittens	1,141
Dogs and puppies	152
Other pets	339
Total	1,632

Pets Transferred

Through placement partners and other sheltering organizations	
In	5
Out	110

Live release rate:

80.8%

Total number of pets saved:

2,188

Happy Stories YOU Made Possible

Leah

Leah, a fourteen-week-old kitten, was rushed to the OHS after a collision with a car had broken her leg and pelvis. Because of you, Leah received surgery to remove her damaged leg and is learning to walk comfortably on three legs in her forever home. Without you, Leah's story would be very different.



Sunny

At five months old with a broken leg, we can only imagine how much pain poor Sunny was in.

Because of you, Sunny was able to receive a life-changing surgery to remove her leg and ensure that she could live a pain-free life. You made sure that Sunny had a safe place to rest and heal from her ordeal.

And best of all, you helped Sunny find her forever home. Thank you for saving Sunny and other vulnerable animals just like her.



Petunia

Petunia, an eight-week-old kitten, was found lost and alone with a terrible injury to her jaw. She was rushed to the OHS and it was clear that Petunia was in severe pain. X-rays revealed that Petunia's jaw was broken.

Thanks to you, Petunia had somewhere safe to go to receive the life-saving care she desperately needed, and found her forever home.



Wilbur

Wilbur, a sweet five-month-old kitten, came to the OHS with an excruciating hernia.

Thanks to you, Wilbur was able to receive all the love and care he needed to fix his hernia, to rest and recover, and find a new, loving home.



Thank You for Helping 4,597 Animals in Need

This number only accounts for the animals who were admitted to the OHS and does not include animals helped through the OHS Emergency Pet Food Bank and our Partner Support program.

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

Cats

1,885

Dogs

795

Small animals

556

Wildlife

1,361

We provide a safe place for animals with nowhere else to go. Because of you, animals in need receive life-saving care. This past year, the OHS admitted 813 animals surrendered by their owners because they could no longer care for their pet, and we cared for 1,459 stray animals.

Stray Cats Reunited With Their Families

2017/18: 8%

2018/19: 8%

2019/20: 8%

2020/21: 9%

2021/22: 13%

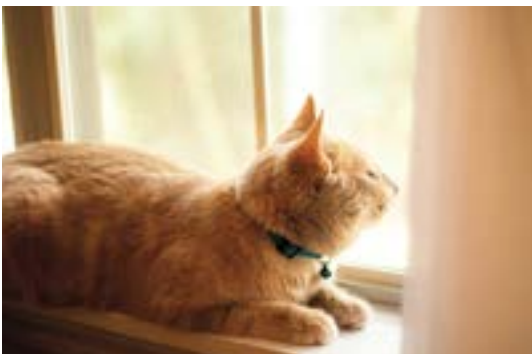
Doing More for Stray Pets

One of the things the OHS might be best known for is being a hub for lost and found pets. Thanks to your incredible support, more animals can be reunited with their people!

While the number of stray cats that come into our care and are returned to their families remains substantially lower than the number of dogs we return, we saw a big increase this year: 13 per cent of stray cats admitted returned home, up from 9 per cent last year!

To ensure that we always have resources available for the animals who need us most, we have started working with finders of stray cats in the community, posting the cats on our lost and found page while they stay with the finder.

With your incredible support and by working together as a community, we can help more stray cats return home.



A Bright Future You Made Possible

As someone who cares about animals, you know how difficult it is to see an animal at their absolute lowest point. It's terrible to see the pain in their eyes and wonder how could something so awful happen to such an innocent creature.



There is no nice way to put it. Harvey arrived at the OHS with half his face hanging off, exposing his teeth and gums.

Thanks to you, even in such a dire state, Harvey was able to receive the life-saving care he needed to ease his pain and mend his horrific wound. There was no time to wait, Harvey underwent emergency surgery with our chief veterinarian shortly after his arrival.

The surgery wasn't Harvey's only need. It was critical that his recovery was closely monitored to ensure that his skin was healing properly as there was a risk his nostril would seal up, preventing him from breathing normally. You made it possible for Harvey to receive the intensive care he needed to heal and live his best life.



Now, Harvey is fully healed and has found his forever home. Because of you, so much more can be done for homeless animals like Harvey.

Happy Tails — Because of YOU

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

Healing Bodies and Minds

Not every animal shows their struggle on the surface. A broken bone, a wounded paw or a sickness like an upper respiratory infection are easy to spot, but some challenges are harder to see and understand. But you still make second chances possible for these animals — animals like Taylor.



Taylor was found all alone with no one to care for him. He was understandably terrified and had a hard time trusting people. We'll never know what Taylor went through before he came to the OHS, but we do know how you rewrote his story and gave him the happily ever after he so desperately deserved.

Taylor was able to receive intensive one-on-one support to help him build good behaviours and learn to live with a person. It was a long and slow road to help Taylor learn to trust again, but you made it possible.

Taylor gained the confidence he needed to be a person's companion and found his perfect forever home.

Thank you for saving animals like Taylor who need support that goes beyond healing their bodies.

Thank You to Our Dog-Friendly Business Partners!

Dog-Friendly Businesses help promote pet-friendly attitudes in the community. These businesses welcome friendly, four-legged customers, helping to build bonds between humans and animals.

180 Degree Fitness
A Foot Above Fitness
Accora Village
Allure Laser & Esthetics
Audi City Ottawa
Bad Dog Co. — Vintage Clothing
Barrhaven Ford
Bel-Air Lexus
Bicycle Craft Brewery
BLD Homes
Capital Dodge Chrysler Jeep Ram & Fiat
Clean POV Ottawa Canada Inc.
DNSnetworks Technology Company
Frontline Credit Union
Green Wall Vintage
Head Office Ottawa
Hyatt Place Ottawa West
iXceed Packaging Solutions
Koza IT Services
Maker House Company
Mint Hair Studio
Moulin in the Park
Premiere Suites
Ren's Pets (all Ottawa locations)
Southbank Dodge
Stagra Automotive
Stray Dog Brewing
Sweet Pea Creations
Tektam Integrations Inc
The Metcalfe Hotel
Top Dog Cleaning Co.
Top of the World Skateshop
Travelodge Ottawa East
Trinkets Boutique Spencerville
Tungsten Collaborative
Valley Girls Plus
Vesta's Photography
Wild Birds Unlimited (Bank)
Wild Birds Unlimited (Kanata)
Windsor Park Retirement Residence

Thank You for Your Gift of Time



A More Humane and Compassionate Community — For Everyone

Last year at the OHS, we continued our journey in addressing diversity, equality and inclusion in the small space that we have influence. A big part of this was starting at the very top of our organization with our board of directors. We took a close look at how we choose who sits on the board and made some adjustments to help our board better reflect the diverse community we serve.

Next, our board and management teams underwent training to learn how their work can be more inclusive and equitable and what they can do to foster diversity in their teams.

These are steps in a long journey, and the OHS remains committed to celebrating diversity and how it makes our community stronger.



Welcome Back to Volunteers

Throughout the public health crisis, OHS foster volunteers were always there for animals in need. As we slowly settled into the new normal, we were happy to gradually bring back several of our volunteer programs. Here's a quick look at who is back:

- Canine and feline enrichment
- Retail attendants
- Office support
- Program animal handlers
- Youth volunteers
- Drivers

Volunteers do so much for the animals, and make it possible to provide even more services for the animals and our community. Enrichment volunteers keep animals company and happy while they stay in shelter and help address challenging behaviours. Retail attendants help with our Buddy & Belle Boutique, making sure people have everything they need to care for their pets at home. Office support volunteers help at the OHS, managing paperwork and helping us stay on top of things. Program animal handlers volunteer with their behaviour-tested pets to enhance our programs for children and youth. Youth volunteers help coordinate our camps for kids and make them an unforgettable, educational experience for all. Our drivers help bring animals to our PAL partners to find their forever homes.

And that's not even all of our volunteers. A huge thank you to those who give their time to help the animals.



Camps Are Back!

After being paused since the public health crisis began, we were finally able to bring back our camps for kids! For March break, PD days and summer vacation, kids can come to the OHS and learn all about how to responsibly care for animals, what they can do to help animals in the community, and of course have a lot of fun and meet Ottawa’s animals!



Sefton, age seven, said his favourite part of camp is “meeting a hamster because she was rolling everywhere [in an exercise ball].”

Zane, age 10, enjoyed visiting the cat condos because he “was able to play with cats.”

Mia, age six, loved meeting “the doggy because she was cute” – referring to one of our lovely volunteers’ dogs, named Camie.

OHS camps are a huge part of our efforts to build the next generation of responsible and compassionate pet owners. Thanks to you, kids have the opportunity to learn about empathy.



Manuela, age eight, learned that “when bunnies are happy, they do a spin in the air.”

Noah, age seven, was shocked to discover that some cats have six toes.

We’re thrilled to have kids back for camp, but we’re not the only ones who are happy. Here’s what the kids had to say about camp:

Thank you for making this fun and educational program possible for the kids in our community.

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 support the costs for animals needing urgent care.

-  Number of daily website visits: **4,922**
-  Average number of newsletters distributed per issue: **25,085**
-  Number of e-bulletins issued: **120**

Facebook Likes

2017/18	46,311
2018/19	49,696
2019/20	53,750
2020/21	60,125
2021/22	63,677

Twitter Followers

2017/18	10,300
2018/19	10,533
2019/20	11,000
2020/21	11,239
2021/22	11,914

Instagram Followers

2019/20	18,000
2020/21	20,406
2021/22	22,448

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

Saving a Puppy in Pain



Scooby was on strict cage rest and pain medications for several weeks in the OHS critical care unit. It was heartbreaking to see a puppy that should be bouncy and full of life curled up in a nest of towels, unable to move without causing himself agony.

But Scooby got better. With each passing day he regained more strength and was getting back to being a happy, healthy puppy.

It didn't take long before Scooby was doing great. He excitedly ran to meet staff, volunteers and just about anyone he saw. Best of all, Scooby found his forever family. All thanks to you.

Thank you for being there for animals like Scooby when they need you most.



Because of you, animals in need have somewhere to go to receive life-saving care and shelter. You save animals like Scooby, a great Dane puppy.

In early spring, Scooby was found lost and alone and was brought to the OHS. When he arrived, he was yelping in pain. It was obvious something was very wrong. Scooby's jaw was red and visibly swollen — a nasty bruise, but unfortunately, that wasn't the only problem Scooby was facing.

While his bruised jaw was more than enough reason for Scooby to be crying in pain, he was also struggling to move. X-rays showed that he had several broken ribs. We don't know what inflicted such awful injuries on this puppy, but we are so glad he had someone caring like you to look out for him.

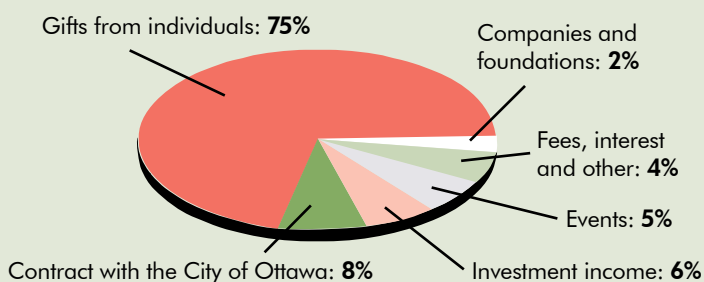
How You Are Saving Lives

The Ottawa Humane Society PAW (Pre-Authorized Withdrawal) plan allows our community to make regular monthly gifts. In 2021/22, there was a total of 13,822 PAW donors, a three per cent increase from last year. Thank you for supporting the animals!

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.

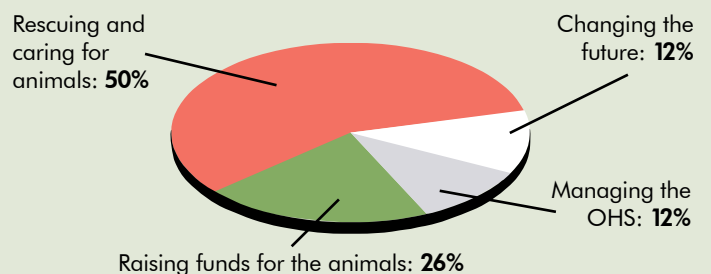
OHS Resource Breakdown

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



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

* Definitions available on page 12.



Ottawa Humane Society Supporters

Visionary +

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

Visionary

- Benefaction Foundation
- CanFel Foundation
- Doherty and Associates
- The Eric S. Margolis Family Foundation
- Ottawa Citizen (Post Media)
- Ren's Pets Head Office
- Strategic Charitable Giving Foundation Donors
- The Polisuk Family Foundation

Leader

- Higher Thinking Strategies Limited
- Charities Aid Foundation Canada
- CHEZ 106
- OHS Auxiliary
- Ottawa Community Foundation
- PayPal Canada Co. Donors
- Phyllis and James Brown Family Fund
- Sanddiver Books Inc.
- Scott Island Foundation
- Walmart Canada Corporation

Guardian

- 1155599 Ontario Limited
- Beechwood Animal Hospital
- Bank of Montreal
- BMO Affinity Card Partnership
- Dylan's Dreams
- Huntington Properties
- Irving Consumer Products
- Mark Waters Charitable Foundation
- Mattamy Homes Limited
- Orleans Veterinary Hospital
- Ottawa Humane Society Employees
- Ottawa Police Association
- The Bloodroot Fund
- The Sahara Foundation
- United Way of Greater Toronto Donors

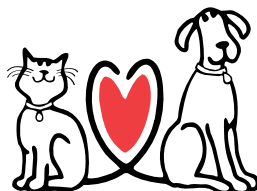
Definitions of How Resources are Used to Help the Animals

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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