



Warm Heart, Brave Soul

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 meets Wendy Lou always describes her the same way. She is an affectionate, outgoing, cuddle machine. Thanks to you, she can rub her face on whoever she pleases. Thanks to you, the light of her personality outshines her scars. Thanks to you, she has undergone an incredible transformation.

Your support continues to help Wendy Lou and animals just like her as she heals and recovers in OHS care. Because of you, her forever family won't tear up when they look at her, but will instead beam a huge smile.

Mending Bodies and Completing Families

You help Ottawa's animals in many ways. From providing life-saving surgeries, to medications, to helping meet the animals' every day needs. Often, your support provides the animals with the best quality of life possible. Meet Boo Boo and Gibbs, two cats who are living their best lives thanks to you.

When Boo Boo first came to the OHS, he was extremely frightened, but fear wasn't the only challenge he was facing...

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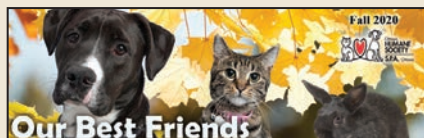
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To lead Ottawa in building a humane and compassionate community for all animals.

From the President and CEO's Desk

Looking Back

Seven months into the pandemic, the “new normal” has become mostly tolerable and important habits are becoming ingrained. The almost complete lockdown of phase one and the horror as we watched the pandemic play out in Italy and New York and the fear that this would soon hit our community have faded a bit.

In the early days of the health crisis, we had to move quickly to ensure the safety of our staff and our ability to house and care for animals who were in distress, either because of the pandemic or simply during the pandemic. News changed daily. We made plans daily; and often in only a few days, those plans had to be torn up and begun anew.

Seven months later, we have come together like never before. We have protected our staff, our volunteers and our community — and all have stuck

with the OHS and the animals. Most importantly, we were here at all times for the animals that really needed us.

You didn't let the animals down. You were here at all times.

A bit later, we looked into our community with the question, “How are we needed?”

Pets in homes were under threat. The economic impact of the pandemic meant that families might not have the means to feed their pets. So we created an emergency food bank and to date, have provided thousands of pounds of food and litter to those impacted by the crisis.

Our partners were struggling. Many smaller groups rely heavily on event fundraising that had to be cancelled because of the public health crisis. None have staff veterinarians. Many had





limited access to supplies. So we reached out to share OHS resources to get them and the animals they care for through the crisis.

We introduced telehealth for our foster volunteers and behavioural counselling for families waiting to surrender their healthy, but problematic pets.

You made sure animals in the community were cared for.



Looking Forward

The OHS five-year strategic plan expires in March of 2021. We were meant to have spent this year developing a new one. Unfortunately, strategic planning requires some level of predictability. That is, we need to be able to assume that the world next year and the year after is going to resemble this year at least in most major areas, or will at least change in some expected fashion. Frankly, now all bets are off. There are broad changes happening in almost every part of our world and we don't know where many will land. The world isn't going back to what it was, and we're not quite sure what it will become.

That doesn't mean the OHS isn't going to plan. We are. The health crisis has affected almost everything we do, and along the way we have learned a few things. Our colleagues at other humane societies have learned lessons too and we want to learn and share.

Our core values and our core work will not change, but some of the ways we changed because of the pandemic are actually better: more efficient and sometimes more effective.

So, rather than strategic planning that informs what we do, we are going to invest our time in business transformation — how we do it.

The full story of the pandemic has yet to be written. We are not yet sure what the world and our community will look like in the future. Whatever it looks like, the Ottawa Humane Society will be here for the animals and for our community in the best ways we know how, just as we have for the last 132 years.

Just as you have been here for the animals and for our community.

Bruce Roney
President and CEO

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 great discomfort. After a series of x-rays, it was 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 soon found his forever family!

Gibbs arrived at the OHS with a deep gouge in his cornea. If left untreated, the eye would only cause him more complications down the road. The 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.

Your support ensures Boo Boo and Gibbs and many animals just like them have the best quality of life possible. Thanks to you, these two cats are living their best lives with their forever families.



Day of Giving — a Triple Success for the Animals

On Sunday, Sept. 13, for the OHS Day of Giving, you showed an incredible outpouring of support for Ottawa's animals. Donations were triple-matched up to \$120,000 and the community shattered the goal — raising over \$160,000 for the animals!

Your generous support helps provide life-saving care to animals like Keto and Nala.

Keto, a gorgeous, nine-month-old beagle, came to the OHS in June with an injured leg. After undergoing x-rays, it was found that he had a fractured hip. Keto was prescribed a regime of strict cage rest and pain medication. He received his treatment and healed in the gentle care of a foster volunteer. Because of you, Keto is getting back to being a fun-loving, energetic puppy who dashes around as if his hip was never fractured.

Nala, a kitten who was only weeks old, was rushed to the OHS with a horrific injury. Something had impaled her, creating a life-threatening wound and hernia that required immediate attention. Your support made it possible for her to receive an emergency surgery to close the wound and fix the hernia. Thanks to you, Nala is getting stronger every day and will have the chance to grow up and find her forever family.

These are only a couple of the miracles you made possible. Every day, your support helps the thousands of animals that come through the doors at the OHS.



A Life-long Commitment to Ottawa's Animals

On a beautiful, sunny September day, just before Labour Day weekend, Gayle Lazette sits with her four cats and reflects on what inspires her about the OHS. As Gayle says:



I've loved animals my entire life and always wanted to do something to help, but am too emotional to be on the front line. I think the work the OHS does is critical for — not just the animals — but our community. So I knew I needed to get involved in some way. I wanted to do more. And I wanted to help steadily. So I became a PAW monthly donor. The animals can count on me, every month. It's important to know that the money is going to be there. I needed to help.

When I was laid off in 2010, my sister suggested I scale back on my donations to the OHS until I was back on my feet. I refused. I could find another way with my limited budget to make things work, but I was NOT taking away from the animals! The more I've been blessed, the more important it is to give back. It's a life-long commitment for me.

And what keeps me going? Giving a voice to the animals. They can't tell us their story. They can't tell us where it hurts. The OHS brings this awareness, teaching our community the value and respect animals deserve. I'm inspired by the educational programs for young kids, teaching them to be compassionate, gentle, selfless and caring. And, most importantly, the safe, loving, nurturing environment the OHS provides for the animals.

Some people think that bringing an animal to the OHS is a sad thing. I disagree. I think they are the lucky ones... they've been rescued.

OHS Foster Volunteers: THANK YOU

Near the start of the public health crisis, the OHS asked the community to come together and help over 150 animals, 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 families joining the foster team made this initiative possible.

Over the last seven months, over 500 animals have been placed into foster homes, keeping the shelter population at a manageable level. THANK YOU to our incredibly dedicated foster volunteers for supporting this life-saving program. We wouldn't have made it through this unprecedented time as smoothly as we have without you. We continue to rely on our foster volunteers to open their homes to the animals when they need it the most.



If you are an OHS volunteer who is a part of a suspended program and cannot foster an animal, there is another way you can help. Consider becoming a PAW Monthly Donor! Monthly supporters help provide critical care to homeless and vulnerable animals during this crisis. Please consider donating in the absence of our volunteer programming — the animals look forward to welcoming you back to the shelter in the near future.

Buy hand-made items and support Ottawa's animals!

Shop now at:

[facebook.com/OttawaHumaneSocietyAuxiliary](https://www.facebook.com/OttawaHumaneSocietyAuxiliary)



Adjusting our Sails

During COVID-19, the OHS has adapted, modified and created policies, procedures and programs to meet the community's evolving needs. Thanks to you, the OHS remains dedicated to providing support to pet owners in the community and to partners that benefit both humans and animals. Programs initially suspended are now available virtually, such as the Pet Loss Support Group, private obedience training and seminars. To replace cancelled summer camps, the OHS developed educational videos to guide children in building a humane and compassionate community.



Weekly Emergency Pet Food Bank

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 food bank — supporting more than 1,300 pets since April with more than 10,000 lbs of food and litter. Because of you, the drivethru will continue to support pets and their owners weekly.



Members of the public and partner organizations arrive on Thursday afternoons for food, treats and litter at the OHS curb-side pickup. The OHS supports 15 partners with this program, including local animal rescue groups, social service agencies, human food banks and community-run resource centres. To provide further support to pet owners, the OHS also distributes other essential supplies such as leashes, collars and bowls.

The need for support will likely last through the winter and the OHS will continue to review how best to support pet owners with this program, as long as the need exists.

Emergency Partner Support Program

Since the onset of the public health crisis, the number of animals requiring support from the animal sheltering and rescue community did not suddenly decrease — however, opportunities for these groups to raise funds using traditional fundraising methods abruptly did.

To date, the OHS Emergency Partner Support program has supported partners with more than \$6,000 in micro-grants, various supplies and resources and close to 2,000 lbs of food and litter from the Emergency Pet Food Bank. Thanks to you, the support this program offers will continue to grow, helping more and more of Ottawa's animals.

Thanks to your generous support, the OHS will continue to adapt programs and services to reach more animals throughout our community.

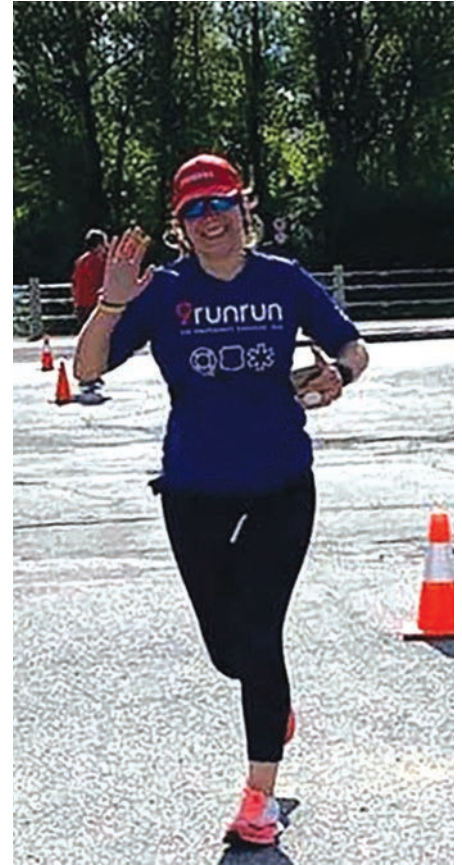


Thank You, Wiggle and Wagglers!

This year, the public health crisis cancelled our traditional Wiggle Waggle Walk & Run, but you still came together in a big way for Ottawa's animals for the "Ruff" Time to Wiggle & Waggle. Here are a few of our supporters who helped turn a frown upside down!



For our Wiggle Waggle this year, 11-year-old **Jack Duncan** came up with creative ways to meet his goal. He organized a "physically distanced" yard sale earlier and did a "fun run" and bake sale to raise money for the animals. Two paws up for Jack!



Stefanie has been helping Ottawa animals since she moved to the city in 2015! This year, she and her team ran for the animals again. Thank you to Stefanie and her team for their unwavering support!



The **Cat Loaves Team** was made up of three sisters: Marjorie, Claudia and Stephanie who set themselves the goal of collectively running 105km and raising \$750 to help Ottawa's animals. A huge thank you to these paw-some sisters!

And thank **YOU** for helping to make this year's Wiggle Waggle event such a success! Fingers crossed, we look forward to walking and running for the animals with you in-person next year!

PAW.

monthly giving saves lives

As a PAW monthly donor, you make miracles happen—every day!

Animals like Petunia depend on your generosity for a second chance at life. This sweet, five-year-old Maltese-mix was found abandoned and neglected; her fur was a tangled mess of matted knots, full of burrs and dirt. She couldn't move without discomfort. Petunia's fate could have been very different, but **YOU** were there for her. Your monthly gift saved her life.

The past few months have been challenging for Ottawa's animals, but your generosity has helped them get the medical attention and care they've needed.

Will you **increase your PAW monthly gift today** and rescue even more animals this holiday season?



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Invest in Ottawa's Homeless Animals

When you give an in-kind gift of stocks or securities to the Ottawa Humane Society, you are investing in the care and well-being of Ottawa's animals. These gifts are easy to make and can provide much-needed funding to our shelter and programs. Simply complete the form on our website at <https://ottawahumane.ca/donate/a-legacy-for-the-animals/donations-of-stock-and-securities/> and send it to your broker and our accounting department. Making a gift of appreciated stocks is the most tax-effective way to give an outright gift during your lifetime or as part of a legacy gift. Stocks donated to a public charity are not subject to capital gains tax. A donation of stock can convert an unnecessary asset for you into a meaningful gift to the animals.

ottawahumane.ca/donate/a-legacy-for-the-animals/donations-of-stock-and-securities/



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