



## Max the Great Dane – A Home at Last

For some animals, finding a forever family is a breeze. For others, like 6-year-old Max the Great Dane, it can be more challenging. Max arrived at the OHS in August 2018 with nowhere else to go. As an extra-large, senior dog suffering from separation anxiety, he needed to find a special family who could cater to his unique needs and provide him with a stable, secure home-life. Over several months, many people were interested in adopting Max, but this playful, plus-sized dog just couldn't find his perfect match.

Max then experienced a medical emergency called "Gastric Dilatation-Volvulus" or GDV. Fortunately, the OHS chief veterinarian quickly recognised the painful symptoms. Max immediately underwent a complicated, invasive, yet life-saving surgery but needed careful monitoring, pain medications, and lots of time with a foster volunteer to recover from his near-fatal experience.



Once fully healed, Max returned to the OHS to continue his wait for a caring home. His dream finally came true in November 2018 when Carol-Anne came to the OHS looking for a new companion. She and Max hit it off right away—it was a perfect fit! Carol-Anne had found her new best friend and Max had finally found a home and loving family he could call his own. 🐾



## Lucky Jack – Home for the Holidays!

Jack definitely used up one of his nine lives on a cold day in October, 2018. This three-year-old, grey and white cat was brought to the OHS after being found in critical condition on the side of a busy road. Veterinary exams and X-rays revealed this homeless cat had been hit by a car. He had a painful broken jaw and several broken teeth.

Luckily for Jack, caring supporters like you fund the OHS clinic: OHS veterinarians were able to work quickly and give him the pain medication, medical attention, and jaw surgeries he desperately needed to heal. By mid-December, Jack had finally finished all of his surgeries and had recuperated comfortably in the care of an experienced foster volunteer. He was finally ready to find his forever family.

On December 20, Jack's holiday wish came true—he found a wonderful family ready to open their hearts and home to this adorable survivor.

Jack and Max aren't the only animals who arrive at the OHS needing a second chance. Without ongoing support from caring people like you, many animals would have nowhere to go. From Jack, Max, and other animals like them, thank you for all you do to help Ottawa's animals. 🐾

## Contact Numbers

**Main** 613-725-3166  
Lost & Found 613-725-9998  
Fax 613-725-5674  
Client Services/General Info ext. 221

## Departmental Extensions

Adoption Centre ext. 258  
Lost & Found 223  
Fostering 255  
Administrative Assistant 233  
President and CEO 232  
Tax Receipts & Donations 299  
Community Events 263  
Programs 298  
Humane Education 235  
Shelter Operations 226  
Volunteering 231  
Legacy Giving 268  
PAW Monthly Giving 254  
Media 261

info@ottawahumane.ca  
www.ottawahumane.ca



## Our Best Friends

### Editor:

Genevieve Spicer

### Contributors:

OHS staff, volunteers and supporters

If you have a story idea or comment, please contact ohs@ottawahumane.ca via e-mail or by mail to the OHS Newsletter Editor. Submissions of pictures and articles are welcome; however, they may not necessarily be used. Articles may be edited for length and content.

Newsletter articles may be reprinted with acknowledgement of source.

Charitable registration # 123264715 RR0001

## From the President and CEO's Desk

# You Made it Happen! Our Strategic Plan after Three Years



Last year, I updated you on some highlights of the progress OHS has made on its strategic plan. This plan was, and remains, a very ambitious endeavour, but we have accomplished many things this past year.

If you are familiar with the plan, in addition to enhancing our core, much of the direction has been divided into eight main themes. Under these themes, I would like to share with you some of the achievements made as we reach the plan's three-year-mark:

### ***"Building a better future for pets by creating better future pet owners"*** (Investment in the Next Generation)

We believe that real, lasting change for animals will happen through the next generation. To this end, we have increased our focus on children and youth as the best hope for a more humane community. Last year, we introduced youth tours, school field trips, and a youth counsellor-in-training program. This year, we are preparing lesson plans based on the Ontario curriculum so that teachers can present OHS materials themselves. This builds upon significant new efforts and growth made in the Humane Education School Program and means we are

now reaching students in 168 schools in Ottawa in English and in French.

In addition to the French language services already introduced, mainly for children and youth, we are polling our community to measure interest in additional programming for adults in French for consideration next year.

Our Newcomers to Canada programming, planned last year, has now launched with workshops on two topics: Dogs in Canada and Canadian Urban Wildlife. Both sessions have adult and youth versions.

### ***"Pets belong in homes, not shelters"*** (Pets in the Community)

In order to truly help all animals, we have to move beyond just the care we provide here in the shelter. There are a lot of animals that need us, and not all of them are in our building. Though many of our initiatives to support animals in homes are nearer the end of the plan, our microchip clinics and Pet Savvy adult education program have reached hundreds of low-income adults with pets and are improving the welfare of animals in their homes.

### ***"Too many cats will live wretched lives as long as there are too many cats"*** (Reducing Cat Overpopulation)

One of the cornerstones of our plan has been to address this heart-breaking problem. In 2016, the OHS launched our biggest single initiative since the



construction of the West Hunt Club shelter in 2011: our Mobile Spay Neuter program. To date, the program has sterilized more than 4,000 felines.

While we are talking about our felines, the shelter has launched an extensive enrichment regime in the shelter for hundreds of cats annually whose stress in the shelter likely would have resulted in serious illness or behaviour issues.

### ***“Good policies save lives” (Ensuring Animal Sheltering Best Practices)***

I have always believed that our animal care decisions need to be based on the best research available.

Last summer, the OHS hired a PhD student for the summer to conduct a literature review to point us toward reliable research—research that has undergone the academic rigour of peer-review. Though we were disappointed to find that there is actually very little research in animal welfare that is of this quality, Alex was able to isolate what is reliable, or at least promising in this regard. His findings are being integrated into our practices now and over the next few months.

Also over this period, we conducted a major review of our adoptability descriptions and decision-making to reflect our greater ability to address some significant behavioural and medical issues in the animals in our care. The bottom line: more lives saved.

### ***“We cannot continue to accept canine suffering because they act out” (Dog Behaviour Intervention)***

In addition to launching enhanced enrichment for all the dogs, and specialized interventions for some of the dogs in our care, this year we are investing heavily in one of the most problematic issues we see in dogs at the shelter: separation anxiety.

Separation anxiety can severely affect adoptability of dogs as they display such

undesirable qualities as heart-wrenching howls, destruction of your home, costly repairs, noise complaints, and vet bills that can result from an injury, related to an escape attempt. The OHS has done extensive research and is intervening heavily. The work culminates on March 2, 2019 with one-day sessions for our staff and the public with Malena DeMartini and Casey McGee—acknowledged experts in the field.

### ***“Doing more with less because we are doing it together” (Partnerships and Leverage)***

We believe that we can accomplish much more in partnership than alone, and that our support for national, provincial and local partners makes a difference. To this end, we have engaged with our national counterpart, Humane Canada (Previously, the Canadian Federation of Humane Societies) to develop a national accreditation program for humane societies and SPCAs. OHS will be the test site for the new program.



We also believe that animals will benefit by actively sharing our knowledge and expertise with other groups. We have a lot to give, and we have given a lot over the last year. We think animals will be better off because of the information and advice we have provided to humane societies across the country.

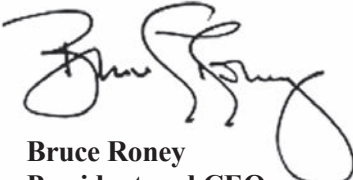
Local veterinarians are important partners for the OHS. Investment in developing these partnerships over the year has resulted in a half dozen or so new post-adoption veterinary vouchers in our adoptions. This means that adoption from the OHS is much more financially attractive and helps to ensure all of our alumni see a veterinarian and develop a relationship for the lifetime of their pet.

### ***“Ottawa’s animals need us to ask for them as much as they need us to speak for them” (Investment in Growth)***

Our efforts to recruit more monthly PAW donors is well underway. PAW is the number one way that our community shows its love and compassion for animals. And it is the best way to help, since it is regular (for the animals) and easier (for you).

In the end, it is not we who make all of these accomplishments possible; it is you, our donors and supporters who provide the funds that make it all possible.

Thank you for supporting this ambitious plan. It is making a difference for today’s animals and will do so for years to come. I hope you are proud of what you have accomplished. 🐾

  
**Bruce Roney**  
President and CEO

# New Programming for Newcomers to Canada

Newcomers to Canada face many adjustments. They must learn a new language, adapt to our climate and build new lives for themselves and their families. They also experience many cultural differences including the Canadian attitude towards pets and the role that animals play in our day-to-day lives.

The OHS has developed programming designed to help newcomers better understand this aspect of Canadian culture by introducing them to co-existing with animals, both wild and domestic, in our community.

The Outreach department also visits ESL (English as a Second Language), SAIL (Students Accelerating in Learning) and LINC (Language Instruction for Newcomers) classrooms, as well as a few specialized after-school programs for newcomer students across Ottawa. During these visits, OHS humane education staff and volunteers deliver interactive workshops on animal-related topics. One of the program's newest and most popular presentations teaches participants about common urban wildlife found in the Ottawa area and how best to coexist with these creatures.

Since the beginning of the 2018-19 fiscal year, 240 newcomers of all ages from a variety of countries have participated in this specialized programming. This is an evolving initiative in which the OHS will continue to invest with the support of engaged community partners in Ottawa. Thank you to all OHS supporters and volunteers for working with us to deliver such valuable programs to our community. 🐾



## Help for Separation Anxiety

Do you think that treating canine separation anxiety is always a losing endeavor? Think again! Many dogs who are surrendered to the OHS have shown signs of canine separation anxiety in their previous homes. These same dogs continue to struggle with their anxiety while in our care at the shelter. Canine separation anxiety is stressful and troublesome for dogs and owners alike. The OHS is hosting a full-day specialty seminar with experts Malena DeMartini, CTC, CDBC, and Casey McGee, CPDT-KA, CTC, CSAT on March 2, 2019. We want to help you avoid the heart-wrenching howls, destruction of your home, costly repairs, noise complaints, and vet bills that can result from an injury-related escape attempt.

For more information, please visit: <http://www.ottawahumane.ca/your-pet/canine-separation-anxiety-mission-possible/>.

**Ren's Pets**  
EST. 1975

**FREE FOOD**  
Ask Us!

**4 Locations in Ottawa**

- Barrhaven**  
Costco Plaza  
4325 Strandherd Drive
- Kanata**  
Centrum Centre  
155 Roland Michener Dr.
- Baseline**  
Baseline Walmart Plaza  
1385 Baseline Rd.
- Orleans**  
Innes Rd. & Mer-Bleue Rd.  
4130 Innes Rd.

**Proud Partner of OHS**

**renspets.com**

Facebook, Instagram, Twitter, and a paw print icon.



# Friends on the Mend

The OHS clinic staff weren't laughing in November when it turned out to be a humerus month... a broken humerus month, that is. Between November 1st and Christmas, nine animals arrived with broken legs.

The first dog, Amber, was thankfully claimed by her owner after being hit by a car. The next four dogs, including Lucky, a two-year-old Yorkshire terrier mix, were treated in-house by the OHS clinic, and could heal with a cast.

Gus, a male Schnauzer-mix, wasn't so lucky. Arriving on December 1<sup>st</sup>, this sweet boy had a complicated leg fracture, which meant that he needed to have his front, right leg amputated. He healed quickly though and was adopted into a new home just before Christmas. The last two dogs with broken legs arrived in December, both needing casts.

During this time frame, Bella, a four-month-old tortoiseshell kitten, also came in with a broken leg and had to have it amputated.

While leg amputation surgery is drastic – requiring hours of surgery, antibiotics and pain medication – the recovery time is quick and a homeless pet can soon be adopted. However, broken legs in casts can take up to eight weeks to heal, meaning animals need to be in the care of the OHS for much longer. Experienced foster volunteers can care for them, but these animals still require pain management medication and weekly veterinary visits.

While we ended 2018 with multiple broken legs, we're keeping our paws crossed that we see fewer of them in 2019! 🐾



"Bella" 4-month old tortie cat with leg amputated.



Lucky in a cast.



Kira, the Italian greyhound, recently had her leg amputated.

## Meet Sonya Milly

Recently, Sonya Milly enrolled her cats into the ROHS Pet Stewardship Program. This program allows pet owners to make provisions in their will to have their pets cared for by the OHS (in a suitable home) if the pets outlive their owners. Sonya shared her reasons for becoming involved with the Pet Stewardship Program.

*One thing I found particularly strong about the program is that medical expenses for the pet, including dental, are*

*covered for life by the program. Further, there is ongoing annual follow-up to ensure that the pet is indeed in good care.*



*From a greater social perspective, I believe that many animal lovers, especially seniors, hesitate about getting a pet because they worry about the animal's fate... if something were to happen to them. The Pet Stewardship program would relieve much financial burden from potential good pet owners and provide invaluable companionship and health benefits for many people.*

*I think it is a shame that more pet owners are not aware of this program. My personal experience has shown me that depending on friends and relatives to take care of one's pets at the time of death often falls through and it is truly the pet who pays the price. I was determined to make sure that our pets avoided that fate.*

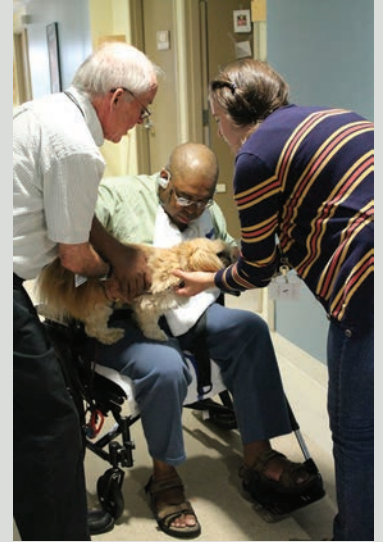
In addition to enrolling her pets into the Pet Stewardship Program and helping to inform others about this program as an option for pet owners, Sonya has also left a legacy gift to the OHS in her will. Thank you, Sonya, for your compassionate consideration for the future of both your pets and the welfare of other animals.

To learn more about the Pet Stewardship Program, please visit [ottawahumane.ca/legacy](http://ottawahumane.ca/legacy), or contact Andrea Boone at 613-725-3166 ext.268 or at [legacy@ottawahumane.ca](mailto:legacy@ottawahumane.ca) 🐾

## We Need Your Help, and We Need It Now!

The OHS is so lucky to be well supported by hundreds of volunteers who give their time, talents and ongoing commitment to helping us achieve our goals. Without these special people in our corner, we would not be able to help as many animals as we do – nor could we offer our community the many services we deliver.

At times, some of our programs experience a higher rate of turnover, or we struggle to find volunteers who are the right fit for certain roles. Some of these programs include: PAL cat assistant, Brightening Lives animal visits, and our Humane Education School Program.



PAL cat assistant volunteers spend their early morning hours, seven days a week, cleaning cages, feeding and socializing with the cats at our PetSmart pet adoption location partners. Without their continued support, we'd lose our ability to continue partnering. This would be a devastating loss for the cats and small animals adopted through these partner locations.

Brightening Lives animal visits offer a unique opportunity for volunteers to give their time alongside their own companion animal. These dynamic duos partner with one or two other teams to give weekly, scheduled visits to hospitals, retirement facilities, homeless shelters, hospice facilities, and more. The most challenging part of operating this program is finding suitable companion animals. They must be over two years of age, sterilized, and successfully pass a behavioural evaluation to ensure they are appropriate candidates. Several of our volunteers have retired and we are in urgent need of new teams to meet our scheduled visits.

Humane Education School Program volunteers give age-appropriate educational presentations on various animal care and welfare topics to children and youth in our community. These presentations are partnered with a dog visit, when possible. We are in desperate need of presenters (in both French and English) and suitable canine companions and handlers to help us reach more than 12,000 children and youth in our community each year.

If you are interested in supporting any of these volunteer roles, please contact the Manager: Volunteers at: [volunteer@ottawahumane.ca](mailto:volunteer@ottawahumane.ca) to learn more. 🐾



# Community Kudos



## Ren's Pets Depot

Ren's Pets Depot Barrhaven, Kanata & Nepean all hosted a Santa Pet Pics Session in their stores this holiday season as a fundraiser for the OHS. Together, Ren's and their wonderful customers raised \$1093 for Ottawa's animals! Thank you so much to everyone who participated. The animals are truly lucky to have your support!



## Dog Days of Summer

Nissan hosted a fundraiser called "Dog Days of Summer" this past August. The OHS received a donation for every vehicle sold that month at Hunt Club Nissan & 417 Nissan. The dealerships and their customers helped raise \$7,500 for Ottawa's animals! Thank you so much to our friends at Nissan for hosting such an amazing event!



## U14 Girls West Ottawa Soccer Team

The U14 Girls West Ottawa Soccer Team turned a team building exercise into a fundraiser to help the animals in our community. This year, they chose to donate to the OHS! Way to go girls!



## Woodroffe Elementary School

The Woodroffe Elementary School Knitting Club knitted for a few months and sold their items at their school craft sale this holiday season. They decided as a group to donate all of their proceeds to the OHS. Thank you so much for all for your hard work and support. The animals are lucky to have you by their side.

To see other Ottawa Humane Society heroes, please visit [www.ottawahumane.ca/communitykudos](http://www.ottawahumane.ca/communitykudos).



Ottawa's animals  
need you.

Become a PAW  
monthly donor  
today!

[ottawahumane.ca/paw](http://ottawahumane.ca/paw)

**PAW**

monthly giving saves lives



## Join us!

-  World Spay Day – February 26
-  Canine Separation Anxiety Workshop – March 2, 9 a.m. to 5 p.m. at the OHS
-  Microchip Clinics – March 10, April 14 & May 5, 9 a.m. to 12 p.m. at the OHS
-  Hoppy Easter Event – April 13, 11 a.m. to 1:30 p.m. at the OHS
-  OHS Garden Party – May 15, 6 p.m. to 9 p.m. at Lansdowne Horticultural Building
-  Tamarack Ottawa Race Weekend – May 25 & 26
-  Bingo – Every Sunday, 7 p.m. to 9 p.m. at Overbrook Bingo Palace

For more details, check out the Events Calendar on the OHS website at [www.ottawahumane.ca](http://www.ottawahumane.ca).



## In this issue

Max the Great Dane.....	1
Lucky Jack.....	1
From the President and CEO's Desk.....	2
Newcomers to Canada.....	4
Help for Separation Anxiety.....	4
Friends on the Mend.....	5
Meet Sonya Milly .....	6
We Need Your Help.....	6
Community Kudos.....	7

