

OTTAWA HUMANE SOCIETY

# 2022·2023

## 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.



# Being Relentless for the Animals

Last year was a year to rebuild. As the pandemic subsided, our dedicated team of staff and volunteers rallied to relaunch services and introduce new ones, to help more animals in our community. You made this possible.

Rebuilding hasn't been easy: early in the year, the virus affected many of our staff and volunteers. A major storm knocked out our power and our team worked tirelessly with headlamps and endured grueling daily commutes to work. No matter what obstacle was thrown at us, the team was ready to hurdle them — I was inspired to see their dedication and efforts to be here for the animals every day.

As we rebuilt, partnership was crucial. We recognized that we can't directly help every animal in need. With your support, we expanded our grant program to aid our partners in placement and their efforts to support animals who the OHS cannot always help. The program has helped hundreds of wildlife, wild birds, farm animals, cats, dogs and small animals that we weren't in a position to help.

We developed partnerships with local colleges, supporting a new generation of learners readying themselves for a career working with animals. Many veterinary technicians and assistant technicians spent time at our shelter, learning about animal care. We need to do our part, to build the next generation of team members for Ottawa's homeless pets and pets who have already found their forever families.

As the economy worsened, the demand for our pet food bank grew. Through our partner, the Ottawa Food Bank (OFB), your support distributed thousands of kilograms of pet food to owners in need.

We re-engaged with many community organizations as they also emerged from the pandemic: relaunching our Newcomer program and Pet Savvy program,



Our team helping the animals by lamplight during the power outage of the May 2022 storm.

to provide newcomers to Canada and income-challenged pet owners with information and tools to support pet ownership and keep pets healthy in our community.

More animals came to us this year. We are not at pre-pandemic numbers, but the trends are concerning. Clients surrendering loved pets because they can't access or afford timely veterinary care; a growing influx of rabbits — for whom there simply are not enough homes; and more dogs coming in with challenging behaviour issues.

With more pet owners struggling financially, we dropped our surrender fees, to make what is already a difficult decision just a bit more bearable. To respond to our community's changing needs, we increased offerings for dog owners having difficulties with their pet's behaviour. At the end of the fiscal year, we piloted our new wellness clinic — a program to provide preventive care to pets whose people typically wouldn't be able to access the services. This initiative represents a significant step forward, as we reach into our community to serve more animals, by helping at both ends of the leash.

And as always, we continued to advocate: for the horses who suffer during transport overseas only to be slaughtered; to protect dogs from irresponsible import practices; for a better future for all neglected and abandoned animals in our community.

Time and time again, our team has stepped up, relentless and determined. I am grateful for their kindness, their compassion, and their commitment. And I am grateful to you, for making our work possible.

*Sharon Miko*  
President & CEO



# By the Numbers: You Save Lives

In 2022/23, Ottawa Humane Society veterinarians performed **2,054** surgeries on Ottawa's homeless animals. We completed:

**Spays and  
neuters  
1,914**

**Dental  
procedures  
523**

**X-rays  
543**

**Diagnostic  
procedures  
416**

**Surgeries  
Completed**

2022/23	2,054
2021/22	1,341
2020/21	1,022
2019/20	2,804
2018/19	2,982

## You Keep Families Together and Prevent Pet Overpopulation

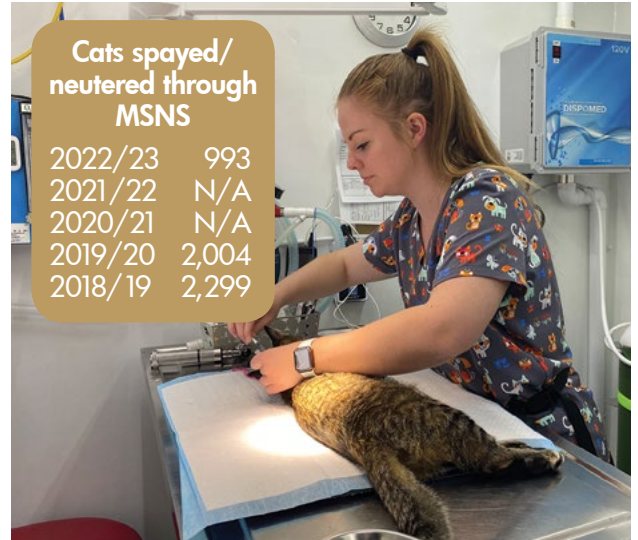
The OHS Mobile Spay/Neuter Service (MSNS) was put on hold during the public health crisis and resumed this life-saving work in April 2022. As you know, sterilizing a pet is absolutely essential as it helps prevent pet overpopulation, addresses some behaviours that may cause a family to no longer be able to care for their pet, and prevents life-threatening conditions like pyometra. Thanks to your incredible support, this crucial surgery is available to cats in Ottawa whose families would not typically be able to access the service.

This year, we were able to host spay/neuter clinics at the OHS and roll into the community to meet pet owners where they need us most. It's only because of your support that we can keep up with demand and help every cat and family who needs us.

You are helping to keep families together and helping to reduce the number of homeless animals in Ottawa!

### Cats spayed/ neutered through MSNS

2022/23	993
2021/22	N/A
2020/21	N/A
2019/20	2,004
2018/19	2,299



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

## Making a Huge Impact on Animal Lives

OHS veterinarians are supported by a number of incredible volunteer veterinarians. In 2022/23, volunteer veterinarians donated 389 hours to saving animal lives. They not only provided much needed consultations, but also performed several spays and neuters, including complicated emergency procedures.

### Thank you:

Dr. Andrea Leask  
Dr. Kristen Flegel  
Dr. Don Caldwell  
Dr. Janet Biggar  
Dr. Glenys Hughes  
Dr. Allison Cooper  
Dr. Missy Westgate  
Dr. Kelia Bascom  
Dr. Emma Verrette

## Saving a Sweet Dog from a Life-Threatening Infection

Harley, a sweet, four-year-old Presa Canario, came to the OHS with a condition known as pyometra — a life-threatening infection in her uterus. Harley needed an urgent surgery and spent several days recovering in the OHS critical care unit.

Harley was safe, but she still had a long way to making a complete recovery. Her knees were causing her pain, and she needed a specialty surgery to ensure she could live her best life. After surgery, She faced another obstacle — she needed the love and care of a foster home to



speed along her recovery, and she had to go to a home without any stairs. She needed a very specific foster home and with your help, we reached deep into the community and found the perfect place for her.

Harley had a long stay with her foster family while receiving ongoing treatment and checkups at the OHS.

After many months, she was finally ready to find her forever home and is now living with a loving new family. Thank you for making second chances possible for animals like Harley.

# Finding New Homes for Pets in Need

## Pets Adopted

### Cats and kittens

**1,819**

### Dogs and puppies

**329**

### Other pets

**448**

### Total

2022/23	2,596
2021/22	1,632
2020/21	1,278
2019/20	3,680
2018/19	3,909

## Second Chances YOU Made Possible

Second chances happen in forever homes with loving families. You make these matches possible and you also help with everything that comes before that perfect match — and that’s a lot. It all starts when the animal first comes to the OHS, whether they were found lost and all alone or they were brought in by a family who made the heartbreaking decision that they could no longer care for them.

First, we learn as much as we can about each animal, their history, medical needs, behaviour needs, and what obstacles they must overcome before finding their forever homes. Some of the most common medical needs are a spay/neuter surgery and dental care, but all kinds come to the OHS, and thanks to you, we are equipped to handle many different issues.

As we’re working to figure out each animal’s specific needs, we’re also taking care of them every day. Food. Water. Shelter. Hygiene. Enrichment. Each animal needs these every day and they wouldn’t have any of it without you.

Finally, perhaps the most important milestone of all, the adoption appointment. Once we have a family who may be a suitable match for an animal, we will schedule them to meet with the animal and an adoption counsellor to make sure it is a perfect match. If the appointment is a success, the animal goes home with their new family and we have a number of supports in place from training classes, education and more to make sure it’s a match that will last forever.

As you can see, there’s a lot you do for the animals. And here is a sample of some of the second chances you made possible in 2022/23.



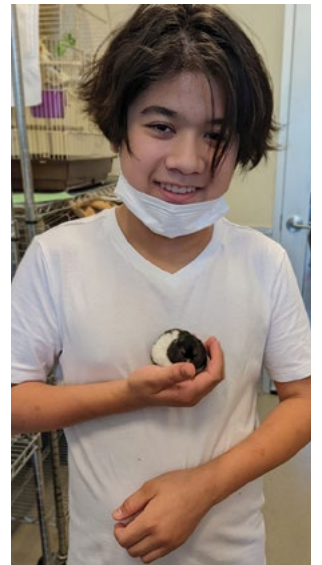
Lucky, adopted June 2022



Rascal, adopted August 2022



Skittles, adopted July 2022



Sammy, adopted July 2022



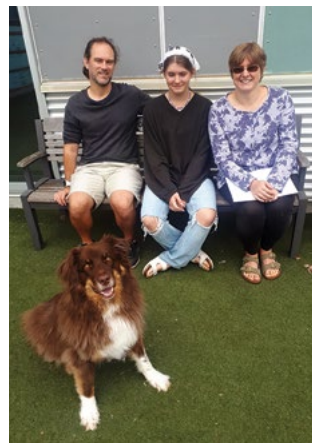
Monkey, adopted September 2022



Hershey, adopted November 2022



Freckles, adopted March 2023



Llewyn, adopted September 2022



# Doing More for the Animals, Together

Thanks to you, there is a safety net for animals in Ottawa. Through our Partner Support program, 12 animal welfare organizations received \$44,650 that helped close to 600 animals whose needs were beyond the scope of what the OHS can reasonably provide.

This included dogs with breed-typical medical or behavioural needs, animals who needed longer term support such as neonatal care, chronic medical conditions, and behaviour concerns that could be safely addressed in a home environment not available through our own foster program, and wildlife and livestock that the OHS is not equipped to care for.

Before transferring a pet to one of our partners, we provide routine care (spay/neuter, microchip, vaccines, deworming), pre-placement diagnostic testing that is within our resources, up to three weeks of prescribed medications, and \$250 to assist with the animal's next steps. When we have the resources, we also receive animals from our partners to help their capacity and make even more second chances possible.

Working together, so much more can be done for Ottawa's animals.

## Pets Transferred

Through partners and other sheltering organizations:

In  
**70**

Out  
**37**

## Saving a Mom and Her Puppies

This is the smile of a proud and happy mom. Charlotte and her puppies want to give you a huge thank you! She was transferred all the way from Iqaluit, pregnant and ready to bring new puppies into the world. Thanks to you, she did not have to do it alone. You made it possible for Charlotte to find a warm and safe refuge, with loving staff and volunteers to help her when she needed it most.

Charlotte received a full checkup and the care she so desperately needed. Safely at the OHS, she gave birth to seven beautiful and healthy puppies. Thanks to you, they received



essential medications, vaccinations, and spay and neuter surgeries to prepare them for their forever homes.

The future for Charlotte and her puppies is certain; they each have a loving new home and family of their own to spend a lifetime with. Animals like Charlotte and her puppies depend on you for a second chance at a happy life. You make miracles for Ottawa's animals possible.

On behalf of Charlotte and her seven pups, who have all completed forever families of their own, thank you for being their hero!



# OHS Life-Saving 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

Live release rate:  
**79.5%**

**98%**  
placement rate  
for treatable/manageable  
cats and dogs

**99%**  
placement rate  
for treatable/rehabilitatable  
cats and dogs

Of the 1,029 pets that were humanely euthanized, 29 per cent were owner requested for serious medical or behavioural issues; 52 per cent had serious medical issues; 16 per cent had serious behaviour issues such as aggression or extreme fear; and 3 per cent had a combination of medical and behaviour issues.

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.

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

## Pets Received 2022/23

Cats and  
kittens  
**2,585**

Dogs and  
puppies  
**1,039**

Other pets  
**573**

Total  
**4,197**

Total	
2022/23	4,197
2021/22	3,236
2020/21	2,585
2019/20	6,033
2018/19	6,421

Total number of pets adopted,  
returned to their owner or  
transferred to a partner:

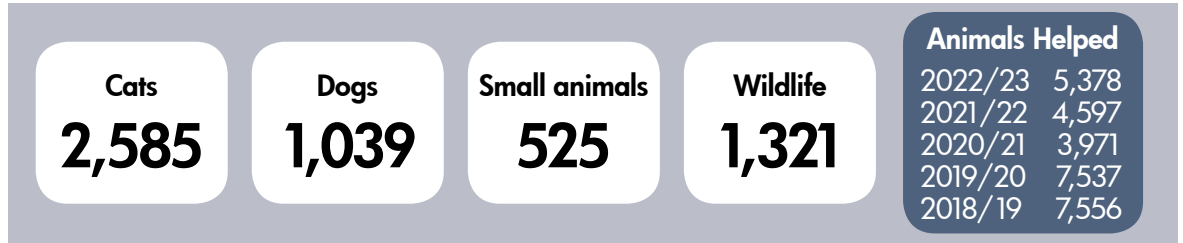
**3,195**



# Thank You for Helping 5,378 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, Mobile Spay/Neuter Service and our Partner Support program.

The OHS is a safe haven for Ottawa's homeless animals. Because of you, animals in need receive life-saving care. This past year, the OHS admitted 1,232 animals surrendered by their owners because they could no longer care for their pet, and we cared for 2,038 stray animals.



## Pets Reunited

Cats and kittens  
**167**

Dogs and puppies  
**422**

Other pets  
**10**

### Total

2022/23	599
2021/22	441
2020/21	690
2019/20	565
2018/19	710

## Keeping More Pets with Their Families

We often receive calls from struggling pet owners to ask if the OHS can provide veterinary care for their pet — often for a condition that earlier intervention might have prevented. Thanks to you, we held our first wellness clinic to help these families stay together.



and their overall health. We also gave them their core vaccines, de-wormer and microchips.

The services are preventive, helping to lower the chance that the pet will need emergency veterinary care in the future and keeping pets out of the shelter and in a home where they belong.

In March 2023, we offered our first-ever wellness clinic and provided wellness exams, core vaccinations, microchips, and a few other basic veterinary services to nine cats and dogs whose families were not able to afford veterinary care. We also shared how to keep their pets healthy and signs of illness to watch for.

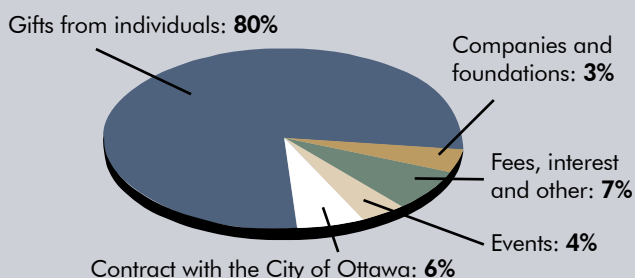
Like the Mobile Spay/Neuter Service, wellness clinics are heavily subsidized, only possible because of your care. Your generous support will lead to fewer animals suffering, and will help to keep more pets in the homes where they are loved.

Winter and Hope, two kittens who were close to six months old, are two of the animals who came to the clinic. We checked their heart, eyes, ears, teeth

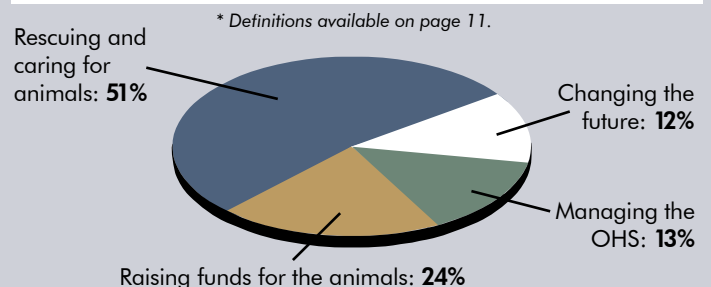
Wellness clinics are the next step in our mission to help more families stay together. We are here for every animal who needs us, and we will do whatever we can to keep pets with families who love them.

## 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\*.





# Happy Tails — YOU Made Possible

OHS helped: 171 dogs and 1,042 cats through advanced enrichment and targeted behaviour intervention plans devised by our intervention services team.

## Two Brothers Who Came Out of Their Shells Because of You

Xiaobao and Dabao are two extremely shy and fearful brothers who came to the OHS. It was clear that they were not comfortable in the shelter. Whenever our team entered their room, they would run and hide, stressed from the activity and company. We quickly arranged a foster home for the pair and enrolled them in our Shy and Fearful program. With the oversight of our intervention services team and a dedicated foster volunteer, the brothers went through an incredible transformation.

During the first two weeks of their stay with a foster volunteer, Xiaobao and Dabao mostly continued their anti-social behaviour — staying out of sight and avoiding contact

whenever possible. But after two weeks, the cats made an incredible breakthrough. Their foster volunteer walked in to greet them and rather than running away, they stayed put, accepted pets and attention, and Dabao even rolled over to show off his belly.

The pair made great progress each day. They became more and more social, playing with toys and even seeking attention at times. It was clear they were ready to find their perfect forever home, and thanks to you, they found just that — together.

Thank you for making a difference for animals like Xiabao and Dabao who need lots of time and attention to come out of their shells and show off their wonderful personalities.



## From Disaster to a Happy Ending

At the tender age of five, Isabelle, a sweet German shepherd, did not expect her whole world to get turned upside down. A car struck her and she was found all alone in a ditch, terribly injured and in awful pain. The collision shattered her pelvis and shredded her paws. She was carried into the OHS on a stretcher, whimpering the whole way.



As bad as this may seem, you made sure Isabelle had somewhere safe to go to get the care she urgently needed.

She was immediately given pain medication to help her feel more comfortable. A collision with a car can cause a lot of damage. Our veterinary team carefully examined and X-rayed her. X-rays revealed her broken pelvis and the possibility for another condition known as pneumothorax, where air is trapped between the lungs and the wall of the chest — making it difficult to breathe. We carefully monitored for the condition, and thankfully she was

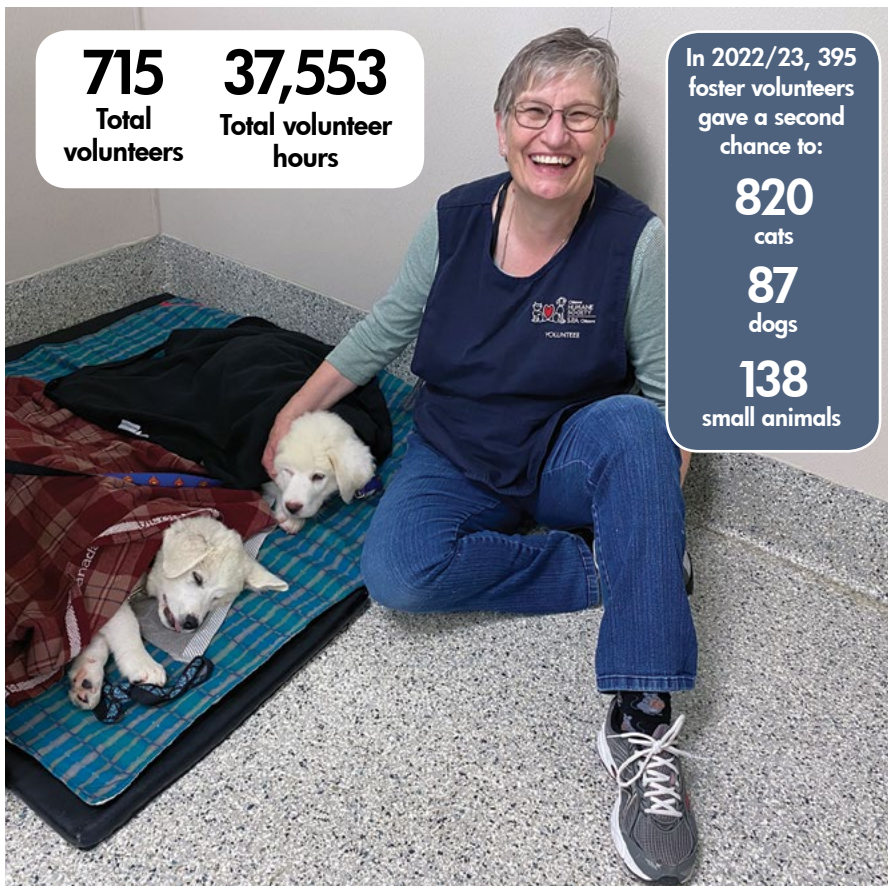
breathing normally, but she still had a very long road to recovery, and she needed the close attention that only a foster home could provide.

Thanks to you, Isabelle was able to receive surgery to mend her broken pelvis and the care she needed to heal her wounded paws. You made sure there was somewhere she could rest, recover and regain her strength.

Now, Isabelle has found her forever home! None of her incredible journey would have been possible without you.



# Thank You for Your Gift of Time



## Volunteers Save Lives

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 volunteers lend administrative skills to support our team. 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 foster volunteers provide care, refuge and love to countless animals. Our driver and event volunteers are indispensable.

A huge thank you to those who give their time to help the animals, we couldn't do it without you!

## No Pet Too Big or Small

We've told you about the many cats and dogs you've saved. Stories of complex surgeries, miraculous recoveries, and turning around particularly challenging behaviours. You do so much for Ottawa's cats and dogs, and on top of that work, you also save Ottawa's small animals.

Since late 2021, we have had an unprecedented number of rabbits in our care — searching for their forever homes. Thanks to you, each of these bunnies receives the regular, daily care they need to live happy and healthy lives.

In addition to ongoing care, rabbits receive a spay/neuter

surgery before they find their forever home, helping to prevent rabbit homelessness and overpopulation.

In 2022/23, we also introduced the small animal enrichment program. Everyone knows cats and dogs need regular play time to be happy and healthy. Small animals have the same needs and volunteers help socialize small animals, stimulate their bodies and minds, help them be more comfortable with being handled, and increase their adoptability

Because of you, so much more can be done for animals of all shapes and sizes.



# Ending the Cycle of Homeless Cats

The issue of homeless cats is one that Ottawa and the OHS have constantly grappled with.

With the support of our community, the OHS has taken many steps to address cat homelessness — from our Mobile Spay/Neuter Service and microchip clinics, to marketing and education campaigns on pet safety and identification.

But so many cats still come to the OHS, and our partners see the same trend. We have to do more. In November 2022, the OHS brought together community partners interested in curbing cat homelessness, and hosted a first-ever Community Cat Summit.

Led by renowned wildlife biologist Dr. John Boone, the summit explored how we can compassionately and effectively end Ottawa's cycle of homeless cats.



Ending cat homelessness is a complex problem, but one we — with your support — believe we can solve.

While there were many important takeaways from Dr. Boone's presentation, the most heart-wrenching was that the greatest victims — and those least seen — are the many young kittens born outside who suffer and lead lives that are cut horribly short.

Together, we must change people's views on cats in our community and our responsibility to these animals. We must support efforts for sterilization, and for providing a safe world for cats to live in: either indoors, or outdoors safely supervised by their owner. Until then, too many cats will continue to suffer. It's another step in a long journey, but one that is so worthwhile and only possible because you care.

## Stray Cats Reunited With Their Families

2022/23	13%
2021/22	13%
2020/21	9%
2019/20	8%
2018/19	8%

## Kicked to the Curb

The outdoors is no place for a cat. Even more so when the cat doesn't have a place or a family to call home. Peanut, a sweet four-year-old cat, was found lost and all alone in a parking lot. But that wasn't her only trouble. When she arrived at the OHS, we found some unusual bruising on her stomach.

No matter how she was injured, we're glad that there are caring people like you looking out for Peanut and animals like her.

Thanks to you, Peanut was able to receive pain medication to ensure she could rest and recover from her injury. But our veterinary team made a worrying discovery: Peanut wasn't standing on her hind legs. A thorough examination revealed that she would need a femoral head and neck ostectomy — a surgery that removes the head of her femur.



Peanut has gone through many ordeals, but thanks to you, she made an incredible recovery and found her forever family. Thank you for making happy endings possible for Ottawa's animals.



# Building the Next Generation

Because of you so much can be done for the animals today, and the animals of tomorrow. The best place for an animal is in the loving care of their forever home, and you're helping to create the responsible pet owners of the future.



future for Ottawa's animals. The kids pick up basics of looking after a pet and how they can help care for their pets at home. Thanks to you, we can

also ignite their curiosity and their compassion — creating the next generation of animal advocates who will look after tomorrow's animals.

You're making a difference for the animals today and the animals of tomorrow.

In 2022/23 406 children came to the OHS for camp to learn about animals and how they can be the best pet owners possible.

Summer camp at the OHS is a cornerstone for building a better

## Definitions of How Resources are Used to Help the Animals

### Rescuing and caring for animals

Funds that go directly to providing life-saving veterinary treatment, 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

## Glossary

### Admitted to the OHS

Refers to an animal arriving at the OHS whether as a stray, surrendered by their own owner or in protective care.

### Behaviour

How an animal acts in a situation. For example, a dog who barks or lunges at other dogs, people or animals may need support to manage their behaviour. A cat who is affectionate towards people and other animals and is comfortable being touched likely does not need support for their behaviour.

### Community

Residents living in the National Capital Region.

### Care

Meeting the basic needs of an animal (food, water, shelter), their veterinary needs and their mental and behavioural needs.

### Forever home/family

The person or people who adopt a pet from the OHS.

### Homeless animals

Animals who do not have a legal owner.

### Overpopulation

Occurs when there are more pets than people willing to adopt them. Often results in a higher number of animals sheltered at the OHS.

### Protective care

Occurs when an owner is unable to take care of their pet as a result of a medical emergency, house fire, incarceration or other circumstances. The OHS temporarily cares for the animal while the owner makes separate arrangements for the animal.

### Surrender

When a person transfers ownership of their pet to the OHS.

### Turned away

To deny admitting an animal to the OHS. The OHS does not turn away animals, but may schedule a date to admit the animal depending on their needs and the OHS's resources.

# 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: **4,989**



Average number of newsletters distributed per issue: **28,697**



Number of e-bulletins issued: **114**

### Facebook Likes

2022/23	65,048
2021/22	63,677
2020/21	60,125
2019/20	53,750
2018/19	49,696

### Twitter Followers

2022/23	12,108
2020/22	11,914
2020/21	11,239
2019/20	11,000
2018/19	10,533

### Instagram Followers

2022/23	23,951
2021/22	22,448
2020/21	20,406
2019/20	18,000

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



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

## Ottawa Humane Society Supporters

### Visionary +

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

### Visionary

- Doherty and Associates
- Enterprise Holdings Foundation
- Foxpoint Foundation
- Goudge Family Foundation
- OHS Auxiliary
- Ottawa Citizen (Post Media)
- Ottawa Community Foundation Donors
- Ren's Pets Head Office
- Strategic Charitable Giving Foundation Donors
- VCA Canada

### Leader

- Benefaction Foundation Donors
- Charities Aid Foundation Canada Donors
- David Burns & Associates
- Emond Harnden LLP
- Mark Waters Charitable Foundation
- Ottawa Humane Society Employees
- Ottawa Animal Emergency & Specialty Hospital
- Phyllis and James Brown Family Fund
- Private Giving Foundation Donors
- Sanddiver Books Inc.
- Scott Island Foundation
- The Polisuk Family Foundation
- United Way of Greater Toronto Donors
- Walmart Canada Corporation



### Guardian

- 1155599 Ontario Limited
- 20Eight Digital
- Alterna Savings
- BMO - Affinity Card Partnerships
- Halpenny Insurance Brokers Ltd
- Huntington Properties
- Irving Consumer Products
- Mobile Giving Foundation Canada Donors
- Orangutech Inc.
- Orleans Veterinary Hospital
- Simply Nailogical Inc.
- TPG Technology Consulting Ltd.



245 WEST HUNT CLUB ROAD, OTTAWA ON K2E 1A6  
[WWW.OTTAWAHUMANE.CA](http://WWW.OTTAWAHUMANE.CA)

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Thanks to you, the OHS Emergency Pet Food Bank provided more than 1,200 kg of dry food and 1,800 cans of wet food to pet owners in need. You're helping families stay together.