

OTTAWA HUMANE SOCIETY

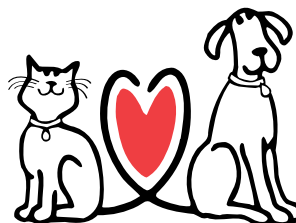
Annual Report



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.

**2023
2024**

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



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

Making Dreams Reality

You, Ottawa's caring community and the Ottawa Humane Society team all share something in common: wanting to build an even better tomorrow for animals and the people who love them. This past year has shown that Ottawa's love of animals is stronger than ever and that people who care are ready to step up and build a more humane and compassionate community for all.

We couldn't be more grateful for your steadfast support, as our community is facing mounting challenges that threaten to drive a wedge between pets and their families. In this report, you'll find many stories of animals whose second chances you made possible, families and their furry friends you are supporting in Ottawa's community, and the incredible impact you've had on Ottawa's homeless animals.

Last year, your support launched wellness clinics, delivering preventive veterinary care to pets of families who otherwise wouldn't be able to access these services. This program, alongside the OHS Emergency Pet Food Bank and the Mobile Spay/Neuter Service, saw increasing demand throughout the year. You ensured more people were able to access these services and that more pets can stay with the families who love them.

Our data showed a clear need for our services, but we also needed to hear directly from the community what the biggest issues were facing pets and their people. We launched a community survey in fall 2023 and received more than 3,000 responses. Ottawa was loud and clear in wanting more to be done to improve animal welfare through greater laws and protections, action to end Ottawa's cycle of homeless cats, more

options and better outcomes for the homeless animals who depend on the OHS, and, overwhelmingly, more programs to support families experiencing financial hardships in keeping their pets.

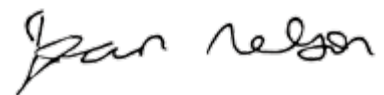
With this essential feedback, we created our new five-year plan to build a better future for Ottawa's animals. The focus: helping at both ends of the leash, keeping pets with the people who love them.

Our plan is ambitious and reflects the needs of the community, and the tomorrow that many of us dreamed of — which Ottawa's animals desperately deserve. Your incredible commitment and the efforts of our caring team have shown that this dream can be a reality. You have helped provide for the increasingly complex needs of the animals arriving at the OHS and ensured that animals can find their forever homes even faster. You have built a safety net for animals in Ottawa, ensuring that no matter the size or shape of the animal, they will be able to find a second chance. You have given a voice to the voiceless and helped to secure key protections that prevent suffering for animals in Ottawa and beyond.

You and the dedicated team at the OHS made last year a great year for the animals. Thank you for your continued commitment to the animals who need you most. We are so grateful for your compassion and making life-saving work possible.



Sharon Miko
President & CEO



Jean Nelson
Chair of the Board



"You made last year a great year for the animals."

By the Numbers: You Saved Lives

A Dog in Need and a Broken Machine



Boris and the machine

Boris is a handsome, four-year-old boxer mix, and we gave him a routine dental procedure — X-raying his mouth to figure out exactly what kind of treatment he might need. Once he was sedated, we placed a delicate sensor in his mouth. Suddenly, he twitched, pinched the machine with his teeth and managed to irreparably break the equipment.

Without the machine, our veterinary clinic risked falling behind in providing dental care and animals would face an even longer wait before finding their forever home.

The unexpected cost was great, but so was the response from OHS donors. We reached out for help in purchasing new equipment, and donors came through for the animals in a big way. Your support fully covered the cost of the new X-ray equipment and ensured that Boris and more animals like him could receive the essential dental care they needed to find their perfect forever homes.

You'll also be thrilled to know that Boris is now living happily ever after with his forever family. We can't thank you enough for your selfless generosity.

Thanks to you, the animals received:

Spays and neuters: 2,312

Dental procedures: 634

X-rays: 616

Diagnostics procedures: 314

Surgeries completed:

2022/23: 2,054

2021/22: 1,341

2020/21: 1,022

2019/20: 2,804

With your support, in 2023/24, OHS veterinarians performed 2,463 surgeries on Ottawa's homeless animals.

Making a Huge Impact for the Animals

OHS veterinarians are supported by a number of incredible volunteer veterinarians. In 2023/24, volunteer veterinarians donated 300 hours to saving animals.

Thank you:

Dr. Andrea Leask

Dr. Don Caldwell

Dr. Glenys Hughes

Dr. Rob Clark

Dr. Allison Cooper

Dr. Emma Verrette

Dr. Perminder Bansal



You Found New Homes for Pets in Need

Second Chances YOU Made Possible – Ottawa’s Celebrity Cat



Link with his new best friend.

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.

Link was a sweet cat who had been waiting for his forever home for more than nine months! The holidays were approaching, and you

made sure he could spend them with a family who loves him.

Thanks to you, Link became an overnight celebrity. He wasn’t just the cat who had been waiting the longest for his forever home, he was Ottawa’s most famous cat. You rolled out the red carpet for him and helped Link place his star on the celebrity walk of fame.

The community responded in a big way to Link’s story. After waiting for months and months, he was adopted in just a few days following his rise to stardom.

Link is just one of the many animals you saved. Here are more of the second chances you made possible in 2023/24.

Total pets adopted:

2023/24: 2,962
2022/23: 2,596
2021/22: 1,632
2020/21: 1,278
2019/20: 3,680

Pets adopted:

Cats and kittens: 1,921
Dogs and puppies: 573
Other pets: 468



Alma, March 2024



Cooper, March 2024



Junior, November 2023



Beluga, February 2024



Kuzco, December 2023



Melly, October 2023



Luna, August 2023



Mocha, June 2023



Pepsi, July 2023



Bouncy, May 2023

Feline Flood – How You Helped More Than 90 Cats and Kittens in a Few Days

Last fall, more than 90 cats were admitted to the OHS in just a few days, and you were there to protect them. The unexpected surge of cats put a strain on our resources, but thanks to your incredible support, no cat was left behind.

The needs of the cats varied wildly. OHS veterinarians examined and assessed each one, charting out and planning the care they would need for a happy, healthy future with their forever family.



A pair of kittens found lost and alone at Tanger Outlets were among the 90 cats brought to the OHS in just a few days.

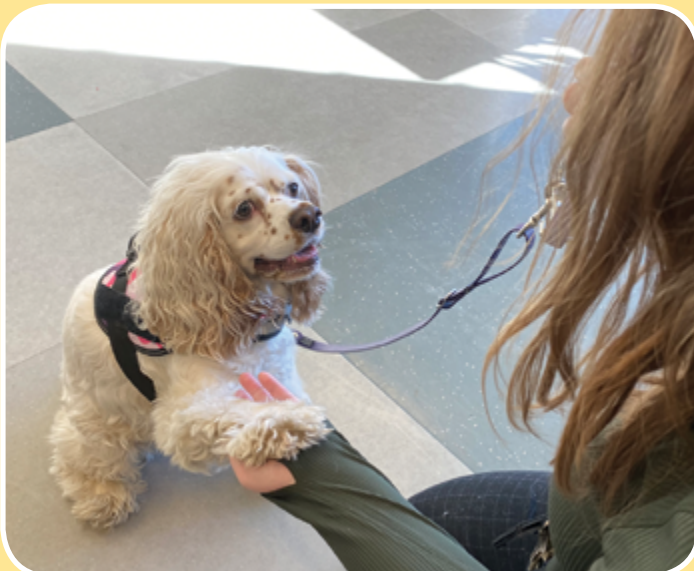
One tale that stole the hearts of our team and the community was a pair of kittens who were found lost and alone at Tanger Outlets in Kanata. They came to us with a cat cold (or an upper respiratory infection) and needed close monitoring through days of sneezes and eye goopies. Now the kittens have found their perfect forever homes!

Thanks to you, there was somewhere safe for these cats to go to receive the care and support they so desperately deserved.

Thank you for being there when the animals needed you most and helping to keep our community's cats safe.

Thank you for helping 6,685 animals in need.

3,046 cats
1,526 dogs
657 small animals
1,456 wildlife



You're Supporting the Bond Between People and Pets

244 dogs attended OHS dog training courses with their people

126 people attended OHS pet first aid courses

379 people attended OHS Pet Loss Support Groups

942 people attended online webinars for specialty topics in pet behaviour

Life-Saving Statistics

Thank You for Helping 5,229 Pets in Need

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 1,832 animals surrendered by their owners because they could no longer care for their pet, 2,841 stray animals and 556 from other sources. This includes:

Cats:	3,046
Dogs:	1,526
Small animals:	657

Pets Received

2022/23:	4,197
2021/22:	3,236
2020/21:	2,585
2019/20:	6,033

ZERO
animals turned
away

100%
placement rate
for healthy cats and dogs

Live release rate
77.6%

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.

100%
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.

98%
placement rate
for treatable/manageable
cats and dogs

Animals who are not healthy – and unlikely 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.

Of the 1,190 pets that were humanely euthanized, 27 per cent were owner requested for serious medical or behavioural issues; 56 per cent had serious medical issues; 12 per cent had serious behaviour issues such as aggression or extreme fear; and 5 per cent had a combination of medical and behaviour issues.

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

3,562



YOU Kept Pets with the Families Who Love Them

Number of pets microchipped at clinics: 221

You Gave Pets a Ticket Home



A microchip is small, but it makes a big difference in helping lost pets get home. In 2023/24, 64% of lost dogs and 11% of lost cats brought to the OHS returned home. You helped reunite more families. Thanks to you, pet owners can microchip their pet through the OHS, ensuring the pet has a ticket home if they get lost.

Your support kept pets with their people and helped Ottawa's homeless animals as fewer animals needed day-to-day care and the time and resources to find a new forever home.

Kaethe and her seven-month-old puppy, Winnie, are one of the families who needed the microchip clinic. Kaethe says that the microchip gives her peace of mind that if Winnie ever gets lost, she will have a quick way to return home.

Lost pets reunited with their families:

Cats and kittens: 146
Dogs and puppies: 453
Other pets: 1

Total

2023/24: 600
2022/23: 599
2021/22: 441
2020/21: 690
2019/20: 565

Cats spayed/neutered through mobile spay/neuter service*:

2023/24: 790
2022/23: 993
2021/22: N/A
2020/21: N/A
2019/20: 2,004

You Prevented Pet Emergencies

Last year, you supported six wellness clinics that provided health exams, core vaccinations, microchips, and a few other basic veterinary services to 82 cats and dogs whose families were not able to access veterinary care.

With donor support, these clinics are available to pets and families who usually wouldn't be able to access veterinary services. Your generous support has kept more pets in the homes where they are loved. Thank you so much.



OHS veterinarian Dr. Mary Thompson caring for a kitten at an OHS wellness clinic.

Pet food distributed through the OHS Emergency Pet Food Bank: 18,840 kgs.

Our food bank operated from the shelter and at agencies in the community. Our shelter's food bank alone distributed 30% more food than the previous year.

* Last year, the OHS, like many humane societies providing public veterinary services, had a shortage of veterinary staff to meet our demands. We expect to share positive growth next year!

You Went Above and Beyond for the Animals

How You Saved a Senior Dog

At 10 years old, Dew Drop should have been resting and relaxing in the comfort of a forever home, curled up in a dog bed and with a doting family to take care of her every need.

But she wasn't so lucky.

She was fighting for survival on the streets. There was no one to give her a proper meal or to take care of her lovely fur. When she arrived at the OHS, she was thin and her coat was covered in awful mats. We shaved away the worst mats to provide her some relief, but we made a terrible discovery.

One of Dew Drop's legs was badly injured and horribly infected. Our veterinarians quickly provided her pain medication and antibiotics. Examining her leg revealed that the injuries were too severe and we needed to remove her leg to relieve pain and ensure she could live her best life.

Thanks to your incredible support, Dew Drop had somewhere to go to receive shelter, life-saving care and love in her hour of need.

Now, because of you, Dew Drop is in a forever home with a family who will give her the care and love that a sweet, senior pet so desperately deserves.

You Brought Dave Out of His Shell

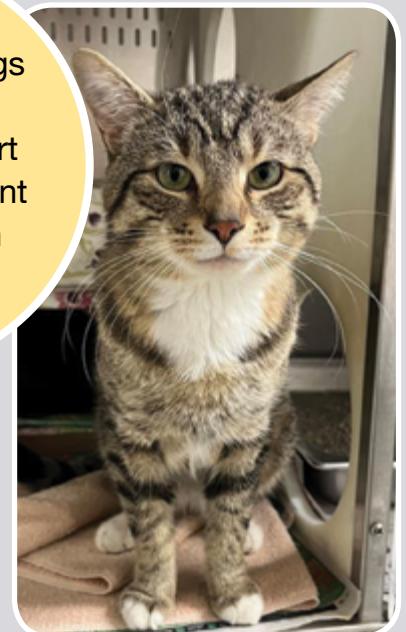
Dave, a sweet, three-year-old tabby, was found lost and alone with no one to care for him. We don't know for sure how long he had been by himself, but he was very nervous and scared when he first arrived. Thanks to you, Dave received support from our feline services team, who helped him become more comfortable around people. Little by little, he started coming out of his shell and showing off his big personality.

Soon he was ready for adoption, and because of you, he found his perfect forever home.

Dew Drop after recovering from surgery.



You gave 203 dogs and 1,125 cats behaviour support through enrichment and intervention programs.



A Huge Thank You to OHS Volunteers

You Saved Oodles and Oodles of Bunnies

Princess is one of the many bunnies you saved. She came to the OHS with a freshly born litter. We quickly placed her in a foster home to give her the comfort and space needed for this little family to grow up.

But Princess had a big secret, she was already pregnant with another litter and gave birth to even more baby bunnies in her foster home (20 rabbits total). Thanks to you, our foster



One of Princess' babies in the care of a foster volunteer.

volunteers have all the supplies and support they need to care for the animals in their homes. Princess' volunteer selflessly took on the extra litter in a stride.

Once Princess and her babies were ready, we ensured all the bunnies were spayed/neutered and started the search for their perfect forever homes. Thanks to you, animals of all shapes and sizes can get a second chance.

You Met Deep and Complex Needs

Increasingly, we're seeing more dogs come to the OHS with complex behavioural needs. The path to recovery for veterinary needs is often straightforward, but helping an animal overcome a challenging behaviour isn't so direct. Thanks to you, these pets have a pathway to success.

You make sure dogs can have their behaviour assessed and receive the support they need at the OHS before finding their forever home.

Loving foster volunteers give the animals a break from the shelter and the one-on-one attention that makes a huge difference for some of our more complex animals. Your support provides the food, veterinary care, and daily supplies an animal needs in a foster home.

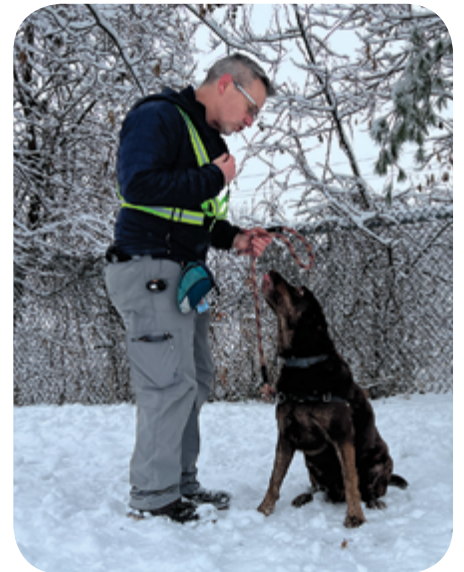
Dogs with complex behavioural needs are not the only ones who enjoy extra TLC. Our canine enrichment volunteers ensure that every homeless dog at the OHS receives the daily play and mental stimulation they need to stay happy and healthy.

You make sure so much more can be done for Ottawa's homeless animals, and we can't thank you enough for your support.

800 volunteers gave 45,292 hours to help Ottawa's homeless animals. Thank you so much. We couldn't do it without you.

In 2023/24, 402 foster volunteers gave a second chance to:

691 cats
125 dogs
109 small animals



You Helped Build Partnerships and Pathways to Save Lives



With your support, so much more can be done for animals in need.

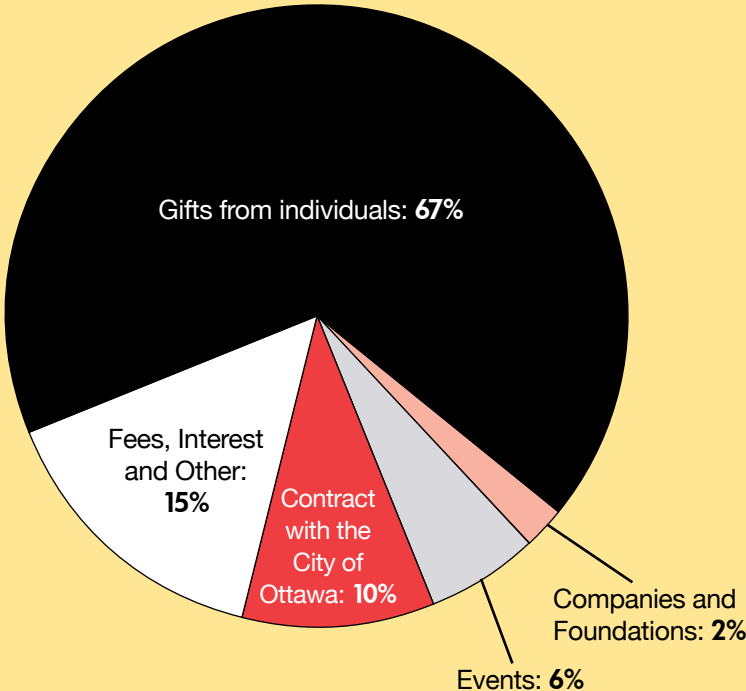
Thanks to you, the OHS provides grants to animal welfare organizations who help animals the OHS isn't equipped to care for. Cats and dogs whose needs were beyond the OHS's immediate capacity to support, farm animals, wildlife, wild birds and more — the program supported 3,589 animals last year.

You have also supported sterilization clinics that provided 58 essential spay/neuter surgeries for cats, dogs and rabbits in the care of our partners.

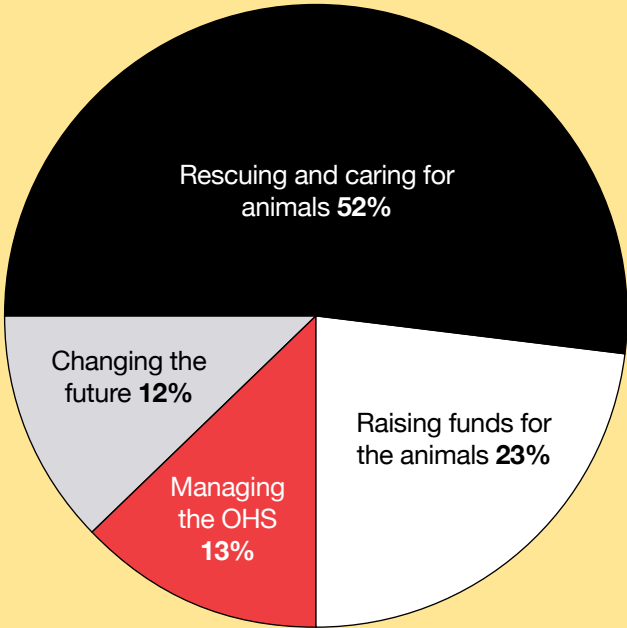
Thank you for creating a community of care for animals in need and building a more humane and compassionate community.

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 are available on page 12.

You Helped Build the Next Generation

Exciting New Opportunity for Teens



We often get calls from eager teens hoping for the chance to earn their volunteer hours at the OHS by helping animals in need. Your incredible support helped launch a new program that will give them that chance.

The new Youth Foster program sees teens care for OHS rabbits in their homes. During the pilot we sent nine teens home with rabbits, after they attended a workshop to learn how to be responsible rabbit caregivers. The group went over feeding requirements, proper handling techniques, daily enrichment and monitoring for medical concerns. It was a fantastic learning opportunity for teens interested in animal care careers or just wanting more experience with animals.

Number of kids reached through school presentations and camps*:

2023/24:	6,653
2022/23:	7,863
2021/22:	1,825
2020/21:	N/A
2019/20:	9,272

* Compared to the previous year, we held a similar number of presentations, but for smaller groups of kids. We expect to reach more kids through our programming this year.

Spending time in a foster home gives rabbits the chance to relax and get the one-on-one attention they deserve. It also helps their socialization and makes it easier to find their forever homes quickly.

You are engaging youth and building the responsible pet owners of tomorrow. Thank you for ensuring there is a caring community for the animals today and for generations to come.

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.



The OHS has achieved accreditation with Imagine Canada, demonstrating excellence in board governance, financial accountability, fundraising, staff management, and volunteer involvement.

The OHS has achieved accreditation with Humane Canada, demonstrating leadership in all aspects of sheltering, animal care, outreach, education and advocacy.

The Standards Program Trustmark is a mark of Imagine Canada used under license by the Ottawa Humane Society.

The Humane Canada Accreditation Program mark is a licensed mark of Humane Canada used under license by the Ottawa Humane Society.



Thank You to Our Supporters

The Ottawa Humane Society is privileged and humbled to receive support from thousands of individuals and organizations every year. We want to express our deepest gratitude for every gift, large or small. Your support helps Ottawa's homeless animals when they need it most.

To all who have generously contributed throughout the past fiscal year, we extend our heartfelt appreciation. You have led and continue to lead Ottawa in building a humane and compassionate community for all animals.

Visit ottawahumane.ca/supporter for the list of donors who contributed \$1,000 or more in the 2023-2024 fiscal year.

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.

