

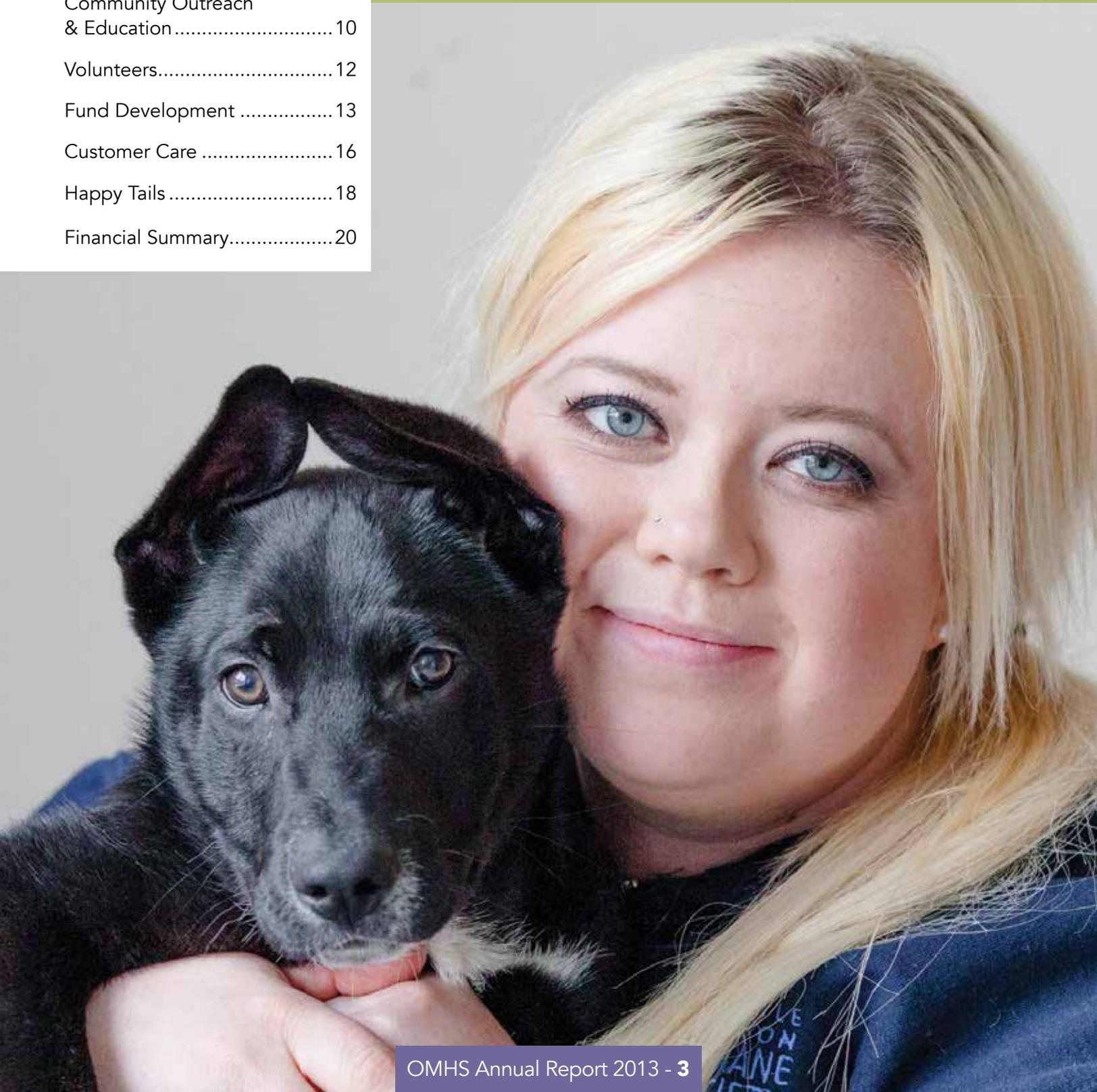
**PROTECT • CARE • EDUCATE**

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Jennifer Herbert, Animal Care staff, 10 years of service and Avocado an adoptable Labrador retriever cross puppy.

*The best thing about my job is knowing that I am working for a shelter unlike any other, one that gives as much time as needed to help homeless, neglected and abused animals find their second chance at happiness. Time can make all the difference in both human and animal lives.*





*Executive Director Kim Millan  
and her dog Sami.*

## EXECUTIVE DIRECTOR'S REPORT

Dear Friends,

When I think of 2013 and reflect back on everything that happened three words come immediately to mind: "Dedication" "Perseverance" and "Team Work".

These are the words that clearly describe 2013 and how the staff, volunteers and board members rallied together no matter what was thrown at them. There are so many examples but a few stand out more than others.

The year handed us some major catastrophes but through it all we persevered;

- Our one and only hydro pole was knocked down by a construction truck. Staff did not miss a beat. Our emergency equipment was immediately distributed throughout the shelter, flashlights, battery operated lanterns and headband lamps were put on. Animals were fed, cleaned and socialized; you would never know it was in the dark. Front desk transactions were back to basics, manual credit card sliders, cash and carry was our motto. Thank goodness for our smart phones to send and receive messages and dispatch animal control calls. Our partners Oakville Hydro and Answer Plus immediately stepped up to the plate; a generator was put onsite

until a temporary pole line could be set up. Answer Plus took all our calls and emailed to our smart phones to dispatch or return resident calls. When you looked around at staff, everyone continued on their daily tasks, the power outage was a minor blip in the scheme of things. We were a team, and we were prepared.

- Next, our water main was cut: now this did cause us some angst initially but then heads got together and a plan was laid out. Officers were dispatched to pick up large bottles of water for the animals. Bags of laundry were taken home by staff to look after. A "taxi run" was done every couple of hours for scheduled rest room breaks. Again new partners came to light; Whole Foods opened their doors to staff and Halton Region brought in cases of water and then parked a water tanker on site until the main was fixed. Staff & volunteers took it all in stride, those with cars offered to taxi others to Whole Foods or Tim Hortons for rest room breaks. Again, a plan was hatched and we managed it together.

- The phone is our life line so when the lines were accidentally cut, we relied on our partner Answer Plus and our cellular phones. All the grumblings about switching to an off site provider Google Mail became high praise by staff. We were never totally disconnected from the residents of Oakville & Milton. Once again we worked through it together.

But then great luck came our way and all the catastrophes were a dim faded memory. We were the recipients of a grant from Purina as part of their Evergreen Project. Our gardens and front dog pen became transformed; the day was filled with about 50 volunteers and staff all wearing sunscreen, sun hats and gardening

gloves. Together they dug, planted and watered the hundreds of new plants and shrubs. The difference was astounding, and the impact on our dogs was amazing as they are not as reactive as the cedars hid the fence line of the dog pen.

Team work was never so apparent than when we have animals that need to be cared for.

There was the Big Fish Caper when staff helped a gentleman re-home his beloved fish while he moved into a nursing home. What a day, multiple tanks all needing to be emptied, hundreds of fish transported to the shelter. Again a new partner emerges, Big Al's from Stoney Creek provided us the equipment we needed to set up properly at the shelter. Not sure how many fish were re-homed... it seems we have gained a few aquariums throughout the shelter.

A family of goats came for a short visit; entertained staff and ate copious amounts of carrots. Luckily, a staff member was knowledgeable about goats and willingly shared her knowledge with her colleagues.

Then the rescue of 100+ cats from Halton Hills. It all came together like clockwork. Everyone knew their place, whether it was on site removing the cats, providing triage support, driving the cats to the shelter or local vets or being back at base preparing for the delivery. A hundred crates were prepared with fresh food and water, a clean bed to sleep in and a clean litter pan. This was amazing to watch it all unfold. You could see the dedication in the eyes of staff, the volunteer driver who offered his horse trailer to transport all the cats, then Design Space Trailers that dropped off a Portable within hours of asking, Bucci Electricians who stepped away from his other job to come connect the new trailer with power. It was all

perseverance and team work.

And we cannot forget our donors who upon hearing of the plight of these cats opened their hearts and donations came in for their care.

This dedication to the animals goes beyond our boundaries as we reached out to our neighbouring communities during the Ice Storm offering support and equipment

as Halton Region prepared for families and pets being evacuated to Warming Centers.

Every day, something amazing happens here at 445 Cornwall Road in Oakville. Whether it is a family reunited with a lost pet, injured wildlife coming to us for care, a litter of kittens being born, a long term cat finds that forever home or a new volunteer or donor finds us. I use the

word Team Work but really shelter life is a family. Staff and volunteers and donors alike are all dedicated to the animals in our care. We will persevere in adverse times to help injured or abused animals and we will all do it together as a Team.

**Thank you for all you do to help us in our Mission to Protect. Care and Educate.**

## CHAIR'S REPORT

As Honour Board Chair and on behalf of the Board of Directors for OMHS, I would like to recognize the selfless and committed efforts put forward by the employees and management of this organization. I have worked and volunteered in a number of not-for-profit organizations, and have witnessed varying degrees of commitment from their employees. At OMHS, we have challenging budgets and funding that is often subject to the fluctuations inherent in the current economic and political environment. This often makes providing adequate financial rewards and recognition commensurate with the effort expended, more difficult. Despite these challenges, the professionalism of the staff and management of this organization is unprecedented.

Our staff, without notice, assume leadership roles daily in the care, management and rescue of a variety of animals, often homeless or in crisis.

I would like to share with you two very different examples which stood out to me last year and which exemplify the commitment that OMHS staff and Kim as their leader, demonstrate regularly.

Recently, we were involved in a difficult seizure of approximately 100 cats that were living in horrendous

conditions and were suffering to varying degrees from malnutrition and disease. These types of cases are dreadful and have an emotional impact for frontline responders. Once the situation was identified, our staff at all levels worked tirelessly, literally around the clock for several days and weeks to extricate the animals, tend to their medical and care needs and rehabilitate them. The "leadership" shown during this incident was exemplary. The OHMS team mobilized and engaged support systems in the community to secure the necessary resources to manage and successfully execute everything that was required to resolve the situation. This included communicating with the media and community, managing relationships with resource partners, ensuring humane treatment and support for the animals, promoting adoption initiatives to find caring homes, to name a few. These are leadership activities that define our officers and managers as professionals in their field. I am very proud of them as you should be.

When faced with budget limitations and funding issues, many people mentally "check out" and proceed to "go through the motions" of performing their daily tasks and activities. They accept the situation and do nothing to influence future outcomes. To the "leaders" at OMHS,

this was not an option. Rather than accepting the situation, Brenda and Kim and all of our employees rallied to develop creative initiatives to

raise funds and generate on-going revenues to support the organization and fund education and protection programs. For most of them, this is not part of their "job". Rather, it is what "leaders" do when times are difficult. I encourage you to seek out information and involve yourself in some of these activities. You will not only walk away from the opportunity with a greater appreciation of the organization but also the professionals that contribute to it.

As Board Chair, I am proud to be associated with an organization like OMHS. It has a purpose that is essential to the community and the constituents and animal population that we support. It is a well managed, professionally run organization and I believe that in the future it will continue to be a leader in providing strong protection and animal welfare.

Sincerely

Carol P. Johnston,  
Board Chair, OMHS



Board Chair,  
Carol Johnston



# Animal Care

Our Animal Care Department had an incredible year in 2013, with some of the most heartwarming and touching stories ever! From our registered veterinary technicians to our animal care staff, each person is dedicated to making life better for the thousands of animals that need our help.

Whether it is helping an older homeless beagle like Trevor find a forever home, or helping out another shelter that needed to find homes for beautiful little Italian Greyhounds our doors and our hearts were open to these special dogs...and many, many more.

Things were hopping in the shelter as bunnies rescued from the hoarding situation at the end of 2012 found homes, with an amazing 46 in loving forever homes in 2013.

2013 seemed to be the year of wayward homeless livestock as we placed 16 ducks and chickens in

sanctuary homes! We also had the pleasure of the company of a young goat we named "Betty Lou" who was part of our shelter family as we healed her injured leg. There were happy tears all around as Betty Lou left the shelter for a farm sanctuary, her leg healed, ready to enjoy the rest of her life!

September saw the Animal Care Department rise to the challenge of caring for the 106 cats that the Oakville & Milton Humane Society OSPCA officers removed from a hoarding situation in Halton Hills. Each member of the Animal Care Team worked tirelessly to make sure that each of these badly neglected cats was given somewhere soft to sleep, good food to eat, clean water to drink and the soft touch of a caring hand.

Your gift to the Oakville & Milton Humane Society makes it possible to say "yes" to each and every animal



that needs our help. You make all of this and much more possible each year and on behalf of each and every animal that needed our help in 2013...thank you.

## Wildlife

The Oakville & Milton Humane Society believes that all animals deserve the very best chance at "happily ever after" whether a pet, livestock or wildlife. As the

When you make a gift to the Oakville & Milton Humane Society you are making miracles happen...



communities we serve grow, more and more wildlife need our help each year and 2013 was no exception.

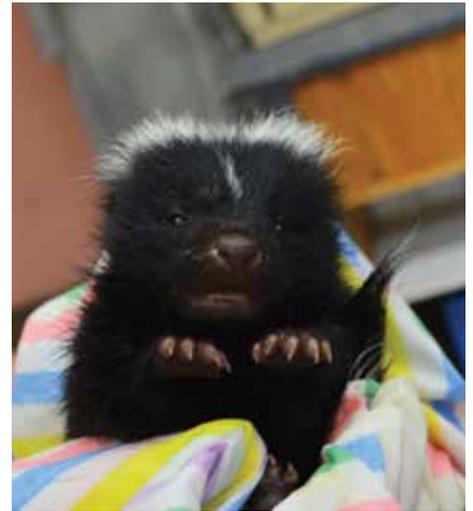
Foxes, in particular needed our help in 2013, as a skin condition called "mange" affected the local population. In all 10 foxes were saved by our Animal Protective Services Officers, triaged by our specially trained Registered Veterinary Technicians and driven to a wildlife rehabilitation centre by our Volunteer Wildlife Drivers. All of the foxes were treated and once healthy, released back to their homes.

Orphaned baby wildlife were a big part of shelter life in the Spring,

as compassionate folks brought precious wild cargo to our front doors in cardboard boxes and plastic containers. Our APS Officers were kept busy, coming to the aid of orphaned and injured wildlife in the community. Whether it was a tiny baby bird, squirrel, or bunny... little raccoon, skunk, possum or groundhog, all were carefully triaged by our Registered Veterinary Technicians and transported by our caring Volunteer Wildlife Drivers to wildlife rehabilitation centres for the very best chance to return to the wild.

When you make a gift to the Oakville & Milton Humane Society you are

making miracles happen for creature great and small, furry and feathered, winged or scaled and we are so grateful for your support!



~Paula Fleming, Lost and Found Department, 22 years of service and Cara, a 15 yr. old adoptable cat

*The best thing about my job is helping animals and people. From the pet that goes missing to the animal that has become lost and wandering, doing everything possible. This makes a difference, this saves lives.*



**The Charlie Fund is a special, designated fund of the Oakville & Milton Humane Society to provide emergency and specialized veterinary care to homeless animals in the care of the OMHS.**

Every year the need for our Charlie Fund grows as more and more homeless animals come into our care in desperate need of our help. In 2013 The Charlie Fund was there for all of these special animals...animals that, in many shelters, would never have a second chance at "happily ever after". Your gift to The Charlie Fund is a gift of hope...and the gift of life to injured and ill homeless animals.

In 2013, The Charlie Fund was able to help many dogs that came into our care suffering from painful skin conditions. One such dog was beautiful Sophie, a German Shepherd as sweet as she is smart. The Charlie Fund was able to pay for a diagnosis and the treatment of the skin conditions that caused this wonderful dog great discomfort. Today, Sophie is the much loved member of her "forever" family because The Charlie Fund was there for her.

In many shelters, a homeless cat like Simba, suffering from a urinary blockage and urinary tract infection there would be no good outcome. Thanks to donors to The Charlie Fund of the OMHS, cats like Simba get the lifesaving surgery and medicine they need and the forever family they so richly deserve. Today, Simba is healed and waiting for the "happily ever after" we know is out there for him.

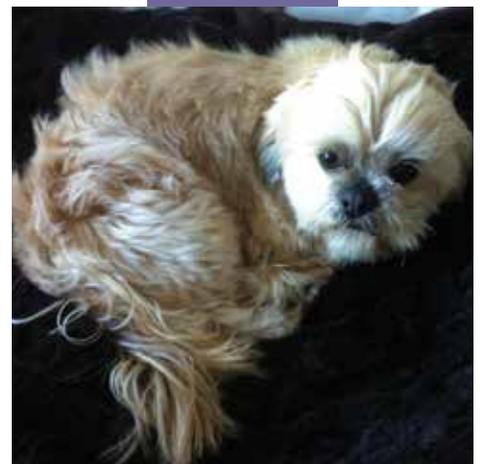
Tiny Halo was just a wee kitten when she came into the care of the OMHS with a badly broken jaw. The Charlie Fund was there for Halo, funding the surgery and treatment she needed to relieve her pain. Today, Halo is a wonderful big girl and the light of her forever family's life...all because you and others like you give to The Charlie Fund of the OMHS.

Each year The Charlie Fund Committee recognizes a veterinary clinic that goes above and beyond to help these special animals have a brighter tomorrow. In 2013 The Charlie Fund Award was presented to Oak Park Veterinary Clinic for the many surgeries and treatments they performed on Charlie Fund animals.



**~Andrea Barker, Manager, Animal Care, 28 years of service and Ferris an adoptable adult cat that received treatment through The Charlie Fund**

*The best part of my job is helping an animal in need get back to good health, feel great and find a new home. Connecting with some of the great people out there who adopt our animals and help them thrive.*





# ANIMAL PROTECTIVE SERVICES

Our Animal Protective Services Officers are the front line in our battle against animal abuse, cruelty and neglect. These compassionate men and women are there to speak for animals that cannot speak for themselves. In the course of their important work they may see things that others will never see... or want to see. Nothing could have prepared our APS Officers for what was behind the door of the house in Halton Hills in September of 2013.

Responding to an anonymous tip from a member of the public, OMHS Animal Protective Services Officer & OSPCA Agent Laura Mackasey obtained a warrant to enter the address on September 5th 2013. The smell was overwhelming and the stench of ammonia stung their eyes as they entered to find 106 cats, terribly neglected...many so timid and shy they hid from view.

As they began the task of rescuing the cats, sadly, they recovered the deceased bodies of 10 cats that we were too late to save. It is these cats that weigh heavily on the hearts of our Officers and everyone at the OMHS.

Staff and volunteers came together to help these horribly neglected cats. A local horse trainer came to the scene with a large horse trailer so that the cats could be safely transported back to the shelter. Once there a triage team of veterinary technicians, volunteer veterinarians and animal care staff worked quickly and gently, checking over each of the cats...sending some

to the emergency veterinary clinic and beginning the task of caring for all of these special cats. A special trailer was rented and set up onsite at the shelter to house all of these cats for as long as it would take for them to be ready for adoption.

The APS Officers returned again and again to the house, donning hazmat gear to protect themselves from the conditions inside the home. They didn't rest until they were sure that each and every cat was out of the house and into our care. Once sure, the task began of laying charges and holding accountable the person who had put the cats in such terrible living conditions.

Our Animal Protective Services Department is there for every animal that needs our help. It may be a hoarding investigation where we will protect them and be their voice in court. Often it is a wild animal, like the buck who found himself stuck in a fence and needed our Officer to free him. When the Shrine Circus came to Oakville, it was our APS Officer & OSPCA agent Laura Mackasey who attended to make sure that these animals were cared for under the OSPCA Act.

Wherever our APS Department goes, you as a donor to the OMHS go too... you stand beside them as they speak for those who cannot speak for themselves. Your gifts make it possible to be there for every animal that needs our help and we are thankful each and every day for all you do.



## Highlights 2013

By-Law Investigations:	428
Bites / DOLA:	71
Rescue Wildlife:	1864
Confined Dogs:	489
Unconfined Dogs/DRALS (Dogs Running at Large):	371
Confined Stray Cat:	799
Stray Domestic Other:	35
Cruelty Investigations:	450



~Brad Fielding, Animal Protective Services Department, 21 years of service and Norbert, an adult bearded dragon that is part of our humane education program

*The variety of calls that come in are always different so our days are never the same. You never know what type of animal you're going to see or what the circumstances surrounding them are. It's never a dull moment when we're working with animals.*



# COMMUNITY OUTREACH AND EDUCATION

For many in our community, their first contact with the Oakville & Milton Humane Society may be through our Community Outreach and Education programming. Whether they are teaching lessons of respect and compassion to children; bringing the unconditional love of a therapy pet to those in long term care facilities or manning a booth at a community event, our COE team takes our mission to the community...with incredible results!

In our ongoing mission to educate, we began a seminar series for adults that touched on a variety of animal-related topics, including: "how to choose a shelter dog" and "how to choose a shelter cat". The response was very positive and planning is in the works for upcoming seminars.

In 2013 we expanded our programming for teens to include a March Break Camp which focused on dog training. The teens gained valuable hands-on training experience and our shelter dogs

benefited from having multiple daily training sessions. We began a new weekly visit to the Syl Apps Youth Centre, taking along a therapy dog and rabbit to work with the teens at the Centre. It's amazing to see the connection between the youth and the animals. We have had very positive feedback from the Syl Apps Youth Centre staff regarding how valuable this program is to the teens in their care.

There were new education opportunities for the very young children of our community in 2013. The "Pat and Chat" program gave children aged 3- 13 the opportunity to spend an hour with a variety of

animals, interacting with them and learning more about them.

Our Kids and Critters Summer Camps continued to be a community favourite, with each week quickly filling to capacity... with a waiting list! Days filled with great guest speakers, crafts, games and lots of animal contact, made Kids and Critters Summer Camp the purrrfect way for animal loving kids to spend their summer days.

We always enjoy taking what we do here at the OMHS out into the community by participating in community events. New for 2013 was the shelter's participation in the Annual Easter Event at the Oakville Museum. Our humane education rabbit "McFlurry" joined in the fun and we were able to share valuable information about owning rabbits as pets through fun, interactive games for both adults and children.





~ Heather White, Manager Community Outreach & Education, 24 years of service and Flurry an adult Domestic Rex Rabbit that is part of our Humane Education program.

*The best part of my job is that I get to make a positive difference in the lives of people and animals ... every day.*

## EDUCATION

	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Preschool	2	6	6	10	13	0	0	2	6	1	2	0	48
Elementary	0	2	10	10	0	0			1	6	4	1	38
High School	0	0	0	0	0	0			0	0	0	0	0
Tours	2	2	1	2	0	2			0	0	4	0	13
Projects	2	2	2	0	0	0	0	0	0	0	1	0	7
Adult	1	1	1	1	1	1	1	1	1	1	1	0	11
Outside Camps			1			0	5	7					15

	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Patch	2	6	6	10	13	0	0	2	6	1	2	0	48
# of kids	32	96	91	155	195	0	0	18	92	16	34	0	729

# VOLUNTEERS

We were able to begin the programming funded by the Oakville Community Foundation at the end of 2012. The grant focused on providing meaningful programming for Youth with Mental Health issues and for Seniors with Dementia. We were able to make a positive impact on both these groups by using OMHS education animals, owned assessed therapy animals and volunteers who were able to make visits in the community.

We are always excited to have "Red Leaf" Volunteers visit the shelter. These amazing folks came from Germany, France and

Japan to volunteer in the shelter while holidaying in Canada. It's heartwarming to see that while we may all speak different languages,

we share a deep love and respect for animals that crosses every language barrier.



Jan.	The Total Wedding Show - assisted Fund Development
Feb.	River Oaks Family Day
March	Easter Bunny Presentation at the Oakville Museum/Indigo Fundraising Event - supporting the Fund Development Department
April	Milton Sports Center - Children's Programs
May	Assisted with Mutt Strutt - Milton Wellness Fair at the Town of Oakville
June	Microchip Clinic - Assisted the Animal Care Department by providing volunteers West River Residents' Association Picnic Falgarwood School Fun Night
July	Ren's Tent Sale - supporting Fund Development Midnight Madness
Aug.	No Events
Sept.	Oakville Mutt Strutt - supporting the Fund Development Department Fire Prevention Week Kick Off
Oct.	Microchip Clinic - Assisted the Animal Care Department by providing volunteers
Nov.	Pet Pics with Santa - supported the Fund Development Department (1)
Dec.	Pet Pics with Santa - supported the Fund Development Department (1)

## Total Volunteers at end of 2013

IN SHELTER	151
OUT OF SHELTER	280

## New Volunteers in 2013

Events	1
Education	5
Gardening	0
Cat Socializers	12
Cat Matchmakers	0
Dog Trainers	40
Foster Homes	32
Office Help	1
Small Animal Socializers	0
Wildlife Drivers	1
Kennel Help	33
Pet Therapy	6
General Driver	2
Donation Box/Poster Delivery	3
5 Co-ops	
4 Red Leaf Volunteers	

**Total Hours for 2013 5,894**



No one could make a greater mistake than he who did nothing because he could only do a little. -- Edmund Burke





## FUND DEVELOPMENT

2013 was a busy year for Fund Development, as the need was greater than ever in both of the communities we serve. Your gifts were stretched until they squeaked to help as many animals as possible with each dollar that was donated. We will never cease to be amazed by the compassion, dedication and generosity of folks in Oakville and Milton...and beyond, who give of their time, talents and resources to help the most vulnerable animals in our community have a brighter tomorrow! Here are a few of the many highlights in a year that saw many challenges and many generous acts.

We were so excited to receive the proceeds from local photographer Maria Bell's beautiful coffee table book, *The Dogs of Oakville*. The book was a labour of love on the part of Maria and her DOO team who raised funds to produce the book, spent many months taking spectacular photos of dogs that call Oakville their home and then sold the books with the help of local retailers. Her entire run of 500 books were sold and raised an incredible \$25,000 for the Oakville & Milton Humane Society! Buoyed by her

amazing success, Maria has already completed the photography for a new *Dogs of Oakville* book, titled "New Beginnings" which will be available for sale in the late spring of 2014.

Whole Foods Market is a truly great neighbour to the Oakville & Milton Humane Society and in 2013 hosted another of their famous Long Table Dinners to benefit the OMHS. This year's event featured Celebrity Chef David Adjey who, along with the talented chefs at Whole Foods Market, created a scrumptious evening of food and great stories from his years as a celebrity chef. Music for the evening was provided by world famous Latin guitarist Johannes Linstead and his trio and the silent auction featured paintings of shelter animals by the students of West Credit Secondary School. There was spirited bidding over a painting done by a shelter kitten named "Ben" that was live auctioned at the dinner.

The Milton Mutt Strutt & Spring Fair and the Oakville Mutt Strutt & Fall Fair continue to grow as more and more animal lovers come out to "walk for the animals and stay for the



~ Roxanne Johns, Assistant Manager, Animal Care, 11 years of service with Mirabel and Bea, two domestic rats in our Humane Education program.

*The best part of part of my job at the OMHS is being able to see an animal's successful journey once it comes into our care. From the time it comes in to the building as a stray, through any healing process it may need and then eventually its adoption.*

Fair". In 2013 we were honoured to have Ann Rohmer from CP24 Animal House Calls kick off our Oakville Mutt Strutt with some fun warm up exercises for both people and their pets. We especially love to see our OMHS alumni "pawing" it forward by raising pledges and coming out to help the animals at the shelter waiting for their forever homes.



It was a purrrfect summer evening for the 12th Annual Cause for Paws event at Appleby College in June. The commitment and dedication of the Cause for Paws Committee has taken what was a small house party at the beautiful home of Beverlie Rockliffe to THE party that kicks off summer in Oakville, on the fabulous grounds of Appleby College. Celebrity Chef David Adjei attended Cause for Paws, donating 3 of his incredible "Dinners for Ten" to the Live Auction. Local restaurants donated scrumptious food offerings that were included in the ticket to this year's Cause for Paws and a wonderful time was had by all under the stars. Funds raised at Cause for Paws are dedicated to the OMHS dog behaviour program and this year allowed the shelter to increase our full time dog training staff to two as well as funding important training seminars and behaviour enrichment tools. Because of the commitment of the Cause for Paws committee and everyone who attends the event, bids on an item or donates an item, the OMHS is able to say "yes!" to many special dogs that might otherwise never find a forever home and we are so grateful for this support.

We were very excited to be one of the community charities to benefit from The Chelster Hall Community Festival in July. A wonderful evening, hosted by Hugo and Tracy Powell on the spectacular grounds of their Chelster Hall home, the evening raised much needed funds for the shelter.

The Gear Foundation continues in the spirit of William Gear, former board member of the OMHS and lifelong supporter of our cause. The Gear Foundation has made a commitment to fund our spay/neuter program, ensuring that every dog, cat, puppy, kitten, rabbit and ferret are spayed or neutered before being made available for adoption.

The Oakville & Milton Humane Society relies on the compassionate generosity of the community to make miracles happen for the homeless animals that need our help. You are the reason we are able to make these animals part of our shelter family until they are part of their forever family, no matter how long or what it takes and we are so very grateful for each and every gift we receive.



**It was a purrrrrfect  
summer evening  
for the 12th Annual  
Cause for Paws  
event...**

# CUSTOMER CARE

One of the happiest areas of the shelter is Customer Care...that's where matches are made, forever homes are found and happily ever afters begin! It can also be where we can truly act as a community resource, taking in pets that need to be re-homed and finding them the purrrfect forever home. Our Customer Care staff is always ready to answer a pet care question, help folks with their transition as they take home their new best friend... and much more!

In 2013 we took Customer Care to new levels by offering nail trims for cats and small animals on the last Sunday and Wednesday of the month. This, combined with the incredible "paws off" kits we sell in our Homeward Bound Boutique help make our cats successful in their new homes and offer an educated alternative to declawing. The response has been overwhelmingly positive as folks line up in our lobby for their

pet's pedicure. It's also a great time to answer any questions they may have about their pet's behaviour. We love to see our kitty and small animal alumni at our nail trim sessions...we always say they are part of our shelter family until they are part of your forever family and we love to hear how they are doing in their new homes.

We know that for some folks coming to the shelter can be difficult and often very emotional. With this thought in mind we have expanded our offsite adoption centres in 2013, making it even easier to find your new best friend from the OMHS. The new partners, PetSmart on Argentia Rd



in Mississauga, Pet Valu on Hay's Blvd in Oakville and Global Ryan Pet Foods in Oakville make it even easier to find that special pet for your family.

We need every adoption site we have as we begin to find homes for the cats rescued from the hoarding investigation. These lovely cats have battled their way back to good health and the first few are ready for adoption. Several are already in forever homes and



**~Stephanie Aleksich,  
Manager Customer Service,  
14 years of service and Harry  
and adoptable Yorkshire Terrier**

*The best part of my job at OMHS is finding forever homes for all the animals that come through our doors.*



love being so well cared for and cherished in their new families. The majority of the cats are still in recovery and will be part of our shelter family for some time yet. Your gifts to the shelter help us to care for these special cats for as long as they need us and help us to give them everything they need on their journey back to good health and a forever home.

Sometimes Customer Care takes on a whole new meaning as we are there for folks who need our help. Such was the case when we received the call about a senior gentleman who could no longer care for his many fish tanks. We assembled a group of staff and volunteers with aquarium experience to safely and gently remove the tanks and fish from his home. Big Al's Aquarium Services in Stoney Creek generously donated all of the aquarium equipment and supplies we needed to set the fish up in the shelter. Some of the fish were adopted by staff members and others have remained at the shelter in tanks in the Customer Care office and in the Executive Director's office. It was so gratifying to see the look of happiness on the owner's face when he knew that his beloved fish would be taken care of for the rest of their lives.

Whether it's making the purrrfect match, acting as a community resource or helping to re-home a pet, Customer Care makes miracles happen every day at the shelter.



Stray cats	711
Cats surrendered by owners	219
Shelter offspring	76
Cat return adoptions	30
Cats transferred in from other shelters	31
<b>Total cats received at shelter</b>	<b>1067</b>
Cats returned to owners	131
Cats adopted	646
Cats transferred to rescue groups	15
<b>Total cats given homes</b>	<b>792</b>
Stray dogs	461
Dogs transferred in from other shelters	35
Dogs surrendered by owners	35
Dog return adoptions	9
<b>Total dogs received at shelter</b>	<b>540</b>
Dogs returned to owner	400
Dogs adopted	102
Dogs transferred to rescue groups	21
<b>Total dogs given homes</b>	<b>523</b>
Other stray domestic animals received at shelter	62
Other small domestic animals surrendered by owners	26
<b>Total domestic animals received at shelter</b>	<b>88</b>
Other small domestic animals adopted	78
Returned to owner	9
Small animals transferred to rescue groups	20
<b>Total other given homes</b>	<b>107</b>

# HAPPY TAILS

## LUCILLE!

We'll never know who left Lucille in a park in Milton, no one ever came looking for this beautiful hound. Lucille had a few health challenges when she first became part of our shelter family, but over time became ready for a new, forever home. She waited patiently, becoming a real favourite with our dog walkers as her time with us stretched on and on... would no one see this great dog for who she really is, a sweet loving snuggle bug of a girl.

We always thought that Lucille might choose her own family. She was never one to stand at the front of her kennel and demand attention. That is...until the day that Kevin and Stefanie came to visit the shelter in search of a new best friend. Lucille bonded with them right away and



they loved her right back! Lucille became part of their family in March of 2013 just a couple of months shy of a one year stay with us at the OMHS.

Here's what her new family have to say:

Lucille has been doing great with us. You would think that she has been living here forever. She was completely at ease from the very first night she came home with us. Oh and I know nobody was sure if she was housetrained... but it turns out she is! She asks for the door when she needs to go outside.

*...a sweet, loving snuggle bug of a girl.*

It turns out she is a big teddy bear looking for big snuggles and lots of comfort. She is always looking for the softest spot to lie down and catch a snooze. She has been great meeting all the new people coming to visit her... great manners, no jumping. And she has been getting along great with other dogs. It seems she has adjusted quite well to life in the big city!

Thanks again for all of your work taking such great care of Lucille. You do great work!

~Kevin and Stefanie

**Your gifts make happy endings like this possible every day. With your help we are able to take great care of wonderful dogs like Lucille until they find their forever home... however long it takes!**

# HAPPY TAILS

## SAPPHIRE!

There are many reasons why folks have to re-home a pet...one of the saddest is when the owner passes away and no one in the family can adopt the pet. This was the case with sweet Sapphire; we took her in when her owner went into hospital and unfortunately passed away shortly after. It must have been so hard for Sapphire to understand how she went from her home to a cage at the shelter. We gave her a cozy bed and toys and treats, but it still took Sapphire quite a bit of time to settle in to the routine of shelter life.

Another pet that was very particular about her new family, Sapphire waited and waited as 2010 became 2012 and then 2013. We never gave up on this special girl and our volunteer cat socializers and

matchmakers did their best to make her feel loved every day.

In May of 2013 Sapphire found her people and they found her! There were tears of happiness throughout the shelter when Sapphire went to her forever home. Here's what her family have shared with us:

I thought I would send you an update on Sapphire...now known as "Saffy". She is still pretty shy and does not like a lot of handling, but she will come and sit near me while I am watching TV and let me pet her for a bit. She is very vocal when she wants her food...and quite affectionate with me at feeding time...that is when I pet her the most and when she purrs like crazy!

One day my great niece was over and brought one of Saffy's toys downstairs into the living room... it was too funny, as soon as they left Saffy went downstairs, mewed at the toy and took it right back

upstairs...she believes everything has its place, just like her Mom.

I am blessed to come home each day to this special little girl.

In many shelters cats like Sapphire would never have close to three years to find a forever home. Your gifts make the difference, giving us the funds we need to give special cats like Sapphire all the time they need to find the perfect home.





## HAPPY TAILS PETER!

We love to call these stories Happy "Tails" and in this case it's a round fuzzy tail! Peter is a giant white rabbit who had been found hopping along as a stray in May of 2012. We did find his owner, who did not want him back, and we were happy to make him part of our shelter

family and put him up for adoption. Peter is big...from his extra long ears to his round fuzzy tail there is a lot of bunny to love! Often people discount bunnies as pets, especially ones as big as Peter...and so he waited as the months went by and he was getting close to his one year

anniversary at the shelter. The staff and volunteers loved Peter and his amazing cuddly personality.

In March of 2013 a young girl came to the shelter looking for a bunny to love...and fell for Peter! Here's Peter's Happy Tail on his new home:

Peter seems to finally be 110% adjusted to his new home! He loves his wooden tunnel and he loves to cuddle. He wants to say "Hi" to you guys, he misses you! You took such great care of him for so long; he and I won't soon forget it.

Thank you for making us the happiest pair ever!

At the Oakville & Milton Humane Society we believe every pet deserves the very best chance at "happily ever after" and bunnies like Peter are no exception. Your gifts make stories like this possible and we are so grateful for your support.

The love for all living creatures is the most noble attribute of man. -- *Charles Darwin*

# HAPPY TAILS

## BOBBY & LEO...TWO VERY HAPPY TAILS!



When Leo and Bixby came into our shelter they were amongst the most timid and shy cats we had ever seen. They came in separately as stray cats that no one ever claimed. As the weeks passed, we worried, "would either of these cats find a family that would understand their shy personalities?" The purrrfect family came in the form of Shari and Peter; here's their story:

The OMHS staff was very helpful through the process of picking out two cats who might be able to be part of our family. After testing out a few combinations and knowing that our hearts were set on two cats, Leo and Bixby became part of our family!

We never dreamed what we would experience within hours of our boys being in their new home. Leo is the more dominant of the two and immediately began exploring his new digs. Bixby was the complete opposite; he found a hiding spot and was very timid in his new surroundings. Leo realized how worried Bixby was and immediately comforted him by licking his head,

encouraging him to join him in exploring their new home. From that moment on they became the very best of friends. It is rare to see

them apart; they love the company of each other and are always together.

Once we learned their personalities we gave them new names. Leo is so loving, confident and cuddly he became "Leo the Lover". Bixby is a gentle spirit but can stand proud and puff up his neck, looking just like a Bob Cat. They became Leo and Bobby, best buddies forever!

Leo and Bobby are truly our fur babies. We can't imagine life without them. In making a gift to the Oakville & Milton Humane Society we wanted to honour where they came from. We know the money will be spent well and will help many timid and shy cats have all the time they need to find a forever home.

Shari & Peter  
Calgary, Alberta

## FINANCIAL RESULTS

### Statement of Operations

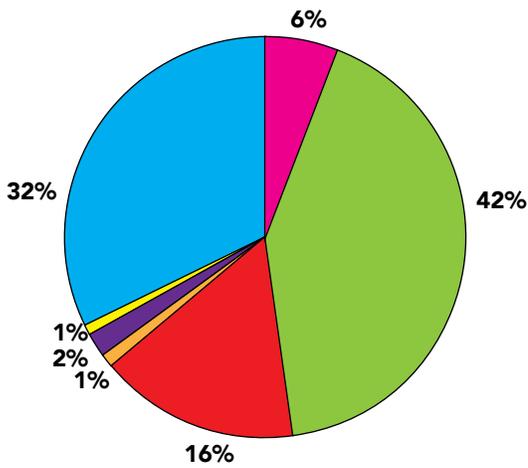
For the Year Ended December 31, 2013

	2013	2012
<b>REVENUES</b>		
Adoptions	131,303	118,147
Animal Control	1,019,418	996,800
General Shelter	377,926	321,798
Other Income	3,801	20,164
Bequests	18,362	8,523
Charlie Fund	37,321	65,511
Restricted Funds - IT, Educ.Room, & Vehicle	19,902	22,664
Fundraising	761,944	553,969
<b>Total Revenues</b>	<b>\$2,369,977</b>	<b>\$2,107,576</b>
<b>EXPENSES</b>		
Animal Care and Protection Services	951,320	875,779
General Shelter and Admin	1,062,307	1,147,385
Charlie Fund	40,599	66,998
Amortization	68,538	68,215
Interest and Bank Charges	26,595	18,745
Fundraising	142,326	112,415
<b>Total Expenses</b>	<b>\$2,291,685</b>	<b>\$2,289,537</b>
<b>Excess of Revenues over Expenses</b>	<b>\$78,292</b>	<b>(\$181,961)</b>

## Balance Sheet

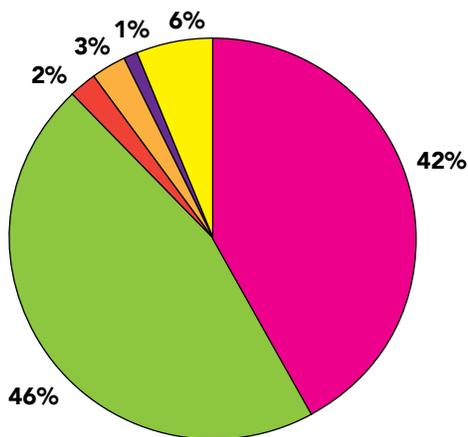
as at December 31, 2013

	2013	2012
<b>ASSETS</b>		
<b>Current</b>		
Bank	-	-
Restricted Cash and Term Deposits	83,473	38,803
Accounts Receivable	91,725	54,083
Prepaid Expenses	9,171	7,357
<b>Total Current Assets</b>	<b>184,369</b>	<b>100,243</b>
Restricted Cash and Term Deposits	225,471	228,928
Property and Equipment	513,138	550,153
Intangible Assets	10,277	14,433
<b>Total Assets</b>	<b>933,255</b>	<b>893,757</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Bank Indebtedness	13,637	11,346
Accounts Payable and Accrued Liabilities	168,080	198,534
Demand Loan Payable	130,000	120,000
Deferred Revenue	25,956	20,787
Current Portion of Capital Lease Obligation	8,040	8,040
<b>Total Current Liabilities</b>	<b>345,713</b>	<b>358,707</b>
Capital Lease Obligation	4,690	12,730
Deferred Building Campaign Contribution	191,706	189,564
Deferred Education Room Contributions	30,965	32,595
Deferred IT Project Contributions	38,884	52,643
Deferred Vehicle Contributions	10,531	15,044
<b>Total Liabilities</b>	<b>622,489</b>	<b>661,283</b>
<b>NET ASSETS</b>		
Invested in Property and Equipment	523,416	564,586
Charlie Fund	33,670	36,988
Unrestricted	(246,320)	(369,100)
	<b>310,766</b>	<b>232,474</b>
<b>Total Liabilities and Net Assets</b>	<b>933,255</b>	<b>893,757</b>



### 2013 REVENUES

Adoptions	131,303
Animal Control	1,019,418
General Shelter	377,926
Other Income	3,801
Bequests	18,362
Charlie Fund	37,321
Restricted Funds-IT & Educ. Room & Vehicle	19,902
Fundraising	761,944



### 2013 EXPENSES

Animal Care and Protection Services	951,320
General Shelter and Admin	1,062,307
Charlie Fund	40,599
Amortization	68,538
Interest and Bank Charges	26,595
Fundraising	142,326

Speaking for those who cannot speak for themselves, we can make a difference together.



**PROTECT • CARE • EDUCATE**

**2013 - 2014**

**BOARD OF DIRECTORS**

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Diana Aikin, Director Emeritus

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445 Cornwall Road, Oakville, Ontario, L6J 7S8  
Tel: 905-845-1551 • Fax: 905-845-1973

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

Charitable registration no. 119064350RR0001

## Our Vision

We strive to provide the highest level of service and support to the animals and communities we serve.

## Our Mission

**PROTECT • CARE • EDUCATE**

## Guiding Principles

**O**utstanding care and compassion for animal welfare

**M**aintains exceptional standards as an educational resource centre

**H**elps protect through the investigation and prosecution under the OSPCA

**S**erves the communities and surrounding areas of Oakville and Milton

### ON THE COVER:

This year's cover reflects the diversity of animals we serve as the Oakville & Milton Humane Society. Each year over 6,000 animals will come into the care of the Oakville & Milton Humane Society. From the orphaned baby animal to the homeless dog or lost cat; from the baby goat to the 106 cats rescued from a hoarding situation, each one is important and deserves the very best care we can provide.

### CREDITS:

Staff photography courtesy of Sandro Avila, Leash Out Pet Photography. All other photography courtesy of Lisa Ashby, Spencer Easton, Brian Villemaire and OMHS staff.