





**PROTECT • CARE • EDUCATE**

## Table of Contents

Executive Director's Report	4
Chair's Report	5
Animal Care	6
The Charlie Fund	8
Animal Protective Services	9
Community Outreach & Education	10
Volunteers	12
Fund Development	14
Customer Care	16
Happy Tails	18
Financial Summary	20



### *BOARD MEMBER – Sheldon Wolfson*

*Sheldon Wolfson is the Commissioner of Social and Community Services for the Region of Halton. Sheldon has been with the Region of Halton since 2002. A long standing resident of Milton, Sheldon has been on the Oakville & Milton Humane Society Board of Directors for 10 years, holding several positions, including that of Chair. "I have recognized the importance of the Society as a community agency which performed essential services related to pets and their owners. I wanted to mesh this service with instilling good business practices within the Society and the need to plan for the future".*



*Executive Director Kim Millan and Winnie who has been adopted into a forever home.*

## EXECUTIVE DIRECTOR'S REPORT

*The year 2012 meant change, and a lot of it. People, process, programs and volunteers, you name it - everything was affected by change.*

Once we reopened our doors in January after a four month closure from Ringworm everything changed, but it had to in order for us to learn and move forward. This was a golden opportunity to look at everything we did, from animal flow to adoption programs to community outreach and animal control...nothing was sacred. Other humane societies helped with our review, providing insight into how they managed shelter operations, what worked and did not work for them and we started to share and learn from each other.

Hesitant at first, staff and volunteers then embraced the idea of change, and we marched forward quickly so as not to lose our momentum.

Our Mission & Vision came under review. If the time for change was

now, then we needed to make sure that any changes met our new mission "Protect • Care • Educate". Our new vision would then take us the distance "We strive to provide the highest levels of service and support to the animals and communities we serve". This is now our guiding light and what will keep us on track for the future.

Our logo even got a fresh look with the mission statement and logo integrated together.

Change did not stop there. A number of great staff decided to leave us last year, some to pursue their dream occupations like the military or police force or the government, others went back to school or started their own businesses. It left a definite hole, as it always does when good people leave but then new good people came to work with us and brought different ideas and thoughts of how we should approach our programs. We did some internal shuffling resulting in promotions, departmental transfers and temporary opportunities to learn new jobs and skills.

Our volunteers are critical to our success and the changes were hard on many but together we all pulled through. This year we had a record number of volunteers join us in some very non traditional roles; assisting Animal Care Attendants, making calls to households with expired dog licenses and someone actually willing to tackle our never ending "Honey Do List".

Simple operational changes were implemented at first, our philosophy became "let's do a pilot and then assess the results". We extended summer hours by opening earlier on the weekends; our patrols remained active until 1am in the summer

evenings, all to improve customer service. Our existing partnership agreements strengthened and new companies came to the table to support us.

Our program review kick started a full scale look at our current offerings and made us question how we can improve, like our new approach to the spay or neuter of all animals leaving our building. This was our way of impacting pet overpopulation. Thoughts then turned to what new programs can we start in the upcoming year? Can we start small and test the community response? And the big question "Who do we want to be to our Community?"

In the course of all this activity, a sad but true reality hit us, OMHS needs a new shelter. Knowing we will be here for a few more years made us take a step back, look around and then do what many do to the family home before moving; make the investment to ensure safety, make it workable and permit the necessary efficiency. I call it our "staging phase", clean it and spruce it up. Give us the opportunity to be proud of where we work.

And even though shelter life continues and the marathon of change moves forward without skipping a beat, two things remain constant: the dedication and commitment of all the staff and volunteers who come to the shelter each and every day and the support of our donors, because without you OMHS would not be who we are today. So thank you all for always being there for the animals!

Kim Millan, Executive Director  
Oakville & Milton Humane Society

# CHAIR'S REPORT

*Another busy year of changes and challenges for the Oakville & Milton Humane Society and I can't thank the staff and the board enough for their focus and diligence over the last twelve months.*

After the re-opening from the ringworm outbreak last January, we commenced an operational review in the spring to:

- Assess all of our activities, policies and procedures while reviewing all expenses
- Ensure compliance with all provincial and federal regulations.
- Develop and implement new disease control protocols and infrastructures based on our ringworm experience, becoming the "go to" for other societies looking to upgrade their own facilities.
- Assess our building facilities which initiated repairs to our HVAC, electrical and plumbing.
- Adopt a new mandate to ensure every adopted animal was spayed and neutered.
- Update our website to enhance features and provide a new look to facilitate access for adoptions and the services provided to our communities.

The Board is very grateful to our new Executive Director, Kim Millan, for facilitating the changes that have taken place this year; we are very fortunate to have such a talented and dedicated person at the helm. These changes could not have been accomplished without the full support of our dedicated staff that jumped on board offering their skills,

time and commitment. The staff, along with volunteers, went above and beyond this year embracing the changes while continuing to provide exceptional care to all our animals. Their passion to the animals and the Society is an inspiration to us all. By establishing this new strong foundation, we will be able to move forward toward our goal of building a new facility.

While the deficit is not welcome, like many charities, we have found this year challenging in the ongoing competition for limited donation dollars. Along with all the necessary changes to our operations, additional costs were incurred, some were one-time only and others which we expect to offset from the savings realized from the operations review.

This year the Board reviewed and refined the Vision and Mission statements to present a more focused direction and added Guiding Principles to provide a beacon for the day to day activities. Work also began reviewing our by-laws and letters patent to ensure compliance with the upcoming changes to the Not-For-Profit Corporations Act and a new Philanthropy Committee was created to begin looking at long term initiatives for fundraising. We continue to look at our options for a new facility.

I would like to thank all the Board members for their continued time and commitment, offering their skills in the oversight and governance of the OMHS, they are an exceptional group of individuals. I would also like to express a thank you to all the outgoing directors whose time and support over the years has contributed greatly to the success of the Society.

I would also like to send our sincere appreciation to all the individuals and organizations providing



*Board Chair Jacquie Gerrard and Doris, a beautiful 15 year old cat now in a loving forever home.*

financial support to our Society. Your contributions allow us to continue our vision to provide the highest levels of service to the animals and the residents of the Oakville and Milton communities.

## BOARD MEMBER – JACQUI GERRARD

Jacqui Gerrard, CGA is Vice President of Finance at Whiteoaks Communication Group Ltd. and is currently on a standard setting committee for CGA Canada. Jacquie became a board member in 2006 and prior to becoming Chair in 2012, was the Treasurer.

Three of her cats, Henri, Cota and Misty were adopted from the Oakville & Milton Humane Society. "Pets have always been an important part of my life, and I'm privileged to support the dedicated staff at OMHS who work miracles every day for so many animals in need".

Jacqui Gerrard, Chair  
Oakville & Milton Humane Society



## Animal Care

At the Oakville & Milton Humane Society it is “all for the animals” and never more so than in our animal care department. 2012 saw the shelter re-open after a four and a half month closure to contain a ringworm outbreak, and it was with a sigh of relief and many new procedures and protocols that we opened our doors again to the public.

The animal care department learned much from the closure and how to prevent having to go through a closure like this in the future. The addition of two isolation type trailers on the property proved invaluable as we did have several cases of ringworm in 2012; all of which were managed through our new procedures and the cats were adopted into loving forever homes.

January of 2012 was marked by a new commitment to helping stop pet overpopulation in Oakville and Milton. We had always spayed or neutered all of our dogs and cats, puppies over six months of age and some of our rabbits, but we knew we could do more. As of January, we added pediatric spay or neuter of all puppies and kittens, as well as all rabbits and ferrets, prior to making them available for adoption. In this way, we can be absolutely sure we are not adding to the pet overpopulation.

We are so very grateful to the Gear Foundation for making a significant commitment to helping us to combat pet overpopulation. We would also like to thank everyone who made a Pay the Spay pledge at the 2012 Cause for Paws event.



The veterinarians of North Oakville Animal Hospital, Oakville Animal Hospital and Iroquois Ridge Animal Hospital made significant Pay the Spay pledges at Cause for Paws and we applaud their generosity in helping us to change the future.



*BOARD MEMBER – Dr. Frances Walker, D.V.M.*

*Dr. Frances Walker has been the OMHS shelter veterinarian since the mid 1980's and has concurrently sat on the board of directors. Dr. Walker also fosters cats and kittens for the shelter. "I volunteer for the Oakville & Milton Humane Society so I can extend my services to those animals who have the misfortune to have no owners but have had the luck to find refuge at OMHS".*

*Frances Walker, DVM and Rajah, currently recovering from eye surgery.*



## Wildlife

As our communities grow, so does the need for the Oakville & Milton Humane Society to help orphaned and injured wildlife. The shelter has four full time registered veterinary technicians, all of whom have extensive education in wildlife. Spring and Summer are the busiest time for our vet techs, as they triage and provide immediate care for tiny babies and injured adults. We are very grateful for our relationships with wildlife rehabilitation centres that can care for each and every one of them, ensuring the best outcome for these little guys. Our volunteer wildlife drivers are true angels of mercy, dropping everything when a call comes in from one of our veterinary technicians that there are little wild lives that need a ride!



As our communities grow, so does the need...  
to help orphaned and injured wildlife.





*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.*

The need for The Charlie Fund continues to grow, and 2012 was a challenging year, with a higher than average number of dogs and cats that were hit by cars and needed immediate emergency surgery.

Millie was just one such animal. Hit by a car, this beautiful german shepherd suffered a badly broken pelvis and was rushed to an emergency veterinary clinic to determine the nature of her injuries. It turned out that Millie needed specialized surgery and rehabilitation to recover from her injuries. The Charlie Fund was there for Millie and this great dog is now happily in her forever home because of the generosity of donors to The Charlie Fund.

The Charlie Fund continues to alleviate the pain of animals with severe dental issues; broken, infected teeth, abscessed gums...all causing great pain to these poor homeless animals. Dental disease from years of neglect may also cause bacteria to threaten the heart, liver and kidneys, dramatically shortening their lives.

As veterinary technology grows, so does the number of life changing treatments we can offer the homeless animals in our care so that they can have the "happily ever after" they so richly deserve. From cardiac and abdominal ultrasounds, to geriatric blood testing, thyroid testing and urinary tract infections, The Charlie Fund is able to access the very latest in veterinary medicine to give all of these animals the second chance they need.

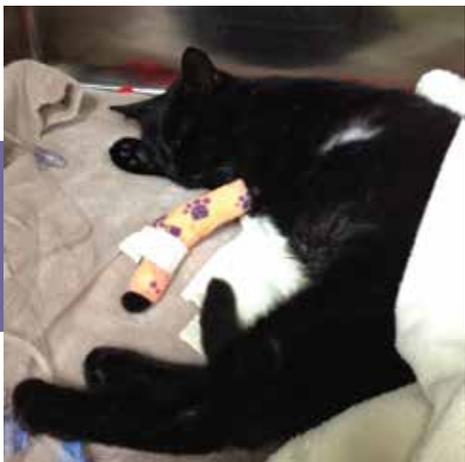
Your donation to The Charlie Fund is a donation that immediately changes, and sometimes saves the life of an animal lucky enough to be part of the OMHS shelter family and we are so very grateful for your support.



*BOARD MEMBER -  
Roger Lapworth*

*Roger Lapworth immigrated to Canada from England in 1974. He held many senior VP Finance and Director of Finance positions before opening his own Tax Consulting business in 1987. Roger was elected to the Oakville Town Council in 2006 and sits on many local boards, including the OMHS. An avid animal lover, Roger and his wife Theresa are proud adopters of very well loved cats from the Oakville & Milton Humane Society.*

*Roger Lapworth with Phoebe now in a loving forever home.*





## ANIMAL PROTECTIVE SERVICES

Highlights	2011	2012
OSPCA Investigations	346	441
By-Law Investigations	484	417
Bite/DOLA Investigations	85	81
Rescue Wildlife	1398	1548
Stray Dogs	302	365
Stray Cats	346	366

Our Animal Protective Services Officers are truly the face of the OMHS in the community. Whether they are “speaking for those who cannot speak for themselves” in court, advocating for animals that have been abused, treated cruelly or neglected, or in the community rescuing a raccoon that has his head stuck in a jar...and everywhere in between, our APS Officers are there, wherever an animal needs our help!

On one of the coldest nights of 2012, Officer Leeson received a call about a dog that truly needed our help. She arrived in Milton, late at night, to find a very thin white Boxer with a badly injured leg and very little fur on his body. Officer Leeson rushed the shivering white Boxer to the emergency clinic. The young Boxer, who was later named Chance, had serious skin infections and a badly broken hind leg...that had been left untreated for several weeks.

After many months of treatment and lots of rehabilitation, Chance was adopted into a forever home, where his months of neglect are now a distant memory. After exhaustive investigation, Chance’s case remains open and we hope to one day hold accountable the people who neglected and then callously tossed him into a locked playground on that cold February night.

Often the journey from investigation to prosecution and sentencing is a

long one and never was that more true than in the case of Mea, the Sharpei/Victorian Bulldog cross. From initial investigation to the final sentencing that made Canadian case law and found her owners receiving significant fines, bans on ownership and incarceration took just over a year. Mea was such a dog in need of such a special home that even after the case was closed, she waited for her forever family. When the perfect family was found for Mea, no one was more thrilled than Officer Mackasey, who had found Mea in that cold garage, had fought for her in court and visited with her often in the shelter. Officer Mackasey and Mea had the chance for one last visit in our pen before Mea left for the life she truly deserved, that of a much loved family pet.

Our officers are there for every animal that needs our help and Officer Barrett was happy to respond to a call from a long term care facility about a large bird in their courtyard. Officer Barrett arrived to find a young Harris Hawk in the courtyard, gently capturing it and returning to the shelter. Harris Hawks are not a local species, so our Lost and Found Attendent, Paula Fleming took on the task of finding the owner for this beautiful bird. With dogged persistence, she traced the bands on the bird’s legs to the very grateful owner of the bird, a local hawk bird’s enthusiast from

Hamilton, Ontario.

Your donations keep these dedicated officers on the road, ready to help the next animal in need and we are grateful for your support.



**BOARD MEMBER – Michael Howie**  
*Michael Howie is a local journalist. He has won multiple local, provincial and international awards for his writing and editing. As a past adopter and volunteer, Michael has seen first hand the difference the staff and volunteers at OMHS can make in the lives of homeless animals. Michael joined the board with the hope of supporting their efforts in any way he can.*

*Board Member Michael Howie with Hannelore, a ball python that is part of our Humane Education program.*



*BOARD MEMBER – Mabel Watt*

*Mabel Watt is the Senior Strategic Advisor to the Halton Regional Chair. Mabel has experience working at all three levels of government; specializing in political and government policy and processes.*

*Mabel adopted her adorable cat Zizou, from the OMHS five years ago. “He is the little prince in our home, and my daughter’s best friend. I wanted to give back to the OMHS because they helped Zizou recover from an unfortunate living condition and rehabilitated him back to health. We are so grateful to have him as part of our family and thank the OMHS staff for all they do each and every day to help the animals.”*

*Board Member Mabel Watt with Crystal who is now happily in her forever home.*

## COMMUNITY OUTREACH AND EDUCATION

Whether they are teaching lessons of compassion, respect, responsibility and empathy to children, manning a booth at a community event, or bringing the unconditional love of specially trained therapy animals to those in long term care facilities, our Community Outreach & Education team is taking our message to people of all ages in Oakville and Milton.

The extraordinary generosity of Mr. Frank Apa of Oakville Toyota and Lexus of Oakville has made it much easier to carry our message out to the community. Mr. Apa donated a beautiful Toyota Sienna van to the Community Outreach & Education program as part of his commitment to The P.A.T.C.H. program. Mr. Apa founded the P.A.T.C.H. program in 2002, as a permanent legacy to his much

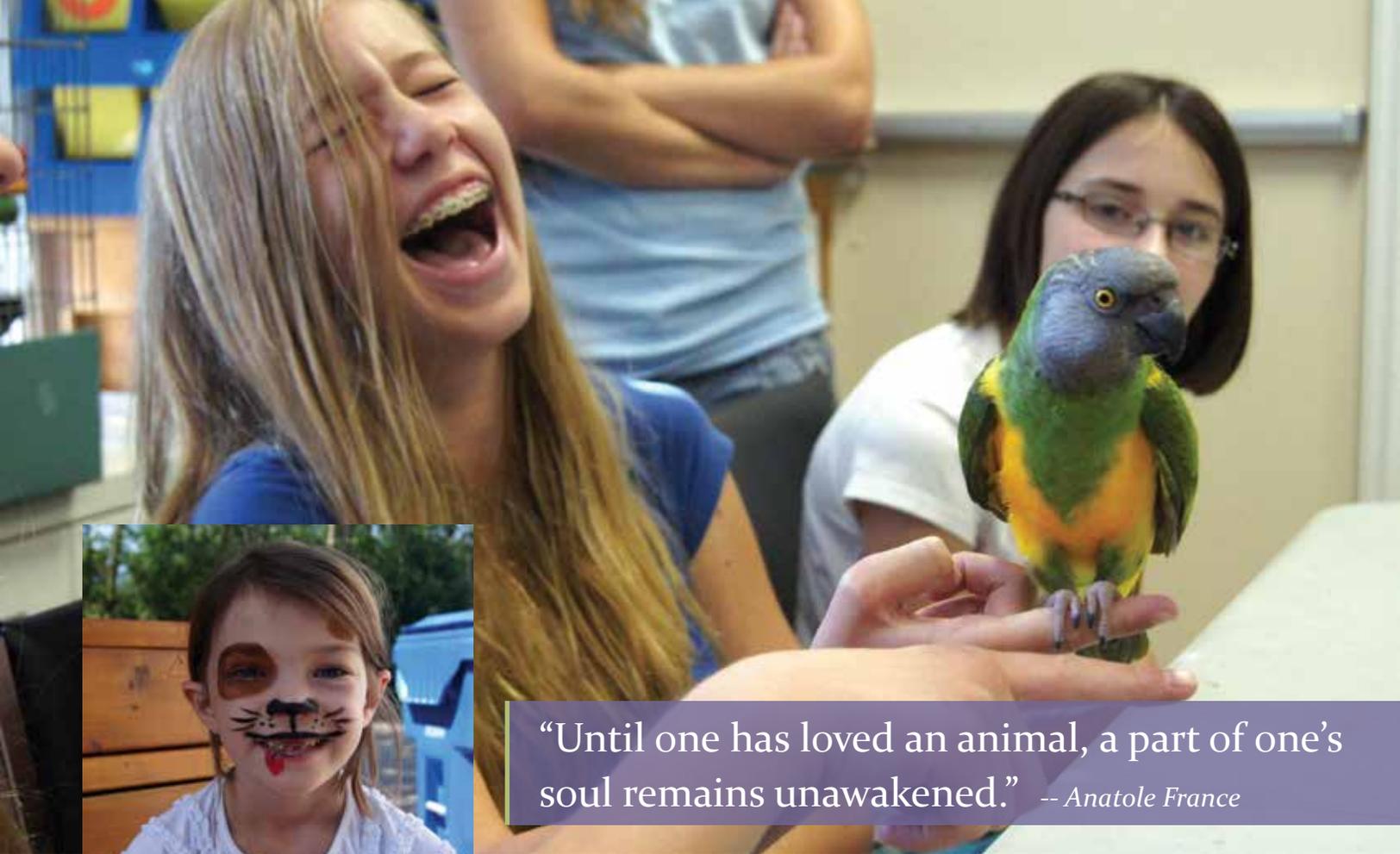
loved long time companion, company mascot and corporate spokes-dog, a little Shih Tzu named Patch. The donation of the van brings the value of donations to the program by Mr. Apa’s dealerships to over \$100,000! Mr. Apa’s generosity and commitment to humane education will help make the children of our community ambassadors for kindness, respect and compassion both today and in the future. We hope you’ll watch for the brightly wrapped P.A.T.C.H. van as it travels throughout the

community bringing with it our belief in outreach and education.

Our after-school Kindness Clubs are one of the many ways that we foster compassion, responsibility and empathy for all life in school age children. In 2012 we had the opportunity to host a special Kindness Club for the hearing impaired children of E.C. Drury school in Milton, which was fun for children and animals alike as they spent lots of hands on time with our animals!

One of the most important lessons we teach is animal safety and bite prevention. We were thrilled to be invited to take part in Milton Safety Day, where our Community Outreach & Education manager, Heather White and her team brought important lessons on how to stay safe around animals to Safety Day.





“Until one has loved an animal, a part of one’s soul remains unawakened.” -- *Anatole France*



OAKVILLE  
COMMUNITY  
FOUNDATION  
*all for community.*

As the year closed we were grateful to receive approval for funding from The Oakville Community Foundation to expand our programming for seniors with dementia and also for our

animal assisted youth intervention program. In both of these programs, animals bring unconditional love and acceptance to groups who greatly benefit from the interaction with shelter and volunteer animals.

## EDUCATION

	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Preschool	4	4	8	5	15	0	5	0	0	2	3	0	46
Elementary	2	4	34	15	0	0			0	1	7	0	63
High School	0	0	0	0	1	0			0	1	0	0	2
Tours	1	1	2	0	1	1			0	0	1	1	8
Projects	1	4	3	0	1	0	0	0	0	8	2	0	19
Adult	0	0	0	3	0	0	0	0	0	0	0	0	3
Outside Camps			1				5	6					12

	Jan	Feb	Mar	April	May	June	July	Aug	Sep	Oct	Nov	Dec	Total
Patch	6	6	8	9	15	0	6	0	0	2	5	0	57
# of kids	110	110	120	175	225	0	90	0	0	30	95	0	955

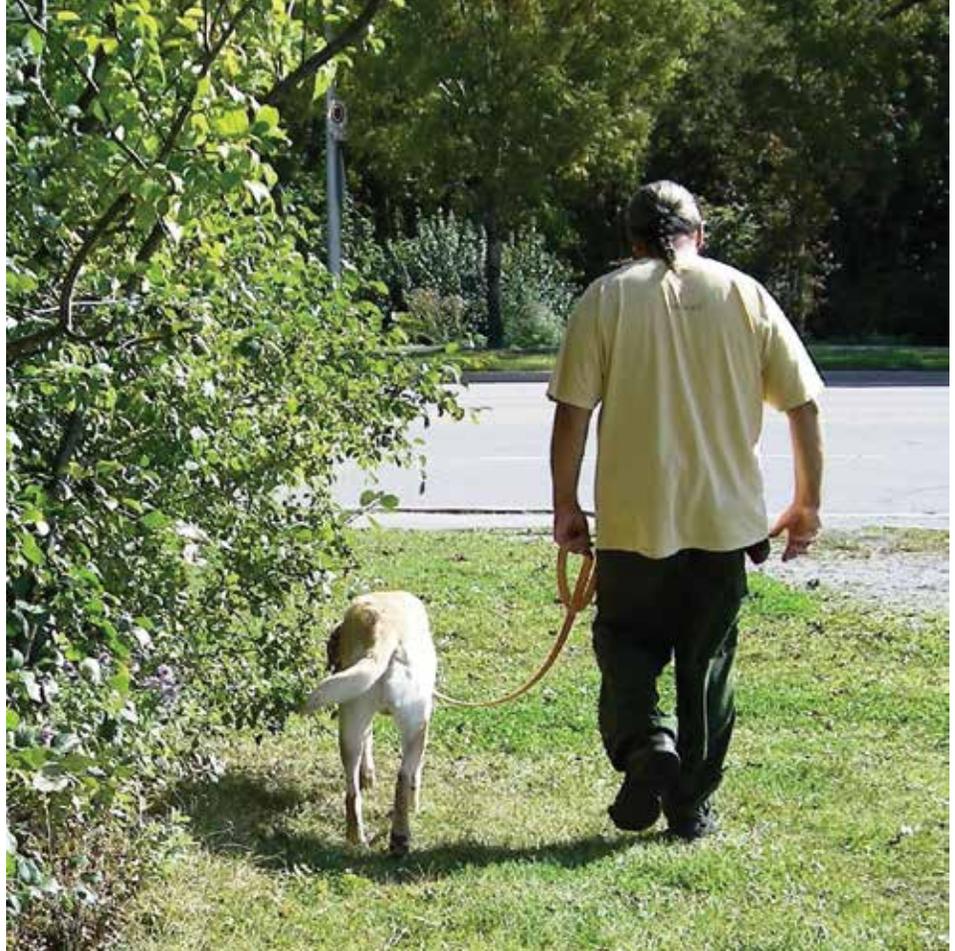
# VOLUNTEERS

At the Oakville & Milton Humane Society we are so lucky to have volunteers that are willing to help out in virtually every area of our shelter. They are truly part of our shelter family and we grow to rely on them more and more with each hour they share with us.

We lost one of our shelter family in 2012, Chris Mack, one of our long time volunteers lost his battle with cancer. His loss is felt throughout the shelter, but most keenly in our dog adoption area where Chris was one of our very best dog walkers.

Chris was dedicated to making life better for the dogs in our care. He had a gift for connecting with some of our most challenging dogs, working with each one to gain their trust and give them the skills they would need to find their forever home. He could often be found at the end of a leash, guiding, praising and giving the dog at the other end much more than 'just a walk'.

Chris Mack's big smile and positive attitude resonated through the shelter. He was always the first to



*Chris Mack doing what he loved...  
making a difference in the life of one of our dogs.*

offer to help fix a broken kennel run, hang a picture or drive a truck to an event. Chris was the best Santa a dog or cat could hope to meet on picture day, calming the nervous and steadying the boisterous,

making special holiday memories for their families. Our shelter family has lost a very important member and we strive to live up to the example Chris set each day.



## *BOARD MEMBER – Diana Aikin*

*When Diana Aikin decided to volunteer her time to help the Oakville & Milton Humane Society, little did she know it would begin a life-long commitment to helping the homeless animals of our community. From her work chairing the Ladies Auxiliary, at the time the major fundraising arm for the shelter, to spearheading the OMHS spay/neuter initiative that today sees every dog, cat, puppy, kitten, rabbit and ferret spayed or neutered before being made available for adoption, Diana has worked tirelessly to change the future for animals in need. A past Board Chair, Diana has given generously of her time and talents to move the OMHS forward in both of the communities we serve.*

*Diana will tell you that she has been 'owned' by many, many wonderful animals that she has adopted from the Oakville & Milton Humane Society.*

*Honourary Board Member of the Society, Diana Aikin with Norm who had been with the shelter for over a year and is now in a forever home.*

Acts of Kindness, even in the simplest ways, are what make our lives meaningful, bringing happiness to ourselves and others.

-- His Holiness the Dalai Lama



	IN SHELTER	OUT OF SHELTER	TOTAL
Total Volunteers at end of 2012	180	30	210
New Volunteers in 2012	98		
Events	0		
Education	10		
Gardening	0		
Cat Socializers	5		
Cat Matchmakers	2		
Dog Trainers	25		
Foster Homes	25		
Office Help	4		
Small Animal Socializers	0		
Wildlife Drivers	10		
Kennel Help	15		
Pet Therapy	0		
General Driver	2		
<b>Total Hours for 2012</b>	<b>5,894</b>		

# FUND DEVELOPMENT

Raising funds in 2012 became increasingly challenging as more and more worthy charities compete for donor dollars. This required our Fund Development department to become creative in adding new initiatives to the budget, each designed to help raise the funds we so badly need to help the homeless, abused and neglected animals in our care.

Our new "Metal for Mutts & Meows" metal recycling program works with Moffat Recycling to provide a large bin ready to be filled with all types of metal items. We were excited to see our donors dropping off old lawn mowers, barbecues and snow blowers. Local contractors joined in with metal items big and small from

their job sites. Moffat expanded their program to include electronics recycling and we were happy to join in and were delighted to see old computers, televisions and all manner of electronics filling the bin. The money received every time the bin is emptied, is used to help us "recycle" our wonderful animals into new "forever" homes.

We were proud to be chosen by "The Little Grape That Could" as one of their charities of choice. The Little Grape That Could is a wine company where 100% of the profits from the sale of the wine are donated to local charities. Folks purchase the wine and then go to [thelittlegrapethatcould.com](http://thelittlegrapethatcould.com) to donate the profit from that bottle



to one of the charities listed on their website. Money raised by the glass of wine you drink today may change the life of a homeless animal tomorrow; so we hope you'll raise a glass of The Little Grape That Could in honour of all the animals that need our help!

Both the Oakville and Milton Mutt Strutts & Fairs continued to grow, with more and more animal lovers coming out to walk for the animals and stay for the fairs. Our signature fundraising events raise significant funds to help the animals and are a wonderful way to share our stories with the communities we serve.



## BOARD MEMBER – Robin Wydryk

*Robin Wydryk is a recently retired CA after 30 years as a partner with SB Partners LLP, Halton's largest independent public accounting firm. "Now that I have the time to devote to a worthy cause, I wanted to volunteer my time to an organization I could relate to. During my 35 years of marriage, my wife B.J. and I have had numerous animals, including dogs, cats, horses, miniature donkeys, a goat and even a pet fallow deer. An animals' well being and care are very important to me".*

*Board Member Robin Wydryk with Hank who is now happily in a forever home.*



Third Party Events, those terrific fundraisers that compassionate folks do to help our shelter are an important source of funds for the important work we do each day. They may be as small as a child's lemonade stand or as large as the very special Cause for Paws event, each one the work of people who truly believe in our mission and we are grateful to each and every one!



As a local grass roots charity, we know that there is no gift too small to make a difference, because when we all work together we can make miracles happen for homeless, abused and neglected animals. So whether you dropped a cheque in

the mail, dropped a lawnmower in our bin, raised a glass of wine at Cause for Paws or bought a glass of lemonade from your neighbour's daughter we would like to thank you for helping to change the world for animals in need.



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



# CUSTOMER CARE

Our Customer Care department is a homeless animal's...and an adopter's best friend, creating matches that we know will last a lifetime! The re-opening of the shelter after the ringworm quarantine gave them lots of opportunities to do what they do best – find loving forever homes for animals that had called the shelter home for a very long time.

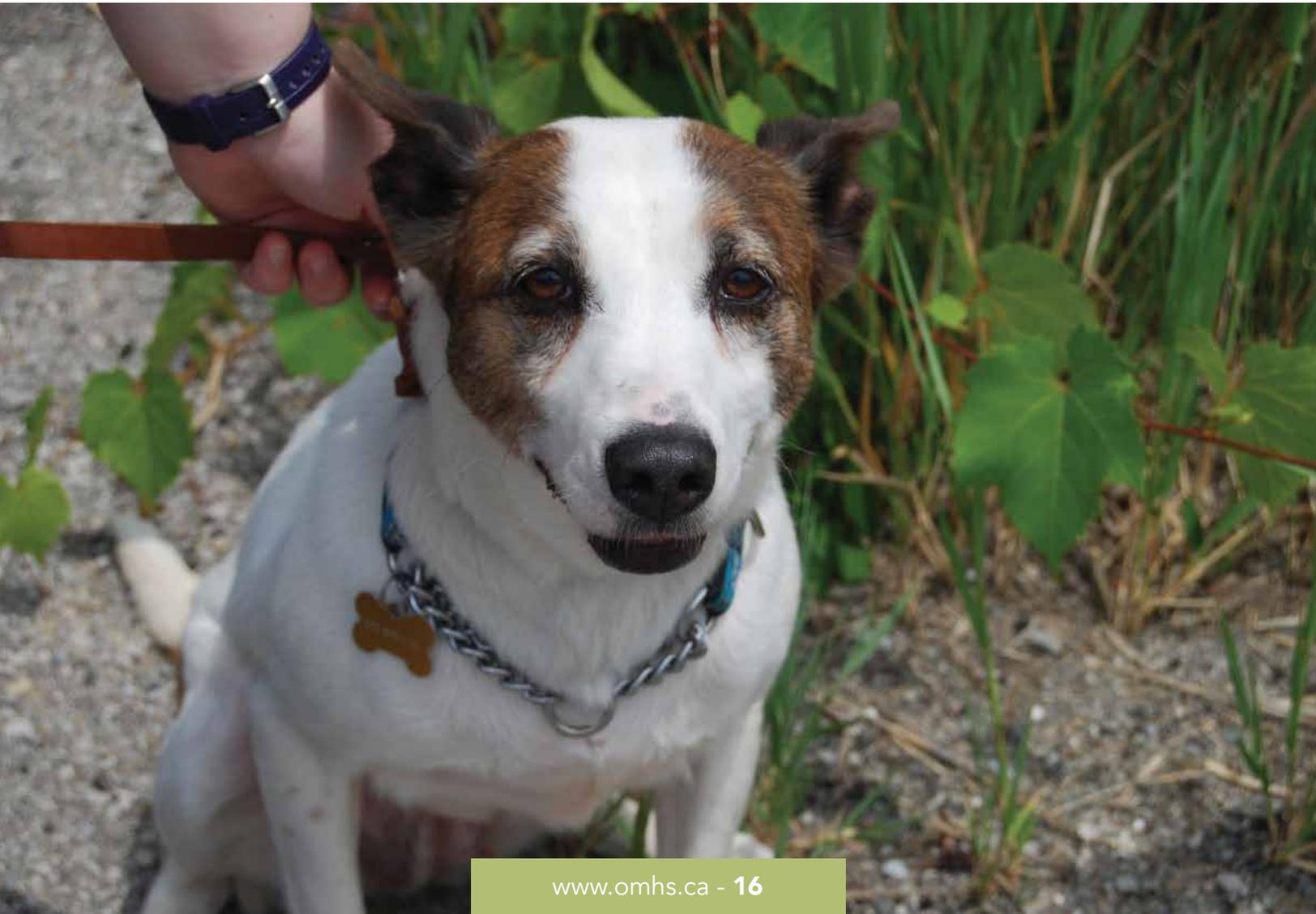
When it was time to open our doors we had decided to significantly lower our adoption fees in order to find as many homes as possible as quickly as possible for our dogs and cats. Our adoption process remained the same, as our customer care staff carefully matched each dog or cat, rabbit or guinea pig with the its forever family. In just the first month that

we were open, over 100 animals found their “happily ever after” with the help of our Customer Care team!

CustomerCare are also responsible for helping people who need to surrender their pet to the Oakville & Milton Humane Society so that we can find it a new, forever home. In 2012 we increased our focus on acting as a resource to the community; helping them to change unwanted behaviours, encouraging them to attend training classes, seek veterinary help when necessary and the result was fewer surrenders and more pets in homes. There will always be times when, despite their best efforts, people will need to find a new home for their pet and we are honoured when they put their

trust in our shelter to find that pet a new, forever home.

We believe that every pet deserves a forever home...however long that takes, so we were excited that in 2012, the last of the Chihuahuas from our hoarding investigation found his family. Little Cheeno was the most timid of the Chihuahuas that called the shelter home after we received thirty three of these tiny little dogs, all suffering from neglect and all undersocialized due to their living conditions. One by one, all of the Chihuahuas learned to trust in people and were adopted into happy homes... except wee little Cheeno. We placed him in a foster home, where he grew to trust his foster Mom and learn to live in a home, but he was still so wary of strangers we





knew it would take a special person to understand him. His "happily ever after" came in the form of a wonderful couple who had other rescued Chihuahuas at home, lots of experience with timid dogs and after several meetings at their home, we knew it was a match!

Today Cheeno is the much loved member of a family that loves and values him for the funny little dog he is. Our Customer Care team makes miracles like this happen for special dogs like Cheeno all year and with your help we'll find homes for many more in 2013.

Stray cats	786
Cats surrendered by owners	47
Shelter offspring	18
Cat return adoptions	50
Cats transferred in from other shelters	14
<b>Total cats received at shelter</b>	<b>915</b>
Cats returned to owners	144
Cats adopted	726
Cats transferred to rescue groups	9
<b>Total cats given homes</b>	<b>879</b>
Stray dogs	457
Dogs transferred in from other shelters	19
Dogs surrendered by owners	35
Dog return adoptions	9
<b>Total dogs received at shelter</b>	<b>520</b>
Dogs returned to owner	331
Dogs adopted	366
Dogs transferred to rescue groups	23
<b>Total dogs given homes</b>	<b>720</b>
Other stray domestic animals received at shelter	76
Other small domestic animals surrendered by owners	69
<b>Total domestic animals received at shelter</b>	<b>145</b>
Other small domestic animals adopted	83
Returned to owner	7
<b>Total other given homes</b>	<b>90</b>



# HAPPY TAILS

## RUDOLFO – A SPECIAL CAT...A SPECIAL HOME!

Rudolfo is a great example of what makes the Oakville & Milton Humane Society so special. He was diagnosed with a heart murmur, which for many shelters would mean he would not be made available for adoption. But we knew that he was such a great cat that there would be a home out there for him and we were committed to making that happen, however long it would take.



Rudolfo was part of our shelter family for over a year, becoming a great favourite of volunteers and staff alike. We all loved him, but knew he deserved a forever home... but when?

The purrrfect family came in to meet Rudolfo one day. They had adopted another of our "over a year" cats, Tangerine and we all hoped they would apply for Rudolfo. They too fell in love with this handsome boy and soon he was part of their family. They sent us a note, shortly after taking him home:

Thought I would let you know that I had Rudolfo for a quick check at our vets today. Everything was great. She did not hear the heart murmur! And his weight is 17 lbs - hopefully he'll trim down a bit after a few months of having a home to run around in.

He is very interested in our other pets.

He has been introduced to a few rooms upstairs. Likes to run under the bed, but comes out within a few minutes when we sit and call to him. We didn't realize he was a daredevil. He loves to jump on the highest dresser he can find.

He loves to cuddle with everyone - my daughter has actually complained that she can't use her laptop when he's there because he's always headbutting her for cuddles.

Without the generosity of our incredible donors, we couldn't give cats like Rudolfo the time they need to find a forever home. These special cats deserve special homes...and Rudolfo definitely has his!

### BOARD MEMBER – Carol Johnston

*Carol Johnston is the Director of Human Resources for the Juvenile Diabetes Research Foundation of Canada. Ms. Johnston has always been a supporter and contributor to animal causes. She has admiration for the contribution animals make in our lives and feels a sense of responsibility to speak on behalf of those without voices. Her philosophy is "helping animals is but a mere act of appreciation in return for the unconditional love and support they bring to our lives."*

*Board Member Carole Johnston and Cora, a senior beagle undergoing care and soon to be ready for her forever home.*





# HAPPY TAILS

At the Oakville & Milton Humane Society we truly believe that there is a home out there for every one of our shelter animals and are committed to them...however long it takes. In Maxi's case that was over a year!

Maxi had been surrendered to the Oakville & Milton Humane Society by her owners, who sadly were no longer able to afford to care for her.

Here at the OMHS we know that life can change on a dime and are always there to help people through the process of giving up their pet and finding it a new home.

Maxi was 6 years old and like many beagles, Maxi was a true hound, often more interested in the sights and smells around her than in meeting a potential adopter, so

day after day she waited for a new home. She became a real favourite of our dog walkers who would often put her back in her run with a "today could be the day for your new home Maxi", and a gentle pat as they closed the door to her kennel.

Her day came well over a year later, when Maxi met her perfect match in Shannon Syring and Rachel McReavy who embraced her "beagle-ness". Shannon and Rachel had adopted a beagle from the OMHS in the past and had a second beagle at home as well. After coming in to walk Maxi several times, bringing in their own beagles for a "meet and greet" with Maxi at the shelter and chatting with our Customer Care team, Maxi became part of Shannon and Rachel's family pack.

Your donations allow us to make dogs like Maxi part of our shelter family for as long as it takes to find their new forever family and we are so grateful for each gift you make.

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

*BOARD MEMBER – Howard Mott*

*Howard Mott is a graduate of the University of Western Ontario Law School and was called to the Bar in 1979. Howard joined Hutchinson, Thompson & Henderson and shortly afterwards became a Partner. Howard says he volunteers on the Board of Directors because, "I look forward to helping the OMHS with its valuable work and care for our four legged (or otherwise) friends and companions".*

*Board Member Howard Mott and one of the many adorable kittens we find homes for each spring.*



# FINANCIAL RESULTS

## Statement of Operations

For the Year Ended December 31, 2012

	2012	2011
<b>REVENUES</b>		
Adoptions	118,147	116,740
Animal Control	996,800	970,600
General Shelter	321,798	257,934
Other Income	20,164	5,020
Bequests	8,523	195,281
Charlie Fund	65,511	64,696
Restricted Funds - IT, Educ.Room, & Vehicle	22,664	26,101
Fundraising	553,969	536,566
<b>Total Revenues</b>	<b>2,107,576</b>	<b>2,172,938</b>
<b>EXPENSES</b>		
Animal Care and Protection Services	875,779	812,974
General Shelter and Admin	1,147,385	994,169
Charlie Fund	66,998	48,081
Amortization	68,215	66,905
Interest and Bank Charges	18,745	23,513
Fundraising	112,415	107,512
<b>Total Expenses</b>	<b>2,289,537</b>	<b>2,053,154</b>
<b>Excess of Revenues over Expenses</b>	<b>-181,961</b>	<b>119,784</b>

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

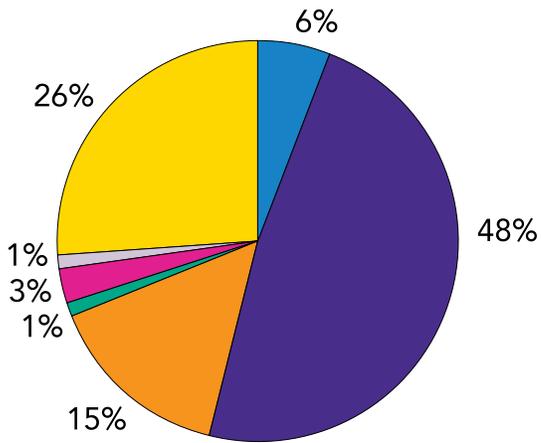


*BOARD MEMBER –  
Ian Waid, Treasurer*

*Ian Waid retired after a career in marketing management and business development. Ian and his wife are long time residents of Oakville and previously of Milton. Ian is completing his final three year term on the board of the OMHS during which time he has been Treasurer and Past Board Chair.*

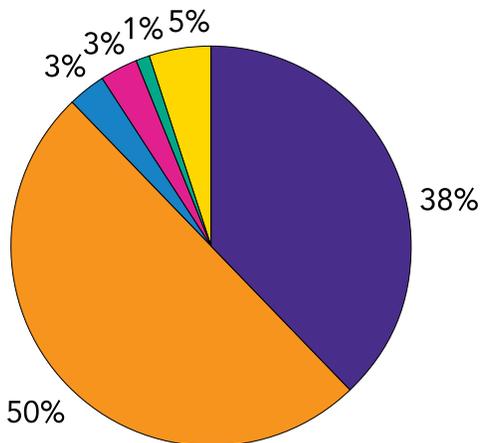
*His family have a history of adopting cats and dogs from the OMHS, most recently a much loved black lab named Rosie.*

*Board Treasurer Ian Waid with Oreo a domestic hooded rat that is part of our Humane Education program.*



### 2012 REVENUES

<span style="color: blue;">■</span> Adoptions	118,147
<span style="color: purple;">■</span> Animal Control	996,800
<span style="color: orange;">■</span> General Shelter	321,798
<span style="color: teal;">■</span> Other Income	20,164
<span style="color: gray;">■</span> Bequests	8,523
<span style="color: pink;">■</span> Charlie Fund	65,511
<span style="color: lightgray;">■</span> Restricted Funds-IT & Education Room	22,664
<span style="color: yellow;">■</span> Fundraising	553,969



### 2012 EXPENSES

<span style="color: purple;">■</span> Animal Care and Protection Services	875,779
<span style="color: orange;">■</span> General Shelter and Admin	1,147,385
<span style="color: pink;">■</span> Charlie Fund	66,998
<span style="color: blue;">■</span> Amortization	68,215
<span style="color: teal;">■</span> Interest and Bank Charges	18,745
<span style="color: yellow;">■</span> Fundraising	112,415

## Balance Sheet

as at December 31, 2012

	2012	2011
<b>ASSETS</b>		
<b>Current</b>		
Bank	-	7,756
Restricted Cash and Term Deposits	38,803	61,398
Accounts Receivable	54,083	48,269
Prepaid Expenses	7,357	1,956
<b>Total Current Assets</b>	<b>100,243</b>	<b>119,379</b>
Restricted Cash and Term Deposits	228,928	215,779
Property and Equipment	550,153	517,394
Intangible Assets	14,433	15,285
<b>Total Assets</b>	<b>893,757</b>	<b>867,837</b>
<b>LIABILITIES</b>		
<b>Current</b>		
Bank Indebtedness	11,346	-
Accounts Payable and Accrued Liabilities	198,534	160,281
Demand Loan Payable	120,000	-
Deferred Revenue	20,787	1,125
Current Portion of Loan Payable	-	-
Current Portion of Capital Lease Obligation	8,040	-
<b>Total Current Liabilities</b>	<b>358,707</b>	<b>161,406</b>
Loan Payable	-	-
Capital Lease Obligation	12,730	-
Deferred Building Campaign Contribution	189,564	186,749
Deferred Education Room Contributions	32,595	34,311
Deferred IT Project Contributions	52,643	70,936
Deferred Vehicle Contributions	15,044	-
	<b>661,283</b>	<b>453,402</b>
<b>NET ASSETS</b>		
Invested in Property and Equipment	564,586	532,679
Charlie Fund	36,988	38,475
Unrestricted	(369,100)	(156,719)
	<b>232,474</b>	<b>414,435</b>
<b>Total Liabilities and Net Assets</b>	<b>893,757</b>	<b>867,837</b>

### PLEASE NOTE:

Some of the 2011 comparative figures have been reclassified to conform with the current year's presentation format.



*BOARD MEMBER – Jennifer Young – Vice Chair*

*Jennifer Young is the Senior Vice President, TD Bank Group and the Global Head of Human Resources for TD Securities. Jennifer is responsible for overseeing global strategy and day-to-day operations for Human Resources, leading the teams responsible for recruitment, talent management, compensation and learning and development. Jennifer is also a member of the TD Securities Supervisory Committee and plays a key role on the firm's leadership team.*

*Board Vice Chair Jennifer Young with Dijon one of our adoptable cats that has been part of our shelter family for over a year.*



**2011 - 2012**

**BOARD OF DIRECTORS**

**Executive**

Jacqui Gerrard, Chair  
Jennifer Young, Vice Chair  
Ian Waid, Treasurer  
Rebecca Doutre, Secretary  
Carol Johnston,  
Member-at-Large

**Board of Directors**

Bronwyn Darnley  
Michael Howie  
Roger Lapworth  
Howard Mott  
Mabel Watt  
Sheldon Wolfson  
Robin Wydryk

Frances Walker DVM,  
Society Veterinarian

Diana Aikin, Honourary Officer  
of the Society

Kim Millan, Executive Director

**BOARD MEMBER – Rebecca Doutre**

*Rebecca has been a volunteer on the Board of Directors since 2009 as Board Secretary. Rebecca also participates on the Fundraising and Nominations Committees. Graduating from Wilfrid Laurier University, Rebecca is the Member Services Manager at the Canadian Nursery Landscape Association, a national not-for-profit trade association for the horticultural industry. Rebecca has a passion for helping others (people or pets!) working with volunteers and planning events. Living in Milton with her husband Mike, her dog Daisy and cat Spoons, she says that “the OMHS is important to me as I know that the staff and volunteers are saving animals’ lives each and every day – it is inspiring to be involved with such dedicated people”.*

*Board Secretary Rebecca Doutre with Perry, a young lion head cross bunny that is now happily in a forever home.*



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 levels 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 is the work of professional photographer Sandro Avila, who donates his time and talent to the Oakville & Milton Humane Society. Sandro works with our dogs as a dog walking volunteer as well as lending his incredible talent as a photographer to our annual report. You will see Sandro's work throughout the annual report, in the photos of our board members, and in a special photo of Mea and Officer Mackesay. Volunteers are so very important to the Oakville & Milton Humane Society and we use them in virtually every area of the shelter. From our volunteer Board of Directors to administrative help, foster families, animal care helpers, wildlife drivers and more, these tireless folks make a difference each and every day and we are so grateful for their support.

### CREDITS:

Photography courtesy of Sandro Avila, Spencer Easton, Nicole Mack, Eva Mende-Gibson, Brian Villemaire and various OMHS staff members