



2015 Annual Report

Mission

Protect. Care. Educate.

Introduction

The Oakville & Milton Humane Society (OMHS) was founded in 1936 to combat the most difficult of circumstances suffered by animals in our community. Through no fault of their own and without a voice, they were the survivors of neglect, cruelty, injury and abuse; they were the sick; the lost and alone.

Our mission to Protect and Care for animals in crisis was carved from this reality and a shared passion for animals that continues to drive our mandate today, nearly 80 years on. Because we believe all lives have value and deserve a chance to thrive.

By working through these pillars and incorporating a strong focus on education, we can and we are - transforming outcomes for the animals in our shelter - thanks to you. Every time you donate, volunteer your time with us, fundraise or support our events or programs, you are helping to change futures and making our community, and the world, a better place.

As a donor-funded organization, we are a small shelter with a big heart - and a big vision for an even better future for the animals and residents of Oakville and Milton. We are on the cusp of our 80th Birthday, and have chosen a few highlights of our mission in action in 2015 to share with you as we reflect on the past year and prepare for a new decade of growth. These are stories that you, our generous donors, helped to write and we thank you for being a part of our shelter family on the journey.

Vision

Providing the highest levels of services and support to the animals and residents by engaging the diverse communities we serve.





Kim Millan
Executive Director

It is my pleasure to share with you the indelible impact you are making on the welfare of animals in your community. Your gifts and support in 2015 helped to heal the sick and injured and provided a shelter from abuse and neglect. Your generosity helped find loving forever homes for our shelter animals and the opportunity for many others to find their way home and out of harm's way.

Your gifts leave a legacy for future animal welfare and we are truly grateful for your support.

2015 was a pivotal year for the OMHS in a number of key areas. As Oakville and Milton continue to grow, so too does demand for our programs and services – and we are meeting this momentum head on. We will be expanding our reach in Milton with the establishment of an OMHS branch facility so that we can better serve the animals and residents of this community. This expansion is paramount to our mission to Protect, Care and Educate and a true reflection of our essential role in the community now, and in the future.

With an already outstanding roster of educational opportunities for youth, we will extend the education pillar of our mission to more schools and community organizations in Oakville and Milton. We know the incredible impact therapy animals have on persons with disabilities and this expansion will also see the engagement of more individuals with special needs in the range of programs we offer to the community.

As we reflect on our many accomplishments over the past year, as well as the challenges that we met with undaunted resolve, we look forward to a new period of growth and the celebration of 80 Years of Caring in 2016. It's an amazing milestone and a promising horizon made possible because of our caring community. Because of you.

Thank you,

Kim Millan

Kim Millan
Executive Director

Brian T. Glasspoole
Chairman, OMHS 2015

I am honoured to assume the role of Board Chair at the Oakville & Milton Humane Society. It is very exciting to be involved with board members and staff who are so dedicated to fulfilling our mission to Protect, Care and Educate.

Over the past year, the Board met with key staff members to review and set out action plans to ensure the organization is meeting our mission head-on and is moving forward with our vision to provide the highest levels of service and support within our community. Based on our success in 2015, we are confident that the organization is making tangible progress. But what will we do to sustain our momentum as we move into our 80th year and beyond?

Our greatest imperative is to educate the communities we serve about the need for public funding. Without the generous support of people like you, we could not carry out our mission or support this important community resource.

As a Board, we will do this through demonstrating our commitment to serve our community and engaging others to do the same, through Board governance to ensure the shelter's operational future, and through leveraging our own personal outreach opportunities for both funding and sponsorship. But there is always more to do.

I believe that our philanthropic community leaders will continue to come forward and that the generosity of Oakville's and Milton's individual and corporate residents will allow us to create a better and more humane community for everyone.

Thank you,

Brian T. Glasspoole

Brian T Glasspoole
Chairman, OMHS 2015



Protect

There is comfort in knowing that animal protection professionals are directly at-hand at the OMHS. In addition to ensuring injured animals and wildlife are provided shelter and care, our Animal Protective Services (APS) unit includes Bylaw Enforcement and OSPCA (Ontario Society for the Prevention of Cruelty to Animals) Agents authorized to investigate and enforce suspected cases of animal cruelty and neglect.

Rescuing animals in crisis



Family Day weekend, the coldest of the season, 38 animals are removed from a suspected breeding operation and below standard living conditions – a litter of pups just born and more on the way. Animal Protective Services (APS), shelter staff and volunteers worked through the night to triage, provide warmth and medical care.



A family in mourning over the passing of a family member, now faced with a litter of newborn puppies, reaches out to the OMHS for help. Critical life-saving medical attention, including rounds of neo-natal stimulation followed by constant monitoring, led to recovery for the puppies and their mother.



An orphaned skunk is in urgent need of warmth and nourishment after its mother dies, prompting APS to bring him directly to the OMHS. While young skunks – or kits – can spray, the little fellow was still too small.

Sharing our world

Safeguarding wildlife and helping build a future where humans and wildlife co-exist in harmony is integral to our Animal Protective Services' (APS) mandate. Regular field calls are conducted in Oakville and Milton and surrounding areas to monitor animals living in our natural environment. For many injured or orphaned wildlife, the OMHS offers a temporary refuge and a chance for rehabilitation.



This past year APS Officers responded to a dramatic number of coyote sightings. Tracking and trapping the animals was further complicated by the appearance of mange in many cases, making the already elusive coyote nearly impossible to catch and treat.

The OMHS held a number of Information Nights in 2015 to help residents understand the important role coyotes play in balancing ecosystems and what to do when confronted with a coyote. Outreach is a focal point of our education mandate and we work hard to provide ongoing opportunities to engage and connect with our community.

Reuniting loved ones

Whether an animal has been brought to the OMHS as a stray or we've received a frantic call from an owner who's lost their pet, the safety of animals in our community relies on having a warm and caring place for them to stay and shelter staff who work hard to find a way home for lost pets.

The passion for animals among our staff is evidenced by OMHS achieving one of the best rates in Canada for reuniting owners and their pets – 30% for cats and 95% for dogs. This is significantly higher than the national averages of 5% for cats and 30% for dogs and is a tribute to our full time Lost & Found staff and the promotion of licensing and microchipping.

“A microchip is the quickest and most accurate way to find and reunite lost pets with their owners. Along with licensing and ID tags, this simple identification method is a mandatory procedure before any of our shelter animals are adopted.”

Protecting your pets

Spaying and neutering are safe and effective means to address pet over-population and a humane way to save lives. We are fortunate to have the support of The William Gear Foundation to help us achieve this goal. The impact of the Foundation's Spay/Neuter Program has seen a steady reduction of kitten intake numbers: In 2015, we took in 237 kittens, down from 458 kittens recorded in 2012. We are grateful to The William Gear Foundation for enabling us to maintain our simple and safe rule of spaying and neutering all cats, dogs, rabbits, ferrets and other small animals prior to leaving the shelter.

OSPCA Investigations



227

cruelty
investigations



10

individuals
charged



148

animals removed
or surrendered



TOO MANY

owners needing
education on
dogs in hot cars

By Law Enforcement



83

cats & dogs running at large
(both ticketed & warnings)

130

complaints/investigations

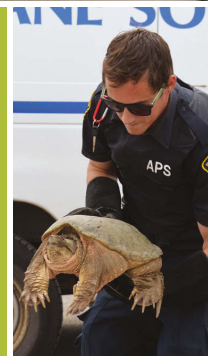
“Once on the scene of an investigation, our Agents will review the situation and make a decision about the animal’s welfare in the moment - providing immediate rescue, care, or assistance - which can often mean the difference between life and death for the animal. Without the generosity of our donors these critical safeguards would not be possible.”



Likely abandoned and very dehydrated, this young male fawn was found vocalizing on its own for almost 24 hours. Our APS Officers brought him back to the shelter, carefully rehydrating and preparing him for his trip to a rehab facility.



Turtles move slowly and cannot get out of the way of moving vehicles. The chance of this determined turtle being hit by a car was too high so APS Officer Marko acted to help it to safety.



Care

Care is our way of life, our culture. From the instant an animal arrives at the shelter triage to the time it leaves our Adoption Centre for a forever home, care and compassion are the common threads woven throughout everything we do.

Inspiring compassion. A donor's story

Charlie was a Border Collie that came to the OMHS in 1985 with a leg too badly damaged to save and we needed the community's help to raise money for the surgery. Community generosity allowed Charlie to have his operation, recover, and find his forever home.

From Charlie's story sprung the Charlie Fund, a special reserve that provides emergency and specialized veterinary care to homeless animals at our shelter. Animals hit by cars, caught in traps, abused, or needing life-changing surgery – the Charlie Fund is there to heal the injured and seriously ill.

“Thanks to our Charlie Fund donors, whose support sustains our ability to provide emergency care, 63 dental and medical procedures were performed on 62 dogs and cats in 2015, ranging from radical mastectomy and liver shunt repair to cardiac ultrasound and blood transfusions.”



Together with its supporters, the success and longevity of the Charlie Fund can be traced to the vision and compassion of one of its first supporters. As Chair of the Charlie Fund for 18 years, Anne Smith is a community leader who turned her love of animals into 20+ years of dedication to the shelter. Among her many contributions over the years, Anne has raised over \$200,000 for the OMHS and the Charlie Fund. Although semi-retired now, she still manages the Charlie Fund Endowment and continues fundraising to sustain its operation.

Anne has forged many relationships with corporate sponsors on our behalf and many of the policies and guiding principles we have today are as a result of her leadership. We owe a debt of gratitude to Anne.



Despite the challenges that we face as a charitable organization funded by donor support, miracles do happen every day at the OMHS. Through your giving, and thanks to our dedicated teams, we helped more than 5,000 domestic animals and wildlife find protection and care in 2015.

Three little orphans

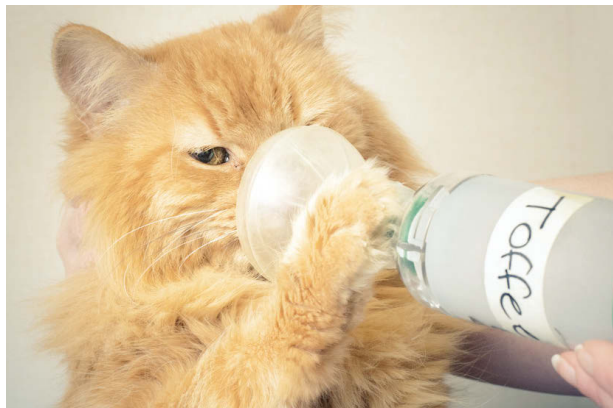
Ella, Grace and Annie, as they were later named, were found shivering outdoors in the fall of 2015, next to their deceased mother. Without her milk and warmth, the kittens were far too young to survive.



Under the care of our Registered Veterinary Technicians, volunteer veterinarians, and a volunteer foster mom, who bottle fed the kittens around the clock, these little ladies bounced back and are thriving today.



Not yet three weeks old, Henry was brought to the OMHS as a stray. In addition, he was missing most of one leg. Our Care team started Henry on antibiotics and feeding and after a few months in our care, Henry was adopted and gained a new feline brother, Griz.



Responding to special needs

Not unlike their human counterparts, animals too are born with or develop complications that can prevent a normal, healthy life. Diabetes, digestive and kidney issues, thyroid disease, asthma and upper respiratory illnesses among shelter cats, for example, are often chronic conditions that need to be carefully managed.

Special needs include not only animals that require extra medical attention but also those whose life experiences have left them with psychological scars. Our Shadow and Colony Cat programs are two examples of very different special needs categories that require early and accurate identification if their feline lives are to be re-framed in any positive way.

“We are grateful to our adoptive families who see the “special” in our shelter family animals.”

Shadow cats typically have histories as street cats – fearful, nervous, traumatized and under-socialized – and often overlooked as ideal adoption candidates. But Shadow Cats can make wonderful companions in a home that is willing to give them patience, time, space, socialization and extra love.

Our new Colony Room is an ideal communal sanctuary for cats that may be overly shy but that do well with other cats in their company. The open space enhances their comfort level and allows us to see and understand their behavior in their ‘comfort zone’. The Colony Room is an essential addition to the OMHS, made possible through a generous gift from the Gordon and Patricia Gray Animal Welfare Foundation.

Finding that perfect match

We have a saying at the OMHS – “I am a forever pet, not an until pet.” Finding a forever home that matches the nature, temperament and needs of a companion animal is a role our Adoptions and Customer Service team takes very seriously. Our Adoption Counsellors want to ensure lasting love and success which includes taking time to meet with the interested adopter and evaluate the prospective match against a strict adoption policy.

“Caring for special needs animals at the OMHS accounts for one third - approximately \$19,000 annually - of the overall cost for food and medical supplies.”

Preparing our shelter animals for their journey home is an ongoing process that includes: volunteer socializers who work with the animals to improve their ability to mingle with other animals and humans; volunteer matchmakers who have had additional training and who really get to know each animal's traits and personality which helps lead to the best matches; and, before any final decision on suitability is made, education about responsible pet ownership and home safety guidelines are discussed.

Follow ups are conducted post-adoption to ensure that the relationship continues to go smoothly for everyone – pets and people.



\$250

cost of feeding and caring for one orphaned kitten at the shelter



679

adoptions



246

animals fostered



405

pets re-united with owners



63

dental and medical procedures

Educate

We take a holistic approach to education at the OMHS, ensuring an integrated and ongoing stream of learning opportunities are made available to children, youth and schools, parents, pet owners and the community.

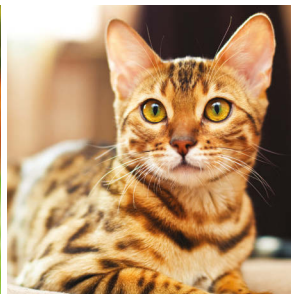
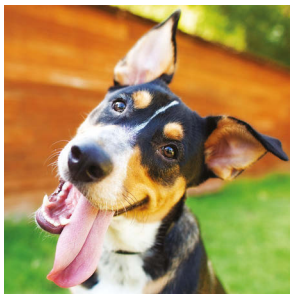
In 2015 we were able to grow our community outreach, furthering our collaboration with community partners to identify educational opportunities for children, youth and adults with developmental disabilities and other challenges.

For one young resident of Syl Apps Youth Centre, her weekly visits to the OMHS started in complete silence and ended with her ability to have and hold a conversation. Part of the Kinark Child and Family Services organization, Syl Apps helps children with complex needs achieve better life outcomes.

Our Community Outreach and Education team pays weekly visits to Syl Apps accompanied by a variety of animals, including Tanzen, the OMHS's Golden Retriever therapy dog.

“Your support in 2015 gave more than 3,000 pre-school, elementary and high school students the chance to have hands-on experience working with animals through after school and day programs, school presentations and shelter tours, summer and March break camps, Kindness Clubs and more.”

Creator of the program and 25 year veteran of the OMHS, Education and Community Outreach Manager Heather White, was selected to receive the Kinark Chair's Award of Excellence in 2015 in recognition of her commitment to children and youth with complex needs. Heather credits Tanzen, who also earned an award of the edible kind for her work with the residents from Syl Apps.



Developing compassionate leaders

Our Youth Apprenticeship Program (YAP) continued to expand throughout 2015, providing high school students with hands-on experience working with animals and learning about animal behaviour and care. OMHS education programs complement the Ontario education program and students enrolled in YAP earn up to 25.5 hours of community service in accordance with Ontario high school requirements.

Developing leadership skills and learning appropriate handling of animals is the focus of Leaders in Training (LIT) for teens and camp counsellors. Both YAP and LIT programs promote humane education and foster personal growth by encouraging teamwork and volunteerism and nurturing important values like kindness and compassion for both animals and people.

For 16 year old grade 11 student, Emma Haslam, being a part of the Youth Apprenticeship Program (YAP) was a natural extension of her love for animals. Emma had already been fundraising for the OMHS for three years by the time she joined YAP at the age of 13. She walked neighbourhood dogs, sold home-made treats and organized events, generating enough funds to start donating to the Charlie Fund and sponsor a dog kennel.

“Some of the animals at the shelter have had difficult lives; seeing them trust, become more curious and finally get adopted by their forever family was incredible.” But her biggest take-away from the YAP program was being able to participate in the animals’ progress and the hard work at the shelter that goes into making that progress possible.



Shaping young hearts and minds: A donor's story

The P.A.T.C.H. Challenge was created in memory of a wonderful Shih Tzu named Patch, a companion to Frank Apa, President of Lexus of Oakville. Patch became a mascot and 'spokesdog' for the dealership, touching the lives of all those who met him.

When Patch sadly passed away in 2002, Mr. Apa created the P.A.T.C.H. Challenge (People and Animals Together Create Harmony) to support educational programming at the OMHS. P.A.T.C.H. teaches children to become kinder, more compassionate members of our community and also recognizes a young person who makes a significant difference in the life of a living being by demonstrating empathy and compassion.

Mr. Apa and Lexus of Oakville have donated over \$132,000 in funding support towards the P.A.T.C.H. Challenge, enabling the OMHS to expand the benefits of this unique animal-human experience to more young people in Oakville and Milton.



Canine Training Coordinator, Heather Schaefer, is heading out with her student to work on some canine street skills and behaviour techniques.

Building our knowledge capacity

Professional education for our full and part time staff is an important tenet of our education pillar. The generosity of granting foundations has helped ensure shelter staff were given opportunities to be at the forefront of knowledge in animal welfare and care in 2015 through conference participation, seminars and other professional education initiatives.

This knowledge impacts the animals as their quality of life improves and their likelihood of a successful adoption increases.

Canine training, for example, is an integral part of a shelter dog's preparation for family life. Since we may not know about a dog's past life, careful watching and working with the animal leads to a personalized training protocol that addresses specific needs - for example, learning how to walk up stairs or get into a car, to modifying serious behavioural issues incurred as a result of cruelty or neglect.

Our volunteers play an active part in the rehabilitation process as well, undergoing training themselves so they can increase their role from walking to handling as their canine charge gradually learns essential socialization skills. We complete the training continuum with group training for new dog owners to maximize the success of their new relationship as a truly forever one.



1,864

Youth reached through school presentations



96

Youth reached through Kids and Critters Camps



85

Class shelter tours



568

P.A.T.C.H. participants since program began



Community

A community is made of many working parts; and when these parts connect and work together in harmony, amazing things happen. It takes partnership and a shared vision to make positive change and we look forward to a future standing shoulder-to-shoulder with our community as we give voice to those that cannot speak.

We are proud to have earned the trust and support of numerous organizations, schools, businesses and individuals in Oakville and Milton in 2015. Through the fundraisers, bake sales, car washes, swear jars, lemonade stands and all manner of events you organized in 2015, you helped to protect, care and find forever homes for thousands of animals and we thank you for your compassion, spirit and generosity.

Events like our annual Mutt Strutts were held in both Oakville and Milton, and the OMHS Yard Sale and the Oakville Half Marathon all added extra “fun” to our fundraising last year.

Thanks to our corporate supporters, who keep event expenses at bay, our donors whose belief in our cause allows us to carry out our mission, volunteers and event attendees, together we improved the lives of animals through special events in 2015.



Marion and Andrew “The Cat-Man” at the 2015 Oakville Half Marathon. The couple started the Missing Cat-Man Campaign as a humorous way of raising funds and awareness of the rising number of cats in shelters across Canada. The little Cat Man is Marion and Andrew’s son, Malcolm.

Graceland

Our summer gala, Graceland, was made possible through the generous support of our leadership donors Jane Smith and her family.



Spaying it forward

Cause for Paws is committed to helping end pet overpopulation in our community by asking local veterinarians to “Pay the Spay” on behalf of the OMHS. Thanks to the following veterinary clinics, over 180 spay/neuter surgeries were donated in 2015:

- Animal Hospital of Oakville
- Oakpark Pet Hospital
- Burloak Animal Hospital
- Oakville Animal Clinic
- Cornwall Animal Hospital
- Royal Ford Veterinary Clinic
- Fourth Line Animal Hospital
- Westoak Animal Hospital
- North Oakville Animal Hospital
- Trafalgar Animal Hospital

Lasting legacy reduces cat over-population

We are grateful to our veterinary partners, including the Erin Mills Veterinary Clinic and Dr. Jacqueline Starink who manages the O’Brien Stray Feline Trust. The Trust was made possible through the generosity of the late Shelagh O’Brien, who left legacy funds to support stray or homeless cat sterilization to help reduce cat over-population. Thanks to the O’Brien Trust and Dr. Starink’s stewardship of Ms. O’Brien’s legacy gift the Trust was able to fund this life-saving service for more than 80 kittens in 2015.

Gratitude

Thank you,

To our amazing donors for your philanthropy that gives all animals who journey through our shelter the chance for a better life.

To our corporate sponsors and supporters for your investment in our shelter community and for keeping our expenses low so that more goes to the animals.

To our community partners for your engagement and cooperation.

To our granting foundations for your shared vision and belief in our community and our cause.

To our volunteers, for your unwavering dedication and selfless support. You are the indispensable thread that holds us steady and strong.

50
years

Thank You for 50 years
Diana Aiken
A Caring Crusader

Those who can, do.

Those who can do more, volunteer



Volunteers are the lifeline to our organization and the OMHS is lucky to have earned the support of many dedicated and long-serving volunteers from our community. Their selfless spirit enriches and inspires us to be the very best we can be for the animals and without them, we simply would not exist.

Volunteering is a fundamental act of citizenship. RBC employee by day, Syd is a superhero by night as an OMHS Volunteer Wildlife Driver. When a wild animal is injured, sick or orphaned it is crucial that it be transported to a licensed wildlife rehabilitator who is trained to provide specialized care. After a long day at work, Syd will still drop what he is doing and come to the rescue of a wild animal that needs help.

Volunteers



11,881

Total volunteer hours



310

**Total
volunteers**



82

**Foster
families**



54

**Cat socializing
& matchmaking**



48

**Dog
handling**



29

**Animal
care**



29

Fundraising



13

Shelter support



56

Education

We Couldn't Do It Without You

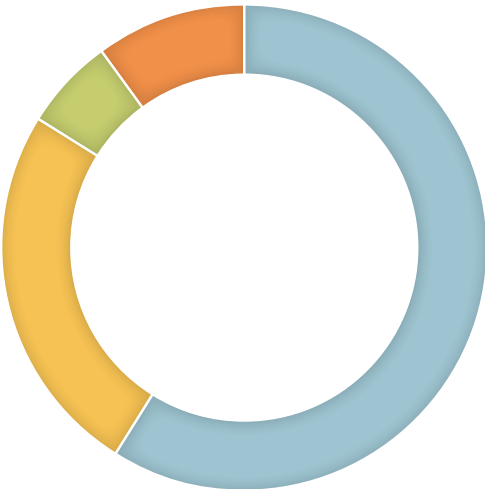
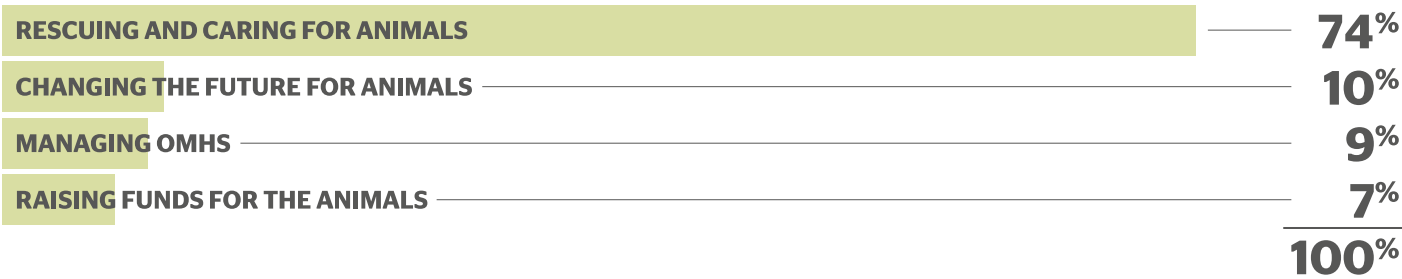
The Oakville & Milton Humane Society is a not-for-profit organization funded by the community, for the community – for both our human residents and the animals we live with and who share our natural spaces.

Each day we are inspired by the spirit of generosity that is alive and well in Oakville and Milton. Community funding makes up the majority of our revenue and we are very grateful to our generous community donors. In turn, we pay strict attention to ensuring funding is used efficiently and effectively so that our shelter animals directly benefit from your generosity and our donors see the value and impact of their philanthropy.


Your generosity at work

In 2015, we carried out our mission to Protect, Care and Educate in the following ways:

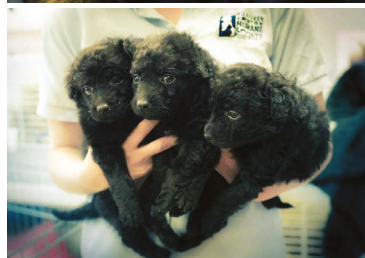
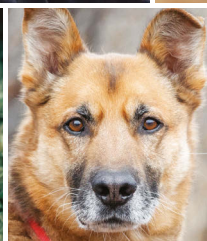
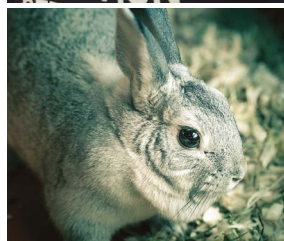
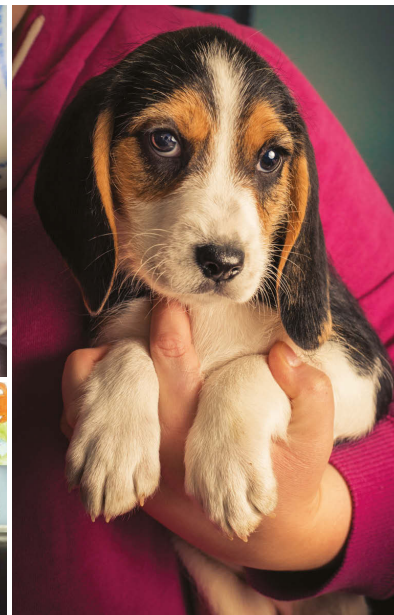
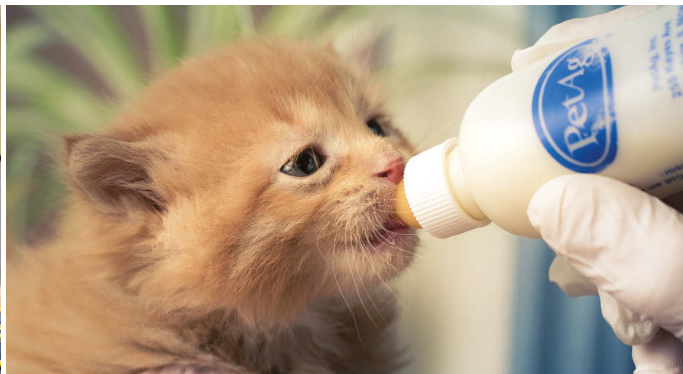
FUNDS ALLOCATED



OMHS Income Breakdown

| | |
|--|-------------|
|  Individual Giving | 59% |
|  Events (Signature & 3rd Party) | 25% |
|  Grants & Foundations | 6% |
|  Programs | 10% |
| Total Fundraising Revenues | 100% |

Protect. Care. Educate.



Thank You to our 2015 Board of Directors

Brian Glasspoole – *Chair*
 Cheryl Clark – *Vice Chair*
 Mary Siemiesz – *Secretary*
 Roger Lapworth
 Jacqui Gerrard
 Dr. Frances Walker – *Shelter Veterinarian*

Carol Johnston – *Past Chair*
 Robin Wydryk – *Treasurer*
 Lisa Lanoue
 Dr. Jennifer Ogeer
 Howard Mott
 Kim Millan – *Executive Director*



Be their Voice with Us

Adopt

Make a shelter animal's life better
and change your own forever.

Volunteer

Learn about the many ways you can
help us protect and care for animals.

Connect and Engage

Join our social media community to see
what we're doing and share your views.

Donate

Large or small, every gift helps us help the
animals. You can make a one-time gift or
become a monthly donor; participate in
your workplace campaign or matching
gift program; create your own fundraiser
for the OMHS; donate stock or a vehicle;
become a Leadership Donor to the OMHS
or create a lasting legacy for animals
by including the OMHS in your will.



The Oakville & Milton Humane Society

445 Cornwall Road | Oakville, ON, L6J 7S8
905 845 1551 | omhs.ca

Charitable Registration Number - 11906 4350 RR0001

