

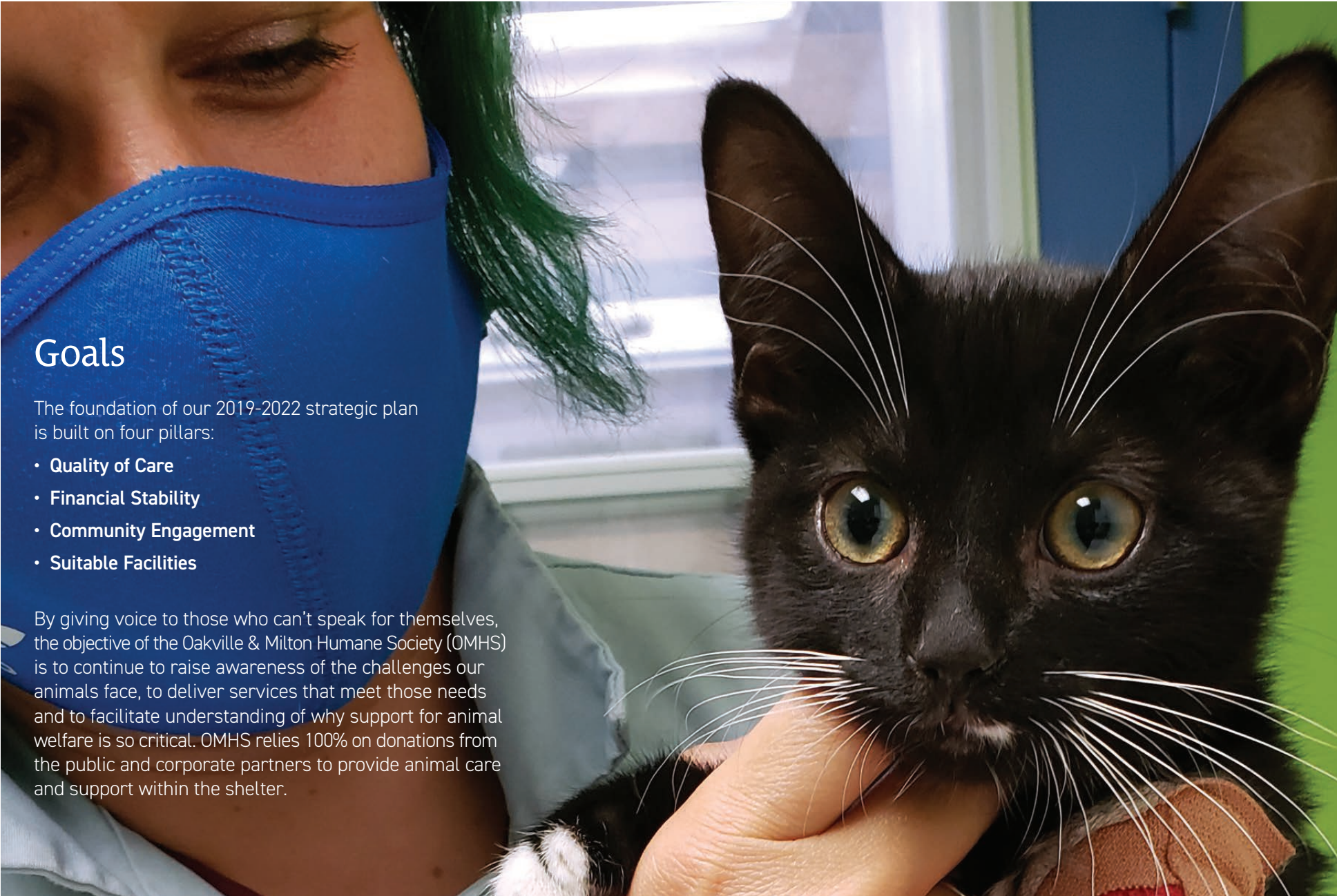
Impact Report 2020

All for the Animals



Mission

We are dedicated to protecting and making life better for animals and connecting the communities that care about them in Oakville and Milton.



Goals

The foundation of our 2019-2022 strategic plan is built on four pillars:

- **Quality of Care**
- **Financial Stability**
- **Community Engagement**
- **Suitable Facilities**

By giving voice to those who can't speak for themselves, the objective of the Oakville & Milton Humane Society (OMHS) is to continue to raise awareness of the challenges our animals face, to deliver services that meet those needs and to facilitate understanding of why support for animal welfare is so critical. OMHS relies 100% on donations from the public and corporate partners to provide animal care and support within the shelter.

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Message From Our Board Chair



As I reflect on 2020, it certainly was a year of adjustment and laser focus was necessary to adjust to an everchanging environment due to COVID. Despite the challenges faced with the pandemic, I am eternally grateful for the exceptional leadership provided by the Board of Directors and staff of the Society who helped navigate the Oakville & Milton Humane Society (OMHS) through these challenging times.

I also would like to thank the many donors and funders who have continued or enhanced their support of the OMHS in 2020. It was important for the Board, working alongside Rick Perciante, our Executive Director, to carefully monitor our revenues and expenses throughout the year. The OMHS focused its efforts in areas where we could have the greatest impact such as reuniting pets with their owners, finding forever homes for animals and protecting and caring for both domestic animals and wildlife who were injured and needed medical care.

While many of our volunteers were not able to physically be with the animals in the shelter, I thank those of you that continued to support our fundraising efforts by communicating with our donors, by making socialization toys for the animals in your home, and for regularly checking in to ensure the animals and staff were doing okay.

I am particularly grateful to the 345 community citizens and families who became volunteers during the pandemic to foster our animals. Your willingness to open your doors meant our animals had a loving home to reside in while waiting for adoption, but conversely, I know for many of you that our animals provided companionship as you yourself were required to isolate from family and friends during this difficult time.

If there is one take away from this past year that I am grateful for, it is how we faced adversity and became a stronger organization in 2020. We came together; volunteers, staff, donors, partners, and clients all with the shared purpose to care for and provide the best possible outcome for animals in our community. Thank you, Oakville and Milton, for standing with us to make this happen.

Clayton Shold

Board Chair

2020 Board of Directors				
Clayton Shold Chair	Patty Holk Secretary	John Garofano Director	Eileen McCormack Director	Frances Walker Society Veterinarian Ex-officio
Paul Dillon Vice Chair	Ken Cross Director	Lisa Jones Director	Christine Nielsen Director	
Michael Spinelli Treasurer	Scott Forfar Director	Steve Matos Director	Nelia Rutledge Director	



Message From Our Executive Director



As I reflect upon 2020, it was certainly a year filled with tremendous hardship for many. I would never have thought that as I write this report that we would still be facing one of the greatest challenges of this century.

However, the many challenges posed by the pandemic has also provided the Oakville & Milton Humane Society (OMHS) new opportunities to enhance our operations. For example, fostering animals suddenly became the ideal way to care for the animals and the shelter responded immediately. We knew the best place for them were in home environments and our business model changed to move our animals into foster care as quickly and safely as possible. We are privileged to have such caring and dedicated volunteers assist us in any way possible to support the OMHS.

In addition, 2020 was a year where everyone suddenly wanted to adopt a pet. Adoption rates soared and OMHS adapted accordingly to meet the increased demand. All our adoption practices were revamped, and all adoptions became virtual. Our community was able to adopt animals much faster and in most cases sight unseen. This has been a win-win for the animals and the community and it's quite likely these practices will continue beyond COVID.

When all our community programming came to a stand still, our Community Outreach and Education team began planning how best to adjust. At year-end, one time funding was received from the Oakville Community Foundation to support our efforts to move to virtual education, tours, and online dog training classes. The focus to accelerate advancements with our information technology will continue so we can even better support our community in future.

After a successful Mission Pawsible and Prancing with the Stars in 2019, our event model was forced to change in 2020. We transitioned Mission Pawsible into a virtual board game that followed an animal's journey through the shelter. Prancing with the Stars became an online competition, and we were thrilled with the creative dance videos submitted by the public that helped raise more than \$42,000. Despite their own challenges, we were grateful for our donors and corporate partners who still stepped up to support our events knowing the significant difference their funds would make in the lives of so many animals.

I sincerely thank the Board of Directors and it's committees who worked so closely with me as we guided the OMHS through this period of uncertainty. I am also eternally grateful to our talented team of staff who faced adversity head on and found new ways to provide exceptional care and attention to our animals, volunteers, and donors. It has been a remarkable year of which I am tremendously proud of our results. Thank you everyone for your unwavering support for the animals!

Rick Perciante

Executive Director



How OMHS Made Life Better For Animals and Connected Our Community

2020: More animals fostered, provided care and reunited



1,260
animals admitted and provided care*



293
animals spayed and neutered

39,286
volunteer hours
(1,737 days!)**





119
animals transferred to OMHS to save even more lives while meeting adoption demand

357 animals fostered (up 39% from 2019)
31,609 hours spent fostering (1,317 days!)
175 new foster homes added



* Includes wildlife
** We are supported by more than 470 volunteers who take on more than 30 different roles!



Donations and Community Support Made This All Possible!



Responded to **2,201**
wildlife rescue calls

248 animals released into the wild

67%
of all lost animals reunited with their owners***



More than **200**
animals assisted by The Charlie Fund



106 cases of alleged cruelty and neglect investigated

Conducted **2,057** park patrols for by-law enforcement



*** OMHS continues to have one of the highest return-to-owner rates in Canada



COVID-19 Crisis: Providing Life-Saving Care When It's Needed the Most

When COVID-19 struck last March OMHS responded with a comprehensive crisis management plan that ensured that no animals were left behind and would continue to receive the best possible care. Our Animal Care team were on the front lines working with our veterinary partners and the community to ensure the best possible outcomes for all the animals.



As the pandemic stretched from weeks into months many people added a pet to their family. OMHS hosted a microchip clinic using online registration and with social distancing protocols in place to safely provide permanent identification to many pets.



We are so fortunate to have volunteer veterinarians regularly visiting the shelter to provide the best of care for the animals until they can find their forever homes. This kitten was treated for a broken leg and once recovered found his forever home.

OMHS relies on the support of veterinarians in our community and we are proud to have partnerships with many clinics including the emergency clinics where overnight care is provided to those animals that need it. COVID-19 challenged veterinary offices to continue to provide care for their clients, including our shelter. The OMHS responded by reaching out to even more veterinary partners who could provide the animals care until they were ready for adoption.



Thank you Royal Canin for providing quality diets to all the OMHS animals. From babies to adults, all our animals get the vital nutrition they need for a second chance at a better life.



Our volunteer dog walkers and Animal Care staff ensured the dogs get enrichment activities both inside and outside their kennels.



Animals that did not go to foster care need daily enrichment too. OMHS rabbits enjoy larger living quarters and interactive feeding practices.



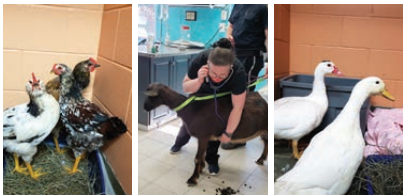
With the creation of the Provincial Animal Welfare Service (PAWS) the province now investigates suspected cases of animal cruelty and neglect. OMHS has actively partnered with PAWS to board animals and take over care where necessary.



In 2020 the OMHS transferred pets from Manitoba through K9 Advocates Manitoba and Northern Connection in Ontario to our shelter so they could get the care they need to find their forever home. In addition to receiving pets, OMHS sent over 2000kg of food to aid pets in remote northern communities.



OMHS cares for a small number of farm animals each year and 2020 was no exception. All were placed in forever homes with the assistance of the Association of Farm Animal Sanctuaries, Ontario.

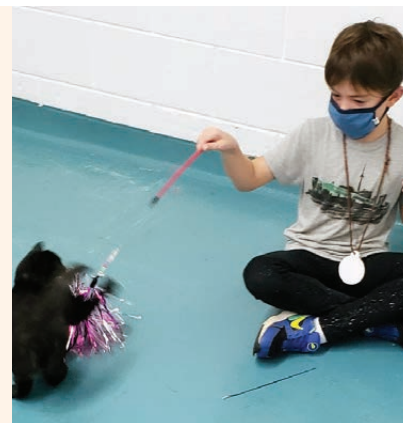


Our amazing Registered Veterinary Technicians provide intake exams to a variety of wildlife from the tiniest squirrels to larger mammals like fawns.



Helping People Care For Animals

For many in our community their first contact with the shelter is through our Community Outreach and Education (COE) programming. The COE team and many of our 450 volunteers are dedicated to providing programs and events that teach lessons of compassion, respect, responsibility and empathy to children and adults of all ages. COVID-19 had a huge impact on the department as animals had to be moved to foster homes and programming became virtual.



Celebrating Our Foster Family Heroes

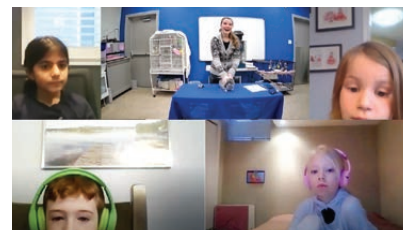
When our community was locked down last March and the shelter closed its doors, our first priority was ensuring the continued well-being and safety of all the animals. With social distancing restrictions we could no longer maintain the number of staff and volunteers at the shelter required to care for the animals. Thankfully our amazing network of loving foster families took up the challenge to provide a safe haven for many of the animals.

In total, we added 175 new foster families in addition to the 114 already in place and had an additional 170 families on standby if needed. The majority of our foster families (nearly 80%) have remained with us, with 14% of them deciding to adopt their foster animal. OMHS is proud to report that in 2020 we fostered out 357 animals and foster parents devoted 31,609 hours caring for them all!

The pandemic forced us to reduce the volunteer hours in the shelter and community. We continue to be in regular contact with our volunteers and can't wait to start welcoming them back as life begins to slowly return to normal.



Launching Our Virtual Classrooms



When COVID-19 struck in March the shelter initially did not have the equipment to provide virtual learning opportunities and in-person programming had to be suspended. Thanks to a generous grant from the Oakville Community Foundation we were able to transform our education room into a virtual classroom opportunity. By the end of 2020 we began offering community tours and other learning opportunities.

When limited in-person programs were permitted we offered them again on a much smaller scale and ensured social distancing, extra disinfecting and air purification were all in place.



Setting Dogs Up For Success with Training

Dog training helps ensure dogs feel comfortable and happy in the world around them and with their family. As COVID-19 restrictions eased later in 2020, OMHS began offering outdoor dog training classes with groups of three students, their dogs and our trainer. For the winter period we partnered with Ren's Pets to move our classes to Ren's outdoor dog patio which has lots of room to socially distance. Thanks to Ren's for providing gift bags for all the attendees.

OMHS also offered a virtual option where students could continue the lessons with their dogs at home.



OMHS Volunteer Awards

In 2020 we launched our new Volunteer Awards Program which has become an annual event. The work of our more than 470 volunteers at the shelter and in the community is essential in carrying out our work. Due to COVID-19 the awards were announced virtually during our November Board meeting.

Outstanding Volunteer Service Award

Presented to a volunteer who has made a significant contribution to improving the quality of life for animals.

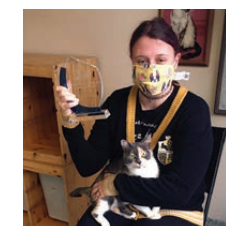


2020 Recipient

Jen Boyce

Outstanding Youth Volunteer Achievement Award

Presented to a youth volunteer who has made a significant contribution to improving the quality of life for animals.

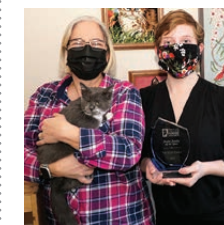


2020 Recipient

Alex Washkurak

Foster Family of the Year Award

Presented to a foster family that has demonstrated exceptional accomplishments in fostering animals.



2020 Recipient

The Scott Family

Lifetime Achievement Award

Presented to a volunteer who has gone above and beyond in demonstrating compassion for animals and has also demonstrated exceptional service/leadership qualities.



2020 Recipient

Frances Walker, DVM



Our Customer Care Team Are Proven Matchmakers

In 2020 the adoption process was streamlined and moved online. Our Adoption Counsellors expertly guided adopters through the information available on each animal and the process to ensure the best possible match. As a result 424 animals found their forever homes. Last year the Lost & Found department reunited 67% of all stray animals that came into the shelter. OMHS also took in 119 animals from owners who no longer were able to care for them and found them new forever homes.



Keeping Pets and People Together



Thanks to funding from the Emergency Community Support Fund, established by Employment and Social Development Canada, OMHS was able to create a much-needed Pet Food Bank. The funding, granted through

the United Way of Halton and Hamilton, enables the shelter to help those who may be struggling not only to feed themselves and their families, but their pets too.



Chase and Joey Go Home!

OMHS had two long term animals that were adopted in 2020! We were thrilled when Chase, our longest cat resident, was adopted by Jacky and Charmagne. They were so excited to ring the adoption bell and take him home! That was followed by the adoption of Joey, another long term, who found the perfect home with Matt.



As a result of the pandemic, we successfully moved our adoption process online, making it easier and safer to find forever homes for the animals. Those interested in adopting can now view our animals on our website and our Facebook page. As a result, interested adopters are not permitted to view the animals in person prior to adoption with the exception of dogs.



Helping Families During Difficult Times

OMHS began a Violence Prevention Program in 2002 to help victims of domestic violence by caring for their pets on a short-term basis. Due to increased needs in our community, the program expanded into the Families in Transition (FIT) program. In 2020 the Halton Region Community Investment Fund provided OMHS with a \$30,000 grant enabling us to continue providing the FIT program for another year. FIT helps residents like James (pictured with his dogs Tyson and Jewels), who find themselves temporarily homeless for a variety of reasons and need assistance providing care for their pets.



The FIT program provides temporary boarding, medical care, food and support for vulnerable pets – ensuring the family unit can be kept together. The program is made possible thanks to our funders: the Regional Municipality of Halton, the Oakville Community Foundation's Give Oakville Campaign.

Responding to COVID-19

In response to the COVID-19 outbreak the society created and implemented a comprehensive response plan to ensure physical distancing and disinfecting protocols were followed. This included the installation of floor decals (thanks to Oakville's B&B Decals), indoor/outdoor signage, plexiglass barriers in reception to protect staff and visitors, and ensuring all staff had the appropriate PPE required to safely carry out their work. This included the use of Prevail disinfectant from Virox Technologies that is proven safe for all animals.



Giving Shelter

In 2020 we provided shelter and care to 72 animals who came from northern communities. This includes Lita and her 10 puppies who were fostered by Alecia and Steve and their children. Lita and her brood have all since found forever homes!



Shannon, Mark and family who adopted Lita, feel like they won the lottery and we're sure the feeling is mutual. This lovely girl now spends lots of time playing in the yard, going for hikes, and relaxing in her new home. With everyone working and learning from home Lita continues to be spoiled. Though this is the family's first dog together, they are all avid animal lovers and are so happy to have found the perfect fit.



Not All Heroes Wear Capes

At OMHS our Animal Protective Service (APS) officers are our first responders who work 24/7 and 365 days a year to rescue lost and injured animals and give them a second chance for a better life. APS officers also enforce various animal welfare and control legislation through our service agreement with the Town of Oakville. In 2021 they responded to 2,201 wildlife rescue calls!



Protecting Animals and the Public

When COVID-19 struck last March our shelter's operations were deemed an essential service. In order for our Animal Protective Service team to continue responding to emergency calls 24/7 for sick and injured wildlife in Oakville and Milton, and rescuing stray animals in Oakville, enhanced public health measures were put in place.

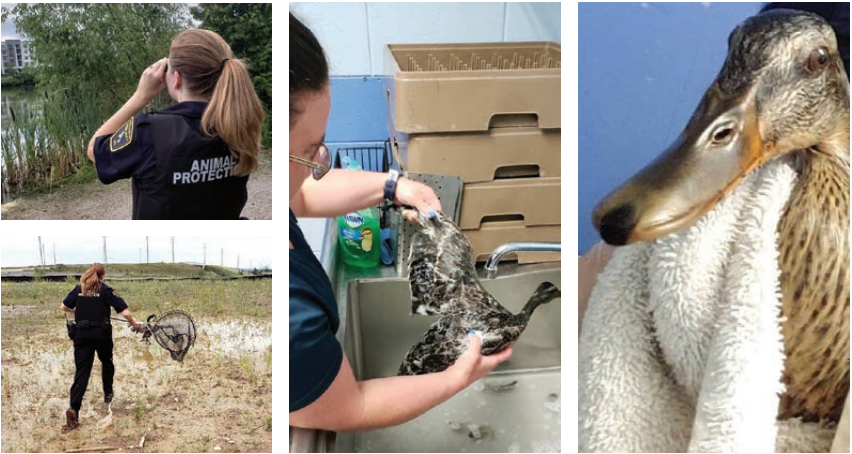
This included:

- Social distancing with the public when out for calls or patrols
- Vans disinfected with Prevail disinfectant at the start and end of each officer's shift
- Masks worn at all times
- Full PPE kits were worn when entering a residence (gown, mask, goggles, surgical cap, booties, gloves)
- Prevail used for of all touchpoints in the shelter before closing at night



Birds Rescued at Leiterman Park in Milton

Our Animal Protective Services team (with help from our Registered Veterinary Technicians and Hobbitstee Wildlife Refuge), spent several days last July rescuing approximately five ducks and 10 geese from an oil spill at Leiterman Park in Milton. All the birds who were in distress at the park were successfully rescued and safely transported to the rehabilitation centre. All were gently cleaned, assessed and after some time, successfully released back into the wild.



Oakville Arborist and APS Help Rescue Trapped Heron

Thanks to the quick work of local resident Chris Smith and Animal Protective Services Officer (APS) Fielding, a Blue Heron was successfully rescued that had become entangled in a kite string high up in the trees at Lions Valley Park. Chris, an arborist, who lives near the park, ran home to get his harnesses so he could climb both trees to cut the kite string and slowly lower the bird to safety. The Blue Heron was transported to the Toronto Wildlife Centre and made a full recovery. Thanks Chris for literally going above and beyond to help this beautiful animal!



Red-Tail Hawk Saved

Last summer a red-tailed hawk came to the shelter after apparently being hit by a car. After an assessment by our Registered Veterinary Technicians and a brief stay at the shelter, it was successfully released back into the wild by our APS officer!



Your Gift Made a Difference For Many Special Lives

Your gift helped us continue our work to create a caring, safe haven for homeless animals in our community. On behalf of the animals, thank you!

Your support is also helping pets and their people stay together for life. The OMHS Pet Food Bank and the Families in Transition program are valuable and needed resources that offer solutions to families experiencing difficult times.

Thank you for the many ways you choose to support the vulnerable animals in our community:

- PAW monthly giving program
- Gift in your Will
- Donating a gift of publicly traded securities
- Sponsoring an animal's kennel
- Becoming a Pawsitive Partner by hosting a fundraiser for the animals
- Giving in honour or tribute to a special pet or human



Ren's Pets: Supporting OMHS for More Than a Decade



Ren's Pets began as a small Canadian feed and supply store in 1975. Since then, Ren's business has expanded from the original Oakville store to more than 33 locations in Canada, with a new location in Milton scheduled to open in 2021.

For more than 10 years, Ren's has been an advocate for vulnerable animals in the communities of Oakville

and Milton. As Ren's business grew so did their support of OMHS. From supporting various initiatives such as dog training and community events, to hosting in-store Pet Pics and sponsoring signature events like Prancing with the Stars, Ren's continues to provide OMHS with financial support that helps us to fulfill our mission.

For the past several years, Ren's has provided an incentive in the form of a \$25 Ren's Pets voucher to dog owners in Oakville who purchase their annual licence through the online system at OMHS. Purchasing a licence not only ensures that dog owners are able to abide by town

by-laws but also helps to ensure that canine companions are reunited with their family in the event they escape their backyard or otherwise get away from their home. This convenient purchasing solution was ideal during the lockdowns of the past year.

We are so fortunate to have the on-going and generous support of Ren's Pets.



A Place Our Community Can Be Proud Of



Michael and Corine Telawski are known for their compassion and dedication to improving the lives of animals. This is keenly apparent from the many rescued felines they have adopted over the years.

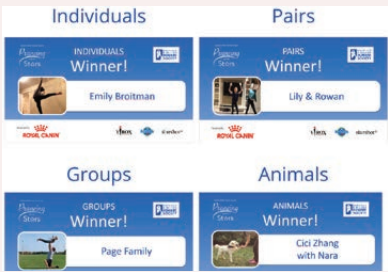
Michael grew up with cats and remains committed to their wellbeing, as far too many people still treat them as disposable. Serving as Board Vice-Chair of OMHS until 2009, Michael saw firsthand the important work that happened at the shelter. He also saw the need for more revenue to ensure the care and support for the future generations of homeless animals.

Spending time on her Grandparent's farm, Corine learned from a young age the value of animals in our lives. She developed a love and passion for animals and an appreciation that they are a commitment for life. Corine, Chair of the Charlie Fund for two years was moved by the lengths that staff and volunteers would go to for every animal.

Both Michael and Corine highlight the importance of helping children and teens make positive connections with animals through the OMHS Education Programs; "a compassionate and kind community needs to start early," said Michael.

Michael and Corine's contributions are many in the community. At OMHS their years of monthly support and annual holiday fundraising event fund the most pressing work today.

Their kind Legacy gift is for the future generations of homeless and abandoned animals designed to create a safe and caring haven for them, while building a more humane community through humane education.



OMHS staff show their moves during our Prancing with the Stars dance challenge that raised over \$42,000! Thanks to everyone who submitted videos and voted for their favourites for our virtual Prancing event.

Pawsitive Partner Spotlight: Aliyah Brito



Aliyah is a quiet 11-year-old who has turned her love of animals into a thriving business in Milton. She, along with her family, bake homemade, all-natural dog treats at home and sell them through her business Aliyah's Pet Bites. It was a true labour of love because she created treats that even satisfied Charlie, her finicky Shih Tzu.

A portion of the proceeds raised (more than \$1,000 in the last two years) are donated back to the OMHS and a number of other shelters and rescues in the area. Each package is prepared with lots of love and delivered personally by Aliyah and her driver (aka Mom or Dad), giving Aliyah an opportunity to meet all kinds of new animal friends.

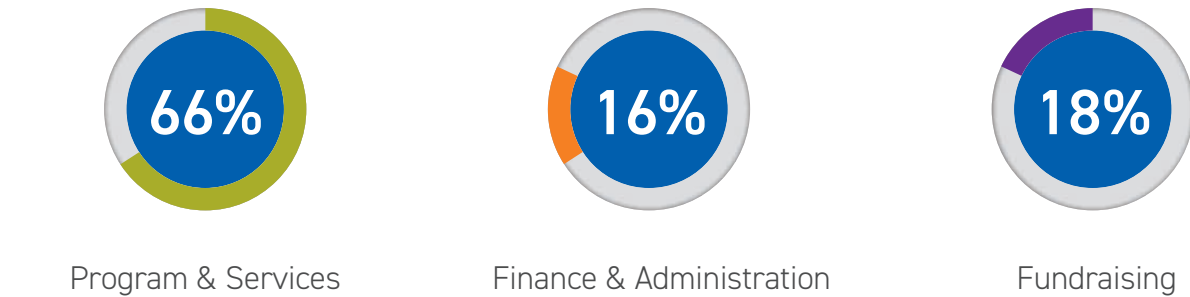


2020 Financial Results

2020 Revenue



2020 Expenses



Financials

For the year ended December 31, 2020

Revenue			2020	Expenses			2020
Fundraising	\$		1,555,167	Program & Services	\$		2,026,403
Animal Protection Services	\$		1,039,720	Finance & Administration	\$		478,946
Community Engagement	\$		193,186	Fundraising	\$		537,869
Other Revenue	\$		624,549	Total Expenses	\$		3,043,218
Total Revenue	\$		3,412,622	Net Income	\$		369,404



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