



# Much More Than a Shelter

Impact Report 2021

# 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 and Executive Director



Clayton Shold



Rick Perciante

It's stories like Rayne's that demonstrate the impact OMHS can have on an animal's life and why we are so passionate about our mission.



Our goal has and will always be to keep pets and their families together and to do everything we can to strengthen that human animal bond. Our OMHS Pet Food Bank quickly grew to 11 locations in 2021 and has offered more than 100,000 healthy meals in its first 12 months of operation for cats and dogs so these struggling families didn't have to worry about giving up their beloved companions.

These are two small examples of success stories where OMHS is making a difference in our community. It takes a dedicated team to do this, and we are extremely grateful to our Board of Directors and Committee members who provide ongoing strategic leadership to guide the organization.

We also could not do what we do without our dedicated team of volunteers who inspire us everyday. They do whatever they can do to help our OMHS animals. And finally, we owe our gratitude to a talented team of staff who rescue sick and injured wildlife, raise funds for our cause, reunite lost pets with their owners or educate young children about kindness to animals.

Unfortunately, many families in our community were struggling with the financial fallout from the pandemic. For example, Donna and Bob found they only had \$50 per month remaining after they paid rent. They began skipping meals to make sure their elderly dog was fed the food he needed for digestive issues. By expanding the OMHS Pet Food Bank in 2021 we enabled more pet owners like Donna and Bob to redirect the money they had been spending on food for their dog to take care of themselves.

### Determination. Commitment. Passion.

Three important words that describe why the Oakville & Milton Humane Society has achieved great success in 2021. We couldn't be prouder of our team of volunteers and staff who never give up, continue to face adversity head on and strive to make life better for animals in Oakville and Milton.

This year, Rayne, a dog that had been in the shelter for 724 days, finally found her forever home. Our team was relentless in their efforts to give Rayne a better life. The determination, commitment to her specialized medical care and desire to make a difference led to a happy ending.

Our goal has and will always be to keep pets and their families together and to do everything we can to strengthen that human animal bond.

The successes outlined in our 2021 report represent how the lives of animals can be dramatically changed when we leverage the talents of everyone.

We hope you'll enjoy reading our 2021 Impact Report. It reflects how OMHS continues to make a significant difference in the lives of countless animals every day. It speaks to the support we receive from our donors, corporate and municipal partners, and the community to help us deliver on our mission. We know this could not be possible without their continued support!

There is a delicate balance needed when pets, humans and wildlife co-exist together. The demand for program diversification and specialized support for animals continues to grow. OMHS is committed to our ongoing review and expansion of services to meet these changing needs. The animals will always be our number one priority and with our Determination, Commitment and Passion we will create a bright future for the animals who need us most.

Clayton Shold

Board Chair

Rick Perciante

Executive Director

### 2021 Board of Directors

**Clayton Shold**  
Chair

**Paul Dillon**  
Vice Chair

**Ken Cross** (ended Nov. 2021)

**Scott Forfar**

**John Garofano**

**Patty Holk**  
Secretary

**Lisa Jones**

**Steven Matos**

**Eileen McCormack**

**Lillian Mortensen** (began Nov. 2021)

**Christine Nielsen**

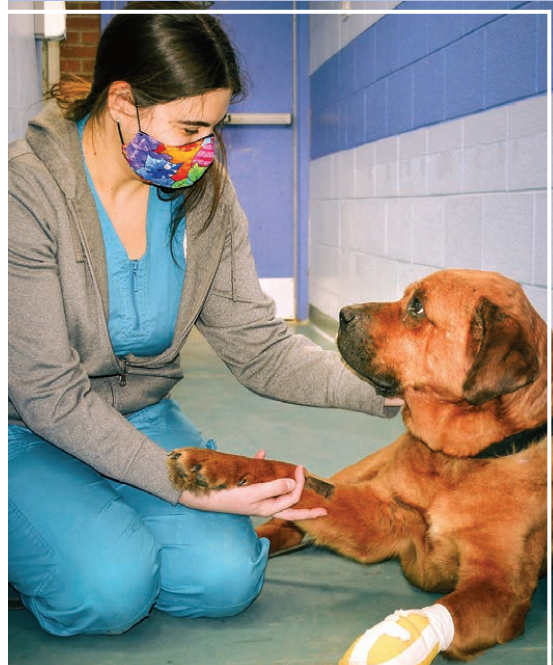
**Nelia Rutledge**

**Michael Spinelli**  
Treasurer

**Dr. Frances Walker** (ex officio)  
Society Veterinarian

**Diana Aikin**  
Director Emeritus

## Our Impact: 24/7, 365 Days a Year for the Animals



2021 was a year to remember! Together with our supporters and volunteers, we made life better for the animals in our community. Thousands of wildlife were rescued, hundreds of pets were cared for and fostered, and thousands more remained with their families because of the OMHS Food Bank. Thanks to all for your devotion.



**437**

animals found their forever homes



**384**

animals fostered  
↑50% from 2020



**30% ↓**

time spent in foster care because animals found homes sooner!



**30,635+**

total volunteer hours  
↑14% from 2020



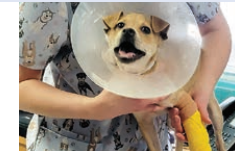
**243**

animals reunited with their families<sup>1</sup>



**100,000+**

meals delivered by OMHS Food Bank



**201**

animals received life-saving care through The Charlie Fund



**801**

domestic animals admitted



**295**

animals spayed/neutered



**690**

people reached through our educational programs



**2,776**

park patrols  
↑35% from 2020



**413**

animals transported to rehabilitation centres



**3,338**

sick and injured wildlife calls attended  
↑20% from 2020



**133**

wildlife safely released back to nature



**166**

cases of alleged cruelty and neglect investigated  
↑56% from 2020

<sup>1</sup> OMHS continues to have one of the highest return-to-owner rates in Canada



## Providing the Best Service to Anyone Who Needs Help

Our Customer Care staff helped reunite hundreds of lost animals with their grateful families, accepted nearly 160 surrenders and helped 437 animals find their forever homes in 2021. Thanks to the newly created OMHS Pet Food Bank it helped serve over 100,000 meals to animals in need.



### We Make Happy Reunions Happen!

Our Lost & Found team is dedicated to reuniting lost pets with their families.

After trying (unsuccessfully) to make friends with a skunk, Roo badly needed a bath. Some dogs like water, but Roo was not one of them! She made a break for it in protest and was found by a concerned good Samaritan while on the lam. Luckily Roo was wearing her Town of Oakville dog licence and, once she arrived at the shelter, the Lost and Found Team was able to get in touch with her worried dad and arrange this reunion!

Turns out Stormy is pretty good at parkour and used her skills to escape her backyard. Stormy was very fortunate to have a very kind human rescue her from a busy road. She hopped in their car where she was kept safe until an OMHS Officer arrived. After receiving a panicked call from her mom, the Lost and Found Team was able to arrange this amazing family reunion.



## Keeping Pets and People Together



No one should have to give up their beloved pet because they can't afford pet food. When the pandemic hit members of the community often found they had to choose between feeding themselves or their companions. Thanks to an emergency funding grant from United Way Halton & Hamilton, we were able to respond by developing the OMHS Pet Food Bank. The program, which relies on donations from the community and corporate partners, proved to be essential in helping pets stay with their families. There are plans underway to further expand the program.

Since its launch in March 2021, the OMHS Pet Food Bank has provided more than 100,000 meals for pets by year's end. By partnering with established community partners and food banks, OMHS now provides a "one stop shop" for both human and pet food clients with transportation difficulties. Each community partner defines eligibility for their programs to ensure equitable access.

## A New Life, A New Home!

Our staff work tirelessly to ensure every animal finds the best match possible. Here are just a couple of happy tails from 2021.



Picatso was found as a stray and brought into the OMHS where he waited for his forever home. That's when sisters Nicole and Melissa applied to adopt him. The room lit up with excitement as we introduced Picatso to his new family. Congratulations on finding your forever home Picatso.



Bingo also found his forever home. Bingo came to the shelter with his siblings at a very young age. He spent time in a foster home before growing old enough to be adopted. Congratulations to Nicole and Jaydon on adopting Bingo!

## There for Families like Bear and Kathy

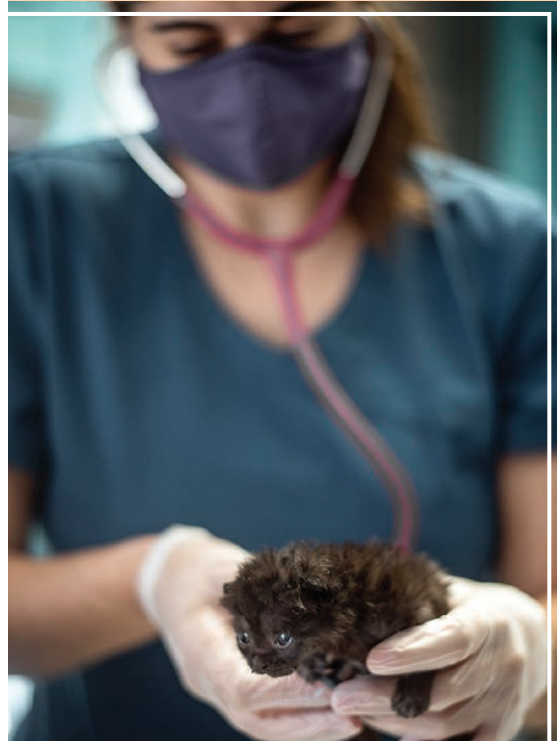
Kathy needed a place for her best friend Bear to stay. Fortunately, she contacted OMHS about our Families In Transition (FIT) program that services vulnerable at-risk and homeless families by boarding pets for those who need some time to find a new home. Bear stayed under our watchful care for 30 days and was reunited with Kathy.

In 2021, our FIT program helped 22 animals remain with their families. The program is there for people that find themselves temporarily homeless for a variety of reasons and need assistance providing care for their pets. This program would not be possible without the support of the Halton Region who assists in funding this life-changing program.





## Saving, Engaging, Enriching and Affecting the Lives of Animals



Pets have helped comfort so many of us during this prolonged pandemic. Our Animal Care team have been there every day to reciprocate and provide care and comfort for the many lost, injured or sick animals that called OMHS home in 2021.

### Providing care and enrichment

Our Registered Veterinary Technicians (RVTs) Emma, Maddie and Emily together examined, triaged and provided preventative health care to each animal in 2021. Our RVTs provide rehabilitation support and other supportive care for injured or ill animals admitted.

Enrichment plans are prepared for the animals with the help of our Animal Care Attendants (ACAs). ACAs and animal care volunteers play a crucial role in ensuring the animals receive quality care. Our ACAs utilize their knowledge of animal handling, behaviour and husbandry 365 days a year. This includes making observations of physical and behavioural health of the animals, feeding them, cleaning their quarters, exercising, and offering enrichment so they can exercise their bodies and minds.

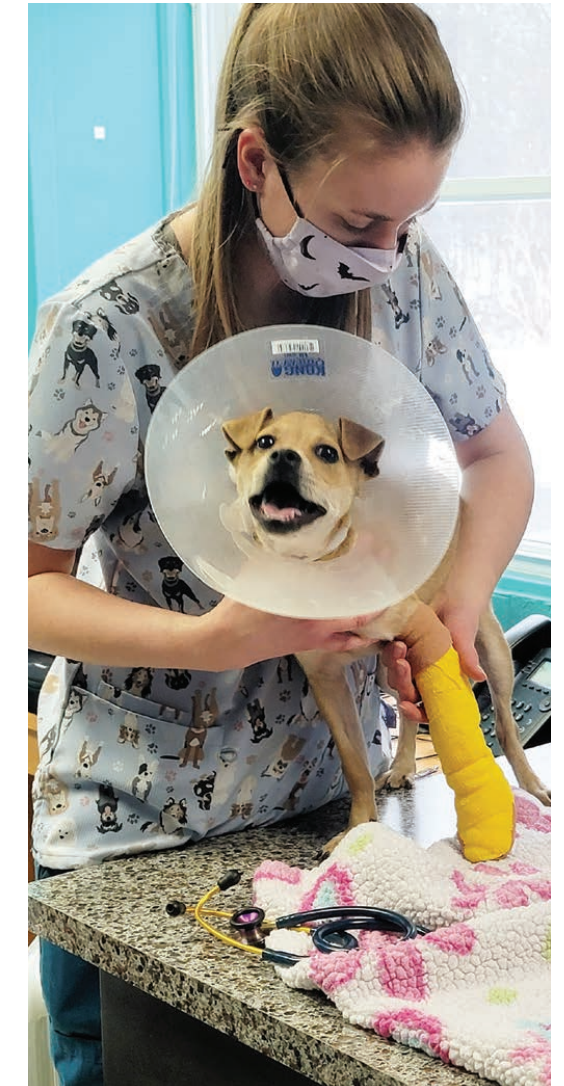
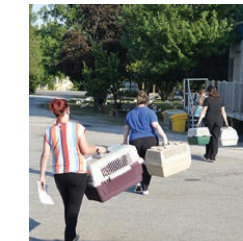


We are so grateful for your support. It allows us to help every kitten that comes through OMHS doors, no matter the age. Orphaned kittens need around the clock care, and our foster parent team are the best. Did you know it costs \$250 to raise just one kitten to adoptable age? Your support is truly life saving.



OMHS relies on the support of our local veterinary community. We are proud to have so many clinic partners and are working to further increase those connections so even more lives can be saved and made better. The medical expertise in our own community is remarkable.

2021 was a busy year for OMHS as we accepted 102 transfers of dogs and cats. No matter what else is going on in the world, animals still need protection. Thanks to your support, OMHS changed their futures to be filled with health, love and happy tails. Many of the animals admitted are from remote northern communities in Ontario and Manitoba where a lack of access to veterinary care results in an overpopulation of dogs and cats. We are proud to partner with rescues in these areas that are facilitating care and transport animals south to find new homes.





## First Responders for Animals in Need

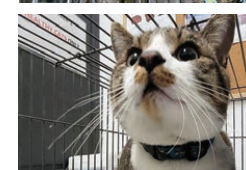


Last year our Animal Protective Services (APS) team responded to 3,338 calls for sick or injured wildlife in Oakville and Milton resulting in admitting 1,907 animals. They work 24/7 to enforce the Oakville Animal Control Bylaw which includes responding to animals left in cars, checking that dogs are licensed and leashed, and ensuring that pets have adequate shelter and protection from the elements.



Animal Protective Services Officer Bergasse responded to a call last fall in Milton for “a baby raccoon” that was reported wandering around the area. When the officer arrived, she found the raccoon had crawled into this stroller and appeared all ready

for a ride. Turns out this raccoon was not acting its age and is actually an adult. Since the raccoon was in good health it was released back into the wild.



APS officers once again joined forces with Oakville Fire Department to safely rescue a very frightened cat. The cat was examined at the shelter and was found to be perfectly healthy despite spending two days in the tree. The feline was returned to his owners the following day thanks to the ID tag on his collar.



APS Officers Bettadapura and Bergasse teamed up with Oakville Fire fighters to rescue four ducklings who fell into a storm sewer near Rebecca and Kerr Streets, as mom stood watch! Kudos to the Halton Regional Police Service patrol officer who spotted the ducklings and called us for assistance. The entire family was safely relocated to Sixteen Mile Creek.

Our Animal Protective Services team is proudly showing their colours in celebration of Pride Month. At OMHS we are cultivating a culture that is committed to diversity, inclusion and collaboration that embraces the uniqueness of individuals and the communities in which we serve. We are committed to providing inclusive services where all staff, volunteers, donors, members and customers feel respected and valued, regardless of origin, age, race, colour, sexual orientation, religion, gender, gender identity or expression, disability, social economic status, or any other bias.



APS Officers Bettadapura and Bergasse teamed up with Oakville Fire fighters to rescue four ducklings who fell into a storm sewer near Rebecca and Kerr Streets, as mom stood watch! Kudos to the Halton Regional Police Service patrol officer who spotted the ducklings and called us for assistance. The entire family was safely relocated to Sixteen Mile Creek.

A big paws up to the kind member of the public who reported this skunk to the shelter that had a container stuck on its head. Fortunately, Animal Protective Services Officer Schoenmair was able to safely remove the container with pliers before the animal became injured or infected. The happy skunk was then safely released back into the wild.

[https://youtu.be/xdvaj8a\\_qvo](https://youtu.be/xdvaj8a_qvo)

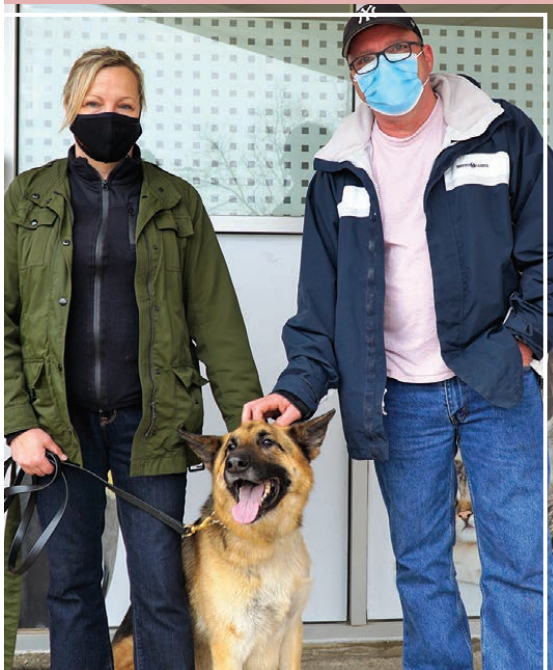
Incidents like these are a reminder that animals have no way of knowing that our waste is dangerous for them. Make sure to wash out your cans, bottles and other recyclables thoroughly and then place the lids back on before disposing of them. Please also remove the lids off of any domed cups and cut the lid in two before you dispose of it.





## Campaigns and Community Fundraisers

The support of our community through our annual fundraisers and Pawsitive Partners program enables the OMHS to help even more animals like Brady (shown below) get the second chance at a better life they all deserve.



### You made the Mission Pawsible

It was All Paws on Deck for our 2021 campaign! In a time when public restrictions were still in place, our community rallied behind the animals to raise \$55,000 for the OMHS.

The public was encouraged to accept one of the Mission Pawsible Challenges - Walking Challenge, Celebration Challenge, DIY Challenge and Donation Challenge – and they more than rised to the occasion. Three challenge participants were rewarded for their fundraising efforts, far exceeding their fundraising and challenge goals.



### Ensuring the Best Possible Diets for all Our Cats and Dogs

As the official Nutrition Sponsor of OMHS, our partnership with Royal Canin means that the shelter has access to its full range of professional diets, ensuring the unique nutritional requirements of the shelter's cats and dogs are met at the same high standard as the care they receive.

Royal Canin has also been an ongoing supporter of events and campaigns, despite the uncertainty through the pandemic. They've been "on the move" as our presenting sponsor for Prancing with the Stars in 2019 (in-person) and 2020 (physical distancing edition), and making our Mission Pawsible through matching gifts for our newest digital campaign.



In February 2021, four young girls met for the first time at a session of the OMHS's Kindness Club. Not only did they bond quickly, but had the opportunity to witness first-hand what's involved in caring for all our animals. Under the guidance of their families, they decided to bake 350 cupcakes and raised over \$2,000 for the shelter!

Our first-ever OMHS Doggie Dip at Lions Pool was a great way for dozens of pups to cool off! A special shout-out to all our volunteers, staff and the Town of Oakville who together worked so hard so all our furry guests had a howling good time at the last swim of the summer.



### A Legacy for the Animals

Nicole and Denis have spent their lives caring for dogs and cats and are especially grateful for the work of staff and volunteers that made it possible for them to adopt Marshall.

"Thanks to the support and training that OMHS provided us, we were able to help Marshall eventually become a confident dog and express his true nature," says Nicole, who also volunteers weekly as a cat socializer at the shelter. Marshall often visited The Glass Half Full, the business the couple founded together in 2004, and brightened the days of their clients. Sadly, Marshall passed away in 2021 from a degenerative disorder. His loss left a significant

hole in their hearts, as well as their cat Guinness, also adopted from OMHS.

In honour of Marshall, Nicole and Denis made a very special gift to the animals at OMHS. Their gift will be used to fund the care of deserving animals like Marshall that are waiting for a second chance at a better life. "We donated because we want to make a difference in the lives of less fortunate animals. We also want to honour the memory of Marshall."

We are so grateful for Nicole and Denis's support to help make our mission possible.





## Thank You to Our Animal Heroes



We are grateful for the superhuman support of our community partners and many donors who give generously to the animals needing a new leash on life.



### Corporate Partners

- Lexus of Oakville
- Royal Canin
- Ren's Pets
- P3 Veterinary Partners
- Skedaddle Humane Wildlife Control
- A1 Air Conditioning and Heating
- IDEXX
- Toyota Motor Manufacturing Inc.
- Colliers Project Leaders
- Yogen Fruz
- Northbridge Financial Corporation
- Magnes Group
- Virox Technologies Inc.
- Rolf C. Hagen Inc.
- Cats' Castle Cat Hotel
- Delta Bingo & Gaming, Oakville
- Jenifer Boyce Photography
- Leash and Keys
- Pettyjohn Team, Mortgage Alliance
- Oakville Kitchen & Bath Centre
- The Oakville Hearing Centre
- VCA Mississauga Oakville Veterinary Emergency and Specialty Hospital
- Wolfe Co. Apparel & Goods

### Individual Donors

#### Transformational Gifts

- In memory of Wilson Miller's lifetime love of dogs

#### \$10,000+

- Nicole & Denis
- 5 donors who wish to remain anonymous

#### \$5,000+

- Cheryl Clark
- Doreen Ford
- Lorelei Jenkins
- Claude King & Carol German
- Bernie & Robert Neilson
- Elizabeth Rudolph
- Ramesh Simons
- Lisa Studnicki-Hunt
- Kevin & Julie Watson
- 5 donors who wish to remain anonymous

#### Estates

- Eileen Reta Bollen
- David Higgins
- Jill Gowland
- Doreen Kay
- Sheila Edna Stewart

### Grants & Foundations

- Bo & Arlene Wisser Endowment Fund
- Brian & Susan Thomas Foundation
- Chabot Family Foundation
- Conam Charitable Foundation
- Dr. Janice L. Pasieka Foundation
- Enterprise Holdings Foundation
- Frank & Janice Lochan Private Foundation
- Gear Foundation
- Harry & Nora Okada Family Fund
- Robitaille Charitable Foundation
- Jim & Barb Snow Foundation
- June & Ian Cockwell
- McMillan Family Foundation
- Oakville Community Foundation
- Ontario Trillium Foundation
- Pauline & Don Smith Family Foundation
- Peter Gilgan Foundation
- PetSmart Charities of Canada
- The Cheshire Cat Foundation
- The O'Brien Stray Cat Trust
- The P & P Murray Foundation
- United Way Halton & Hamilton



## Community Minded



Our Community Outreach and Education team works with individuals and organizations across the community to help create a more humane world for animals through a variety of programs and services.

Thanks to our team of more than 600 volunteers, we ensure every animal receives the best care possible during their journey through the shelter and to their forever homes.

## Kindness Rules at OMHS!

We were thrilled to be able to hold an in-person Summer Camp in 2021. There were some challenging restrictions, but we divided into our cohorts and rotated around the shelter to ensure that our campers had the very best time possible. For eight weeks we enjoyed having the sounds of laughter and joy resonating through the shelter. We had virtual guests, games, crafts and lots of animal visitors.



In 2021 we graduated 16 dogs from our Family Dog Training Program both virtually and in person. Congratulations to Rocky, Sadie and Senna and to all the graduates of our eight-week program! The dogs and their handlers learned how to walk on leash politely past other dogs and to sit, down, wait, and come when called.



Thank you to our four amazing Speaker Series presenters who covered a wide range of topics from socializing and separation during COVID, pet first aid, how to train your cat and creating a stress free life for your pet. More than 320 people joined us online for these informative sessions!



**Joan Weston,**  
M.A. Ed.  
IAABC, FFCT



**Dr. Kristin Baird, DVM**



**Claudette Nita, RVT**



**Andrea Cormier, RVT**

## Our Volunteer and Community Partner Heroes!

The Oakville & Milton Humane Society is excited to celebrate and acknowledge the amazing work of our volunteers and community partners. In 2021, as part of our Volunteer and Community Awards, we presented six awards to volunteers and an organization who have made outstanding contributions to further our mission to protect and make life better for animals and to connect the communities that care about them in Oakville and Milton. Congratulations to our animal heroes!

### Outstanding Volunteer Service Award

Vahid Hosseini



### Outstanding Youth Volunteer Achievement Award

Jayden Collins



### Outstanding Foster Family of the Year

Lynn Zoppas



### Lifetime Achievement Award

Anne Smith



### Outstanding Corporation Award

Lexus of Oakville  
Frank Apa



### Youth Animal Crusader Award

Aliya Brito







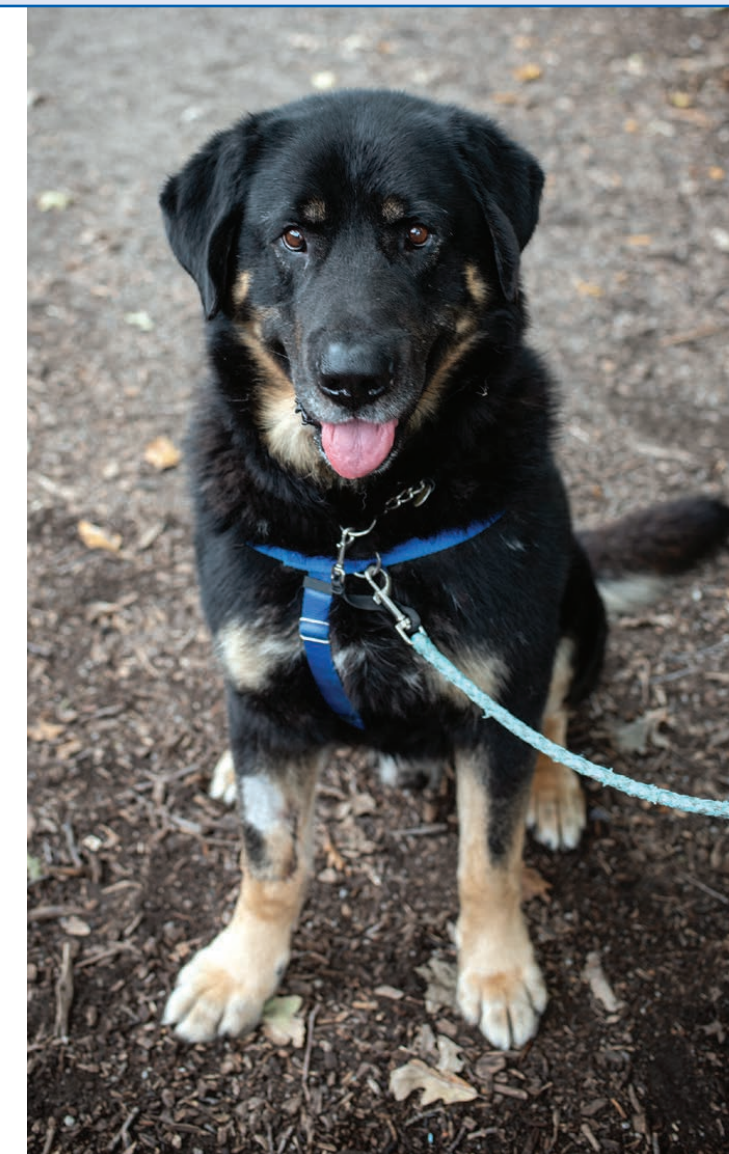
Never in their wildest dreams could they imagine abandonment becoming a warm loving home; pain and sickness cured by tender care; fear and heartache replaced with friendship and trust.

I know my PAW monthly gift supports those on the front lines who rescue, treat, care for and take the time to understand the personalities of thousands of animals to ensure they find loving homes. As a guardian to shelter animals, it feels so good to be part of the healing process; and I can assure you they will never ask for more than your love.

**Charmaine Wunsch**  
with a kitten rescued from a garbage dump.  
PAW monthly donor since 2008

Transformational gifts have the unique ability to impact programs that support our animals and the people who love them.

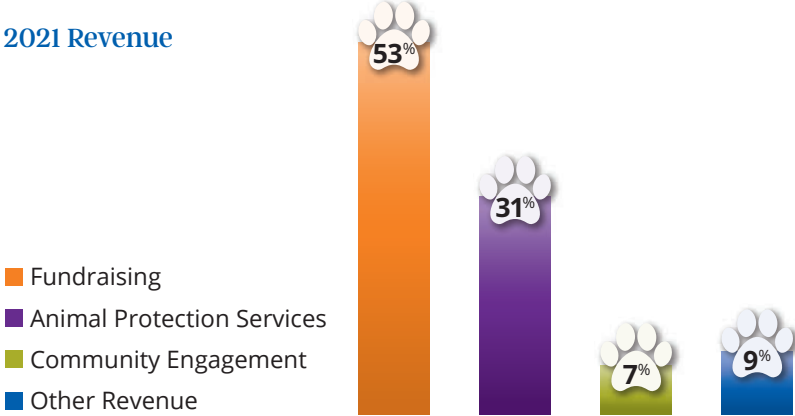
We are deeply grateful for the special gift in honour of Wilson Miller and his lifetime love of dogs.



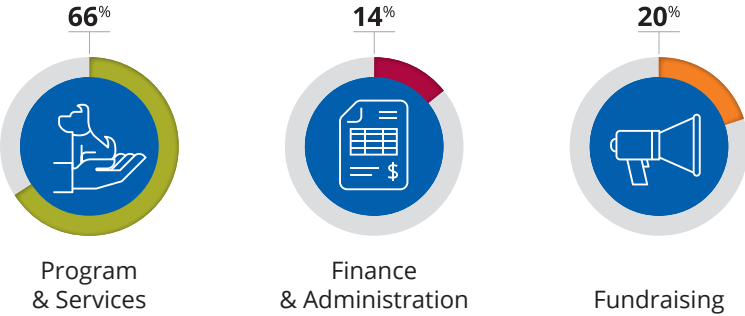


# 2021 Financial Results

## 2021 Revenue



## 2021 Expenses



## Financials For the year ended December 31, 2021

Revenue	2021
Fundraising	\$ 1,836,236
Animal Protection Services	\$ 1,055,492
Community Engagement	\$ 243,278
Other Revenue	\$ 319,465
Total Revenue	\$ 3,454,471

Expenses	2021
Program & Services	\$ 2,224,283
Finance & Administration	\$ 471,844
Fundraising	\$ 677,770
Total Expenses	\$ 3,373,897
Net Income	\$ 80,574







omhs.ca



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