



WINNIPEG
HUMANE SOCIETY

Annual Report

— 2020-2021 —



We are able to do all of this because of you.

Animal welfare is an ever-expanding issue. As we learn more about an animal's needs, we develop new strategies to care for them. Now in its 127th year of operation, the Winnipeg Humane Society that originated in 1894 is vastly different from the organization it is today. But at its core, our purpose remains the same.

PAGE 6

We do this
for the
animals.

PAGE 10

We do this
for the
community.

PAGE 14

We do this
with
your help.

PAGE 20

We do this
for our
future.



Message from our CEO and Board Chair

To our WHS Community,

We are proud to present you with the
Winnipeg Humane Society's 2020–21 Annual Report.

While we write this letter during the third wave of the COVID-19 pandemic, we wish to express our gratitude for your ongoing support of our work at the WHS. Your dedication to the wellbeing and safety of the animals in our city and province has seen us through this difficult year.

You will read in this report how we met our challenges, delivered our services, and dedicated ourselves to helping over 10,000 animals, both in shelter and in the community. Our staff and volunteers worked hard and accomplished so much, weathering the lockdowns and uncertainties of the worsening pandemic. Our euthanasia rate remains at less than 13%, an all-time low, as we diligently follow the Capacity For Care shelter model. Every single animal is considered for who they are, what they need, and what their best outcome should be.

We would be remiss not to mention that in late 2020 we bid farewell to Javier Schwersensky, our former

CEO who got this model underway and who dedicated himself to all animals over the past six years.

To take our work to the next level, our Board of Directors has created The Archie Almdal Second Chance Fund. It is a restricted fund, in which \$120,000 is dedicated annually to reducing our euthanasia rate by providing staff with the means and opportunity to help animals who require further financial investment. Extended medical care, behavioural training, and other resources can be covered through this fund; and so, no animal will ever be euthanized due to space restrictions. Needless to say, our friend Archie – the cat after whom this fund is named – received this exact treatment when he needed extraordinary care. Archie got the second chance that we want to extend to as many animals as possible. May his legacy be carried on.

We continued to drive animal-welfare advocacy, working closely with civic, provincial, national, and

international stakeholders to make change for animals. We addressed such issues as legal but lethal animal trapping practices, the exportation of live horses for slaughter, and the legislation designed to hide the conditions of farm animals in industrial operations. These Ag-Gag laws have reached Manitoba and we continue to oppose them. We strongly encourage supporters to report animal abuse in any and all ways possible.

Thank you for helping us honour our mission and vision. You give us a voice, an opportunity, and the financial commitment required to make change for animals, for generations to come. You are the reason we are able to be the most humane, progressive, and compassionate organization in Manitoba (for 127 years running.)

In service,

JESSICA MILLER

WHS CEO

DR. JONAS WATSON

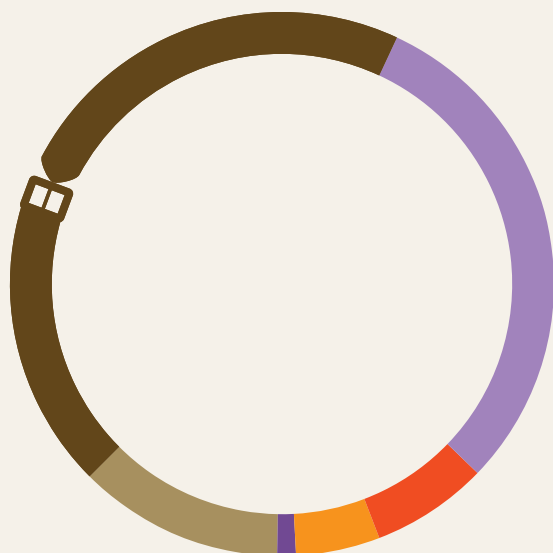
Chair, WHS Board of Directors









2020–21 Finances

April 2020–March 2021

Sources of Revenue



	Donations & Bequests
44%	\$2,849,506
	Service Fees
30%	\$1,950,544
	Fundraising Events
7%	\$426,834
	Grants
5%	\$325,019
	Sales
1%	\$85,387
	Other Income
0%	\$17,692
	Government Wage Subsidy
12%	\$789,161
Total Sources of Revenue:	
	\$6,444,142
Net Surplus/(Deficit)	
	\$167,500
Amortization of fixed assets	
	\$345,475
Loss on disposal of fixed assets	
	\$3,322

How the Money is Spent



	WHS Veterinary Hospital/Clinic
24%	\$1,504,463
	Animal Care, Shelter Maintenance & Repairs
19%	\$1,189,746
	Administration
16%	\$974,300
	Emergency Response & Animal Welfare Investigations
9%	\$576,620
	Intake, Behaviour & Training Programs
9%	\$537,391
	Community Outreach, Education & Farm Animal Welfare
8%	\$484,153
	Adoption & Foster Programs
7%	\$465,623
	Fundraising
6%	\$361,600
	Volunteer & Retail
3%	\$182,747
Total costs:	
	\$6,276,642

WHS Shelter Statistics

January–December 2020

DOGS & PUPPIES



Incoming

STRAY (147)

SURRENDER (218)

EUTHANASIA REQUEST (51)

RETURN (74)

AGENCY (CVO, A/S, WPS) (207)

RESCUE (267)

HUMANE OFFICER (38)

SHELTER OFFSPRING (20)

EMERGENCY BOARDING (48)

DOA (STRAY/OWNER SURRENDER) (21)

TOTAL (1091)



Outgoing

ADOPTED (743)

ADOPTED OFFSITE (29)

RECLAIMED (101)

RTO (37)

CARE TO ADOPT (2)

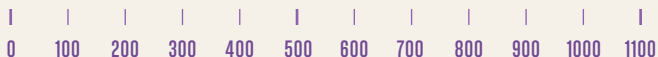
UNASSISTED DEATH (18)

TRANSFER OUT LIVE OUTCOME (21)

TRANSFER OUT EUTHANIZED (5)

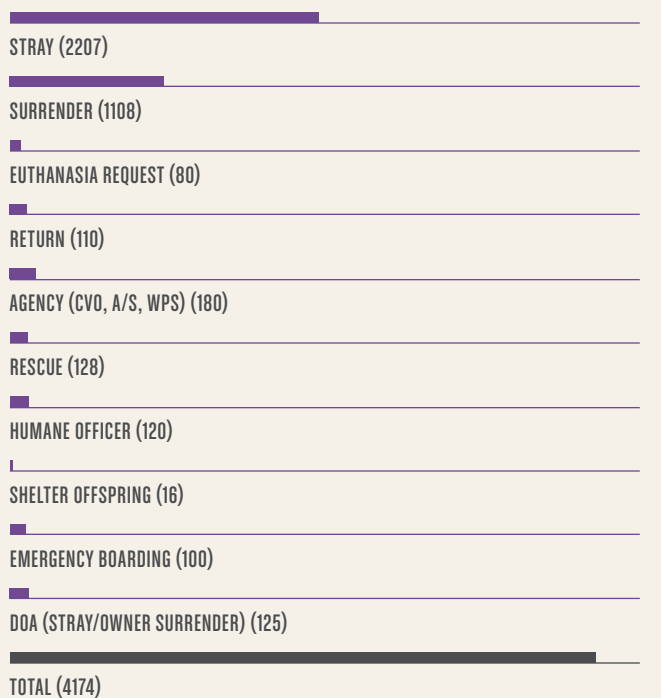
EUTHANIZED (80)

TOTAL (1007)

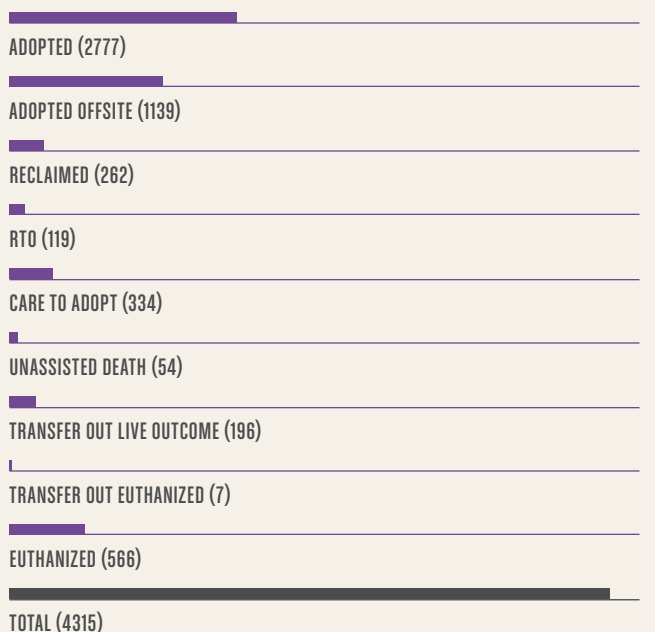


CATS & KITTENS

Incoming

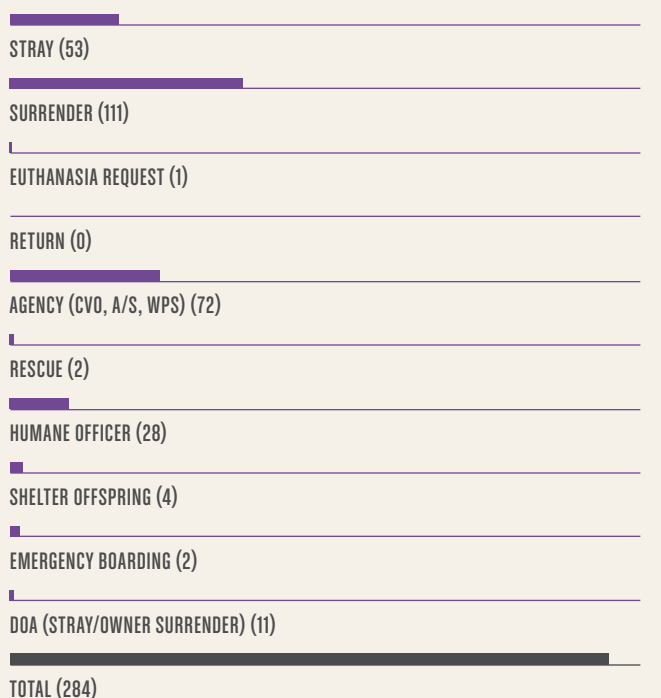


Outgoing

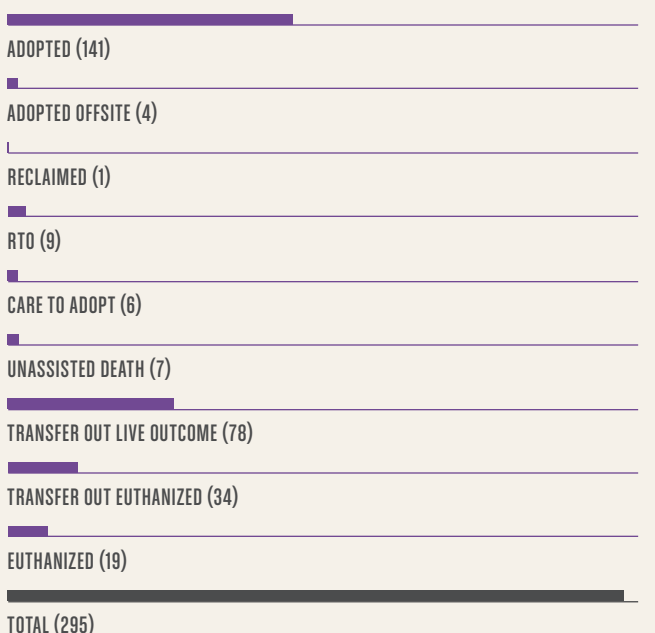


BUNNIES & CRITTERS

Incoming



Outgoing



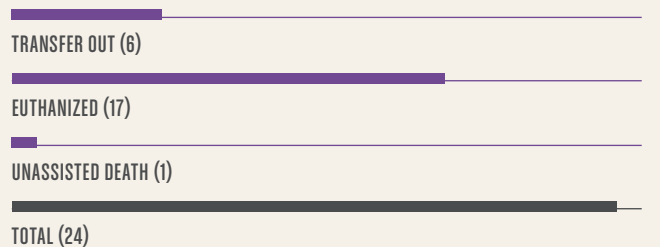


WILDLIFE

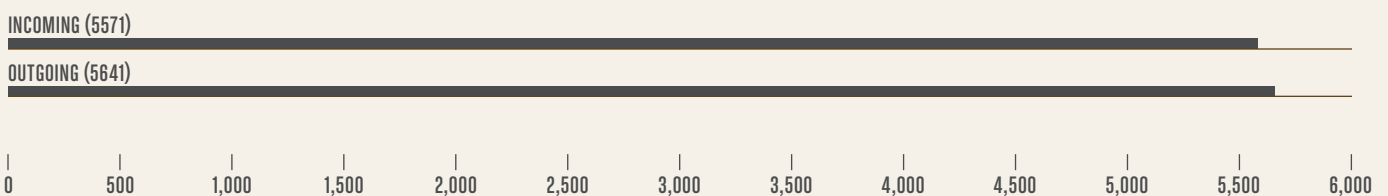
Incoming



Outgoing



Total





We do this for the animals

For the past 127 years, the WHS has kept the welfare and dignity of all animals at the forefront.

ANIMALS ADOPTED IN 2020

3,661

Adoptions

Throughout 2020 and the growing pandemic, the Adoptions staff at the WHS focused on providing a safe, clean environment as well as continued great customer service to adopters. The Adoptions team also worked with our Satellite Pet Adoption Locations around the city to adapt to the everchanging restrictions, while continuing to find homes for animals in need. Despite the challenging times, we have continued to adopt animals quickly and reduced the length of stay for animals in care.

The WHS Pet Shop focuses on offering pet owners supplies, toys and treats that can be used for positive reinforcement training, to ensure adopted animals are living fulfilled and enriched lives. Throughout the pandemic we offered appointment only shopping and curbside pick-up of goods.

Intake

Intake is the first step in the Capacity for Care (C4C) process. Each animal is evaluated (behaviourally and medically) before an advanced appointment is booked, as opposed to accepting all animals at all times. Multiple diversion tactics are utilized during the assessment process (behaviour classes, subsidised vet care, free food/supplies) to keep animals in their home and out of the shelter. 2020 proved to be a challenging year for the Intake department, with the C4C Managed Intake approach becoming even more critical. Our appointment process became vital, as we locked our doors to ensure social distancing and the safety of our staff and visitors.

Animal Care

The cat condos and dog pods on the adoption floor only make up a fraction of the housing available at the shelter. Most of the housing lies backstage for animals that are preparing for adoption. Animal Care attendants and volunteers are responsible for the daily care of the animals in the shelter in both the adoption area and backstage. They provide care 365 days a year and play a vital role in guiding an animal's path to a new home. The pandemic prompted some changes in cleaning protocols and PPE was more difficult to source.

Investigations & Emergency Response

As it did for all, 2020 presented the Investigations & Emergency Response (IER) Department with new challenges that forced us to adjust and innovate, so that we could continue to provide support to the animals and people of our community. Our dedicated team of Animal Protection Officers, Emergency Responders and Dispatchers have continued to work every day in support of animal welfare throughout the pandemic.

WELFARE CASES ATTENDED

1,809

EMERGENCY CALLS

583

NON-EMERGENT CALLS

356

TOTAL CALLS IN 2020

2,748



Clinic

Every animal arriving at the shelter receives an examination from the WHS Clinic team that consists of veterinarians, technologists, assistants, receptionists and numerous volunteers. In response to the pandemic, we had to find different ways to help the community during this difficult time. We made sure we had safety measures and cleaning protocols in place as a continuous effort to help our clients and shelter animals.

Changes we made to continue our efforts to help animals during the pandemic included:

- Adding plexi-barriers and strict sanitation protocols.
- Creating structured drop-offs and pick-ups to avoid client congestion.
- Introducing curbside appointments. The client returns to the car while the pet receives treatment.
- Creating new programs to help animals which needed urgent care.
- We were able to complete over 5000 surgeries and tend to the treatment of hundreds of animals in need.

Behaviour

Providing for a pet's medical needs is only part of the solution when it comes to getting an animal ready for adoption and this became even more critical during the pandemic as we worked to ensure the support of every shelter animal. Each year, the Behaviour Team continues to implement new enrichment programs for cats and dogs, find new ways of mentoring Behaviour volunteers and provide additional basic training classes to support animals in reaching their potential as family pets.

Foster

Capacity for Care relies on fostering. With each passing year, fostering becomes increasingly important in the shelter's overall plan to help animals in need. This was especially true in 2020 during the pandemic, when the shelter faced uncertainty around how many staff we could safely accommodate in the building at any given time. The WHS relied on the generosity of fosters to ensure every animal had a safe, cared for place to go. When we put out a call for fosters, our community really stepped up.

Animal Advocacy

As with all branches of the organization, the advocacy department also faced new challenges during the pandemic. Much of our public education campaigns moved to virtual platforms, where supporters watched live meet and greets with rescued chickens, cows, pigs, rabbits and more. The animal compassion team of volunteers also held 6 virtual speaker series on subjects like zoonotic diseases, compassion fatigue and ethical consumerism.

- In September of 2020, our animal welfare consultant produced a 10-page report evaluating Manitoba's hog industry, which was presented to Manitoba's Chief Veterinary Officer.
- In December of 2020, the Animal Compassion Team contacted the investigative journalism program W5 to do an exposé on Canada's horse exportation industry, which premiered on CTV on February 27, 2021.
- That same month, the animal advocacy department hosted Canadian icon Jann Arden, who shared with supporters, information on her latest campaign addressing Canada's horse exportation industry.



Communication

The Winnipeg Humane Society uses social media as an affordable solution to keep the community updated on everything about the shelter and this was especially vital during the pandemic. We kept our community advised of the many, frequent changes via social media posts from the various departments, blog posts and website updates.

OF FOLLOWERS ON OUR SOCIAL MEDIA CHANNELS (AS OF END OF FISCAL YEAR):

Facebook:
56,442

Instagram:
37,387

Twitter:
8,437

LinkedIn:
2,176





We do this for the community

As a community-minded organization, the WHS places importance not only on helping animals, but also the people who care for them.

Adoption

Adoptions remained strong throughout the pandemic, despite having the doors locked for the majority of the time and being by appointment only. To help ensure pets stay in these adopted homes for the rest of their lives, the WHS aims to provide adopters with all the tools needed for a successful adoption. One of the most common reasons for surrender is due to medical concerns. The Welcome Home Program aims to reduce this type of surrender by introducing adopters to a local veterinarian, to build an adopter/vet relationship.

Clinic

The WHS Clinic benefits both animals and the community by battling pet overpopulation through spay and neuter surgeries. These necessary surgeries have a great impact on the community because they aid in limiting the pet population across the City of Winnipeg, especially in neighborhoods most impacted by overpopulation.

The pandemic caused the WHS to modify our clinic operations. Some surgeries needed to be rescheduled and the number of surgical appointments were limited to safely accommodate social distancing.

Despite the adversity, the WHS performed 5,127 spay and neuter surgeries from April 1, 2020–March 31, 2021.

The pandemic also affected the support of Northern Manitoba communities. During the fiscal year, we performed four clinics at WHS for dogs from remote communities and one community clinic; we provided veterinary services for 128 companion animals, including spaying/neutering, vaccinations, and parasite control.

**VET CLINICS ACROSS MANITOBA
PARTICIPATING IN WELCOME HOME PROGRAM:**

47



Community Outreach

As a satellite position, the WHS Community Cat Coordinator provides care for animals in Winnipeg's North End – an area greatly impacted by cat overpopulation. Community members can access low cost spay and neuter surgeries from

the WHS Clinic and are provided with animal transportation. This proactive strategy removes many of the barriers community members face – transportation, money, time – when it comes to spay and neuter.

Lost and Found

The staff and volunteers in the Intake department work with dedicated community organizations to help hundreds of lost pets reunite with their families.

The WHS works with social media groups:

- Winnipeg Lost Cat Alert
- Winnipeg Missing and Found Cat Watch
- Winnipeg Lost Dog Alert

Together, they create a valuable online resource to help lost pets – many times the animal never places a paw inside the shelter, which means the WHS can use its resources for animals that need it most.

Our Intake staff can help lost pets by checking for any tattoo ID, microchip and/or City of Winnipeg license. In case a found animal cannot be reunited or did not have a home to begin with, the WHS offers its “Care to Adopt” program to the finder, if they are interested in giving their newly found pet a forever home. For \$35 finders can have the pet vet checked, vaccinated, and spayed/neutered without having to be admitted into the care of the shelter.

Behaviour

2020 saw a boom in pet ownership within the community, which meant that demand for advice and assistance from the Behaviour department was at an all-time high. With an added challenge of the Public Health Order, it was crucial to remain adaptive, flexible and often creative with our public support.

- Virtual classes and consultations were implemented.
- The team focused on educational opportunities via webinars, WHSTips series and live Q&A sessions across social media.

Investigations & Emergency Response

When it comes to supporting the community, IER found new ways to successfully complete our calls while maintaining the safety of community members and ourselves throughout the pandemic. We have tried hard to be a source of information, resources, and relief for residents of Winnipeg, often going above and beyond our normal responsibilities in aid of animals and people.

These resources include new WHS programs which support families who need a helping hand to keep their animal family members happy, healthy and in their homes.

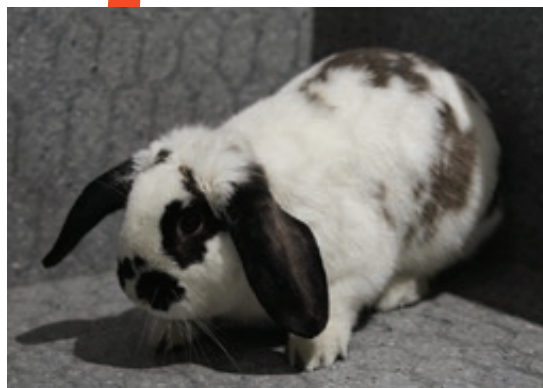
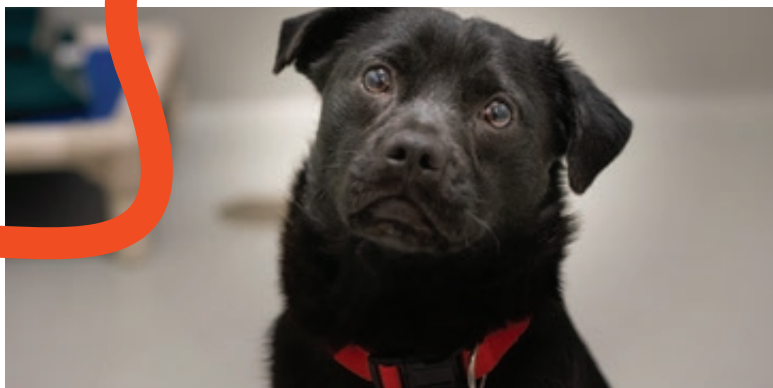




We do this with your help

None of the work the WHS does
for animals or for the community
is possible without your support.





Donor Relations

It was a unique year for the fundraising world. Each year the WHS connects with the community by hosting four key signature events. Due to the restrictions of the pandemic, we were

unable to hold them but the team came up with some creative alternatives.

- 1001 donations and Paws in Motion became 100% digital.
- We opened the Bow Wow Ball auction to all Manitobans by moving it online.
- We held a 50/50 in place of Paws for the Season.
- We launched the WHS Treasure Box, where not only did we raise money for the animals but also supported Manitoba businesses during these hard times.
- In the 2020/2021 fiscal year our virtual events raised over \$420,000 for the pets in our care.

Community Fundraisers

There's always an animal in need at the shelter, which is why having sources of reliable funds is critical. We want to thank everyone who found creative, fun and safe ways to fundraise for the animals this year. The pandemic may have stopped us from gathering but our community was still able to raise over \$30,000 for animals in need.

Corporate and Community Partnerships

The WHS can't do the work of rescuing animals and helping the community alone. Thank you to the organizations that supported the WHS in the 2020–2021 fiscal year.

ASSOCIATED AUTO AUCTION & DONATE A CAR CANADA

In 2015, Associated Auto Auction and Donate a Car Canada reached out to the WHS to be added as a charity of choice when people want to donate their vehicles. Since 2015 these auction houses have donated over \$429,000. In the 2020–2021 fiscal year, an amazing \$129,000 was donated.

MANITOBA HYDRO – EMPLOYEE GIVING

Employee giving is an easy way for a business to involve their employees in a meaningful cause. Organizations create a culture of caring by setting up employee payroll deductions that directly support the WHS. Manitoba Hydro has supported the WHS through their employee giving program contributing around \$39,000 annually.

MANITOBA PUBLIC INSURANCE – VANITY PLATES

In 2014, MPI teamed up with the WHS to create our own license plate and we are so happy to hear it is one of their most popular designs! In 2019, we re-designed the look in honour of our 125th anniversary. We are very grateful to everyone that has purchased a license plate. Not only does it show your support for the animals, but the sales provide approximately \$16,000 annually to the WHS.

Humane Leader

\$ 1,000-\$2,499

Judy Abbott	In memory of	Phyllis I. Hunter	Gerniun Parkinson
I. Abolit	Kathy Crerar	Lorne and Wanda Hyde	David H. Pentland
Almdal family:	Curle Family	Anonymous	Theresa Perrier
Mandy, Howard,	Anonymous	Anonymous	Bob Peters
Emma, Spencer and Ava	Anonymous	Skipper and Cricket Jensen	In Memory of
Giovana Amarin	Monique Decarie	Lori Johnson	Jeffery Petrasko
Ronald and Margrit Babula	B. Dietrich	Heather Kilbrai	P. Dawn Phillips
M. Baillie	Joanne Douglas	S. King	Daria Plett
Cliff and Linda Bakowski	Maureen Drummond	D. King	Allison Poff
Bruce and Barbara Ball	L. Dueck	Dorothy Kleiber	Frances Pollard
Linda Barry	Eunice Dyck	Serena Kraayeveld	Arlene Pope
M.G. Beatty	Joanne Dyer	C. and D. Kulbaba	K. Popkes
Diane Beaven	Jeff and Tamara Eckstein	for our rescues Addie	Cecelia Potter
Anonymous	Gary and Judy Edwards	and Cleo	Marlene Puls
Maurice Berk	Jane Emslie	Stacey Kurbis	Michael and
Duane Bentley	and Brad Wladyka	Dr. Lazarus Medical Corp.	Deanna Radcliffe
Darrin and Lindsay	J. Enyingi	Shawn Levesque	Anonymous
Bizruchak	Ashleigh Everett	Naomi Z. Levine	Red River Cooperative Ltd.
James Blatz	and Stuart Murray	and Arthur Mauro	Anonymous
and Shona Suderman	Kelley Fitzpatrick	Jim and Peggy Linklater	I. Reichert
Janice Block	Fred Fox	C. Litke	Heather Reichert
Hiltrud Boese	B. Fred	Elaine Lovatt	A. Reilly
J. Born	Ryan Friesen	Daniel Lushchuk	D. Reimer
H.S. Brown	Gateway Group Ltd	Brent and Judy McCleary	I. Reimer
Bob Buck	Kenn and Wendy Garrity	Darlene McDougall	Lori Ricard Bell
and Sara Shuster	Anonymous	Robert and Rita McEwen	B. Richardson
T.E. Burt	Anonymous	Deborah McGowan	David Richert
A. Calder	Anonymous	Joan McKelvey	Robert and Karen Robertson
Canada Life Assurance	Frances Gorber	Margot McKenzie	Ross Robinson and family
Company	Bruno Gossen	Cheryl And Dave McMillan	C. Robson
Tom Caramanos	Christine Goytan	Nancy McQuade	S. Rossoukh
Cynthia Carr -	Scott Gray	and Brian Macri	Charllilla Rothwell
EPI Research Inc.	Susan Gray	Elizabeth Mailhot	Robert Rowan
C. Carter	Tonya, Sean, Roman, Jake,	Jeanette Martin	The Rubel Family
Carol Carver	Ginger and William Gray	Jacqueline Martin	A. Saifer
Anonymous	K. Grunsten-Yonda	Anonymous	Anonymous
Marilyn Chrabaszcz	J. Hall	Bill Miller	David Scammell
B. Christie	Judy Halligan	Alan Moffat	Doug Scarth
Leah Chudy	Craig and Elizabeth	Marianne Moquin	P. Schoemperlen
in Memory of Mark,	Hamanishi	Sheila A. Mymryk	Natalie Schur
Ginger and Fox	S. Hare	Karen Nicholson	Javier and
K. Cook	Joan Hargrave	Nurgitz Family	Elizabeth Schwersensky
Juliette and John Cooper	Jill Hart	Stephanie Olafson	Jyoti Seshia
Nancy Copeland	Ruth and Brian Hastings	Joan Olund	Sexton Group
Anonymous	Anonymous	Valerie and James Orloff	Lori Shane
Mary Elizabeth McKenzie	Ashley Hermann	Michelle Ouellet	Tanya Sharpe
and John Corp	Donna Hewko	Gary Pachal	Lyle and Anna Silverman
Mike and Karen Costello	Polly Hewson	Anonymous	Shirley Ann Simkulak
In memory of	Robin Hildebrand	Tannis Pardon,	Terry W. Sith
Ryan Patrick Coyston	Arlene Hirsch and family	In Memory	Catherine Skinner
	Daryl Hoban	of Malcolm Cameron	Dr. Jim Skinner
		Shirley Parfeniuk	Allan Smakula

Anonymous
 Kevin and
 Geraldine Steckley
 N. Steele
 Robert and
 Deborah Stevenson
 E. Stuparyk
 R. Sveinson
 R. Tapper
 Ed Tataryn,
 in memory of
 Jane Kathleen Taylor
 David Taylor-Young
 Jim and Jan Tenant
 Terracon Development
 B. Thiessen
 S. Thiessen
 Jeffrey Timmy
 Total Co-ordination
 & Construction Co.
 Kevin Toyne
 John Trakys
 Anonymous
 Terry A. Tweddell
 Shirley Van Schie
 Anonymous
 Susan Ward
 Dagmar Watchorn
 Wawanesa Mutual
 Life Insurance Company
 Noah and Myrna Weiszner
 Allison Wiebe
 T. Wiktorski,
 in Memory of
 Sophie Blackner
 Stacy and Scott Wilson
 Anonymous
 Anonymous
 J & L Wittig
 Herman and Sharon Yaeger
 S. Yakiwchuk
 Nell and Harry Yapps
 Ryan Zacharias
 Ruth Zboroluk

Visionary **\$2,500-\$4,999**

AMJ Campbell Van Lines
 Ron Ade
 D. Bowman
 Bertha Butterworth
 Darwin Campbell

Robert Cipryk
 Margaret Dunstan Fund
 Grant and Linda Floren
 Family Foundation
 Sophie Gaska
 Irma Goertzen
 Lloyd Hein
 Phyllis I. Hunter
 Irving Consumer Products
 Hartley Katz
 Gunter and Sheila Lavallier
 Lynne-Anne and Ray
 McFeetors
 Kevin McIntyre and
 Jennifer Balzer, in memory
 of Sally Flynn McIntyre
 Stephanie Minuk
 T. Presentanz
 Quintex Services Ltd
 Hendrik and Inge Scholte
 Walter and Diane Sholomicki
 Gordon and Patricia Sones
 Estate of Joyce Brenda
 Thomas
 Tom and Janyce
 Thorsteinson,
 in memory of Lexie
 Veron Consultants Inc.
 Matt Vinet
 Estate of Norma Wakefield
 Estate of Janet Welburn
 Tyler White

Builder **\$5,000-\$7,499**

Estate of
 George Bingham Allan
 Dr. Mervyn Billinghamurst,
 in memory of Darlene
 Alan Burns and Wen-Lin Sun
 John C & Susan E
 Chappell Fund
 William and Olive Clark
 Charitable Fund
 Genessa Cram
 Memorial Fund
 Tim Dewart
 and Denise Marks
 Estate of
 Karen Lenore Gennick
 Estate of
 Eleanor Francis Hood

M. Motoska
 Estate of Zennie Nyznik
 Miina Piir
 M. Pinsk
 Beth and John Pollard
 John Rigaux
 K. and B. Rivest
 Estate of Elizabeth M.
 Stafford
 Harold M and Helen H
 Thomas Fund
 Cecile and John Vereyken
 Tova and Larry Vickar
 D. Welburn
 City of Winnipeg Employees

Protector **\$7,500-\$9,999**

Anonymous
 Herbert and Mary Hardy
 Memorial Fund
 John N. & D. Patricia
 Knowles Charitable Fund
 Anonymous
 Florence L. Pierce Fund
 Estate of
 Leslie Joseph Stevens
 Krista and David Rempel

Guardian **\$10,000 OR MORE**

The Paul Albrechtsen
 Foundation
 Estate of
 Heloise Alice Anderson
 Susan and Paul Ash
 Asper Foundation
 BMO Mastercard
 Affinity Program
 Estate of
 Alice Mary Bancroft
 Estate of Michael Batiuk
 Anonymous
 Jean Britton
 and Ransom Slack
 Estate of
 Hazel Eunice Buchanan
 CN Employees
 and Pensioners Giving
 Estate of Jane Adair Danks
 In memory of Bob Dawson
 Paul Godard

Estate of
 Mabel Virginia Hedges
 Estate of
 Carol Lynn Heydon
 Estate of
 Barbara Anne Hogan
 Eric and Carol Johnson
 WHS Fund
 Barbara G. Knoll
 and Bern Bileski
 Estate of Theodore
 Michael Kozminchuk
 Estate of Gloria Jean Kroeker
 Estate of Lloyd Lachance
 Estate of
 Josepha R.M. Mathieu
 Manitoba Hydro
 Employee Giving
 Shirley and
 Don McQueen Fund
 The Mauro
 Family Foundation
 Estate of
 June Charlotte Mitchell
 Musi Inc.
 E. Louise Nebbs
 Enbdowment Fund
 Estate of Irene Nyznik
 O'Regan Charitable
 Foundation
 James Vincent Orestes Fund
 Estate of
 Alice Irene Panchyshak
 Estate of Julia T. Pawluk
 Estate of Donald Brian Perry
 Estate of Evelyn Pidwinski
 Ruth and Clive Tallin Fund
 Estate of Florence Vervynck
 Bob Williams

Volunteer Services

This past year, the pandemic impacted in-person volunteering at the WHS. Public health restrictions required the team to shift its priorities quickly to come up with new ways to engage and keep connected with WHS volunteers.

PPE became the biggest need in the first few weeks and volunteers sprang into action by sewing hundreds of face masks for our staff. The Pet Supply Box and Kids Give Back campaigns engaged the community to help each other with much needed supplies,

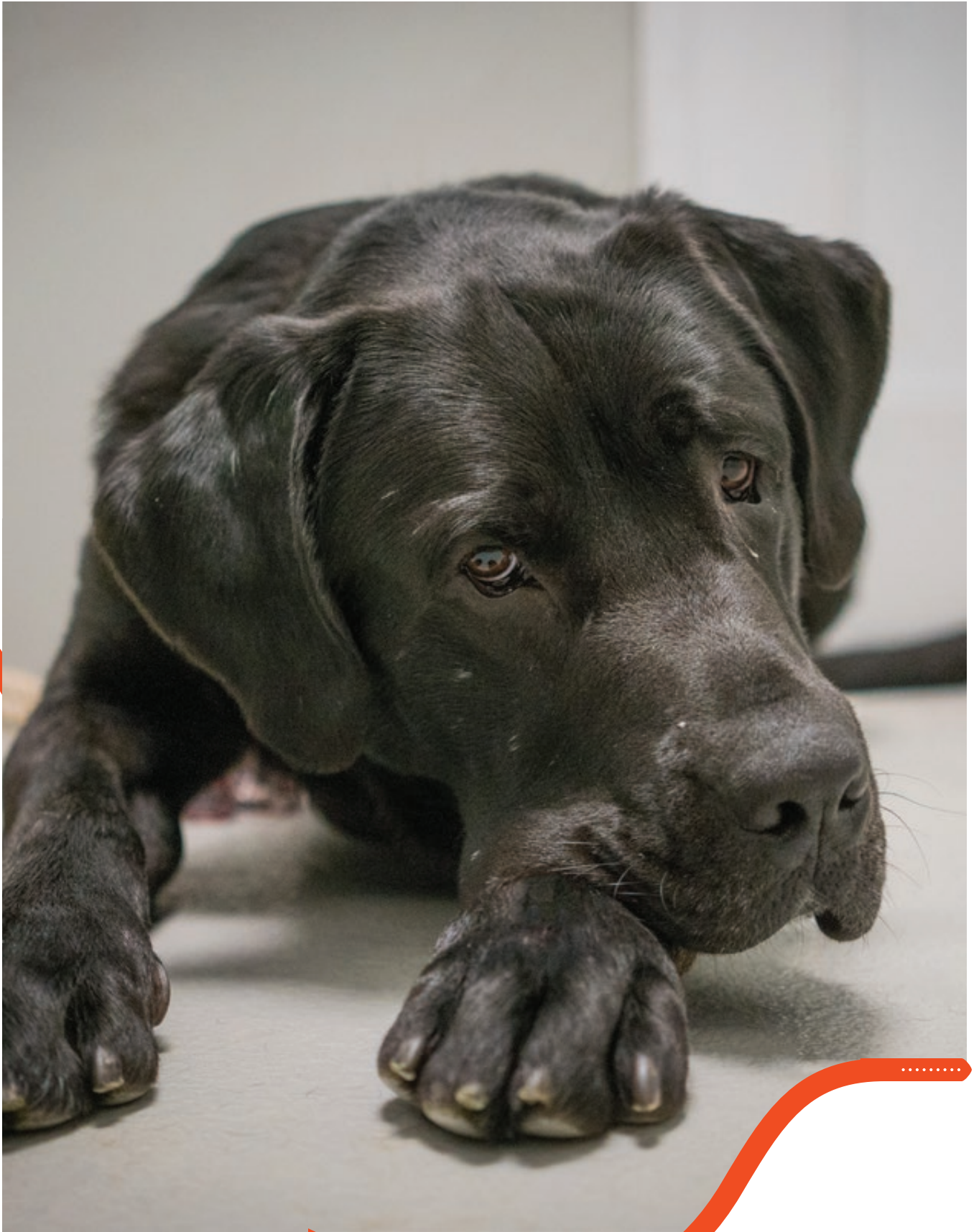
and gave us the opportunity to develop deeper relationships with pet owners in our communities, and our community partners.

Technology became an important tool that bridged the communication gap with volunteers through various video meet & greets, and provided the opportunity to engage new volunteers with the development of virtual orientation sessions. The annual Used Book & DVD sale went on-line with a “surprise curated” format.

Lastly, we took the opportunity to transition to Volunteer Impact (a volunteer management database), that has helped us to improve efficiencies, provide great service to our volunteers, streamline our processes, and facilitate better two-way communication.

We would like to extend our appreciation and gratitude to the WHS Volunteers who supported us throughout this unprecedented time.







We do this for the future

WHS staff and volunteers want to leave
the world a better place than they found it.





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Education

The Education department's goal is to educate everyone on the importance of animal welfare, safety, responsible pet care, and having an empathetic attitude toward all living things.

With the impact of the pandemic, the Education department needed to think quick and adapt. We quickly worked tirelessly to turn every one of our curriculum-linked lesson plans into virtual sessions that teachers and youth could follow along to, as well as our Pet Empathy program, and even incorporated some virtual animal interaction with some of our dog ambassadors.

While our Kid Camps were limited in capacity, we sold out at 24 campers per week. This truly demonstrated the need for additional youth programming within our community throughout the pandemic. Which lead us to our first ever temporary WHS Drop-In Centre for caregivers looking for childcare, youth looking for a space to learn about animal welfare, or for teenagers to have a safe space to catch up on their

homework during remote learning. We received funding through the government to host this program.

Our See Spot Read (SSR) program struggled with the constant changes in restrictions and case numbers throughout the pandemic. However, we were able to host a few sessions throughout the school year and did manage to equip our department with the brand new WHS dog ambassador program specific to SSR, the necessary behaviour assessments for these dogs, and materials necessary to continue making SSR a success in the future.

Unfortunately, our shelter tours, field trips, and birthday parties truly struggled through the pandemic and we were forced to cancel all opportunities.

While many of these new programs were temporary, we continued with our mandate to teach others about the importance of animal welfare, safety, responsible pet care, and develop an empathetic attitude toward all living things.

EDUCATION DEPARTMENT IN NUMBERS

Presentations delivered:

28

Students in See Spot Read program:

6

New SSR Dog Ambassadors:

9

Birthday parties:

6

Tours:

0

Campers (Spring & Summer 2020):

213





Drop-In Centre Bookings:

37



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Our Mission

To protect all animals from suffering and
to promote their welfare and dignity.

Our Vision

All animals are treated humanely.