



2020 ANNUAL REPORT



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MESSAGE FROM THE PRESIDENT



2020 was a year of mixed emotions for EHS. The COVID-19 pandemic meant our shelter went quiet, as our dogs and cats were moved to foster homes and our volunteers were forced to stay home. We missed hearing the meows of our cats and the barks of our dogs, but we found comfort in the number of animals who found their forever homes during the lockdown. Even some of our longer stay residents were finally adopted as people had more time to spend at home with a challenging pet.

I am most proud of the resilience and passion of EHS volunteers. Not only did they deal with the challenges and complexities of the pandemic in their personal and work lives, they continued to support the great work we do. That included developing contactless adoption procedures and pivoting our fundraising activities to go virtual.

We also took advantage of the empty shelter to make significant updates, including restructuring areas to ensure physical distancing among volunteers and to prepare for the return of our animals when it is safe to do so.

Throughout everything that happened in 2020, our focus remained on the well-being of our animals.

Like everyone else, we never imagined the pandemic would last for so long, but we're grateful for all of our supporters who have helped our small shelter continue to thrive during such a tough year.

— Cristina Scassa



OUR YEAR AT A GLANCE

RESPONDING TO A PANDEMIC



When the COVID-19 pandemic was declared in March 2020, we took immediate steps to protect our volunteers.

We made the decision to close the shelter to visitors to help reduce the risk of COVID-19. As the situation quickly evolved, we took the extraordinary step to move all of our shelter pets into foster homes to help further reduce any risk to our volunteers.

It was a massive undertaking, but our dedicated network of supporters stepped up to open their homes to every cat and dog that was in the shelter at the time.

We also paused intakes and adoptions for about a month and developed new contactless adoption processes to ensure the safety of volunteers and adopters. This involved virtual meet and greets with the animals and implementing e-transfer payments for adoption and surrender fees.

As the pandemic continued throughout the year, we were able to allow some animals to be housed temporarily at the shelter as they waited for a foster home. To keep volunteers safe, we reorganized the shelter to improve safety around traffic flow and allow separation between our cat and dog volunteer teams as much as possible.

SILVER LININGS



When Ontario shut down and many people shifted to working and studying from home, there was a huge demand for pets as people looked for companionship to ease the isolation. As a result, many turned to adopting shelter animals. The increased demand for cats and dogs meant that some of our long-stay animals finally got the interest they deserved and found their forever homes in 2020. This included Nori the cat (formerly known as Captain Marmel), who had struggled to find a forever family due to health issues, including liver disease and Feline Immunodeficiency Virus, and Ryker the dog who spent 175 days with EHS as he received training to correct behaviour issues. Shelter pets with health or behaviour issues can be more difficult to get adopted, but due to the care and dedication of our

volunteers and our commitment to every one of our pets, both Nori and Ryker are getting the love they deserve from their forever families.

We also saw that many of our animals were thriving in a foster home environment. We have always been dedicated to providing high quality care to all of our cats and dogs, but not all of them were comfortable in a shelter setting. Animals that were transferred into home environments were able to show their true personalities and that also helped us find them the right adoptive families.



NOTABLE ADOPTIONS



December

December the cat was with us for more than 650 days before finding a home in 2020. December was wary of new people at first, which made it difficult for him to get adopted. But we never gave up on him, and he finally found his forever home.



Bear

Bear arrived in May of 2019 from Manitoba. Bear suffered from anxiety and struggled for a few months in different foster homes. We placed him off site where he could decompress and re-learn to be a dog. When he was ready, Bear went into a foster home with a young couple where he thrived. His fosters decided they could not part with him, so after 530 days, Bear was officially adopted.



Number of Adoptions

117 dogs vs. 133 in 2019

430 cats vs. 420 in 2019

Our adoption numbers were very positive considering the changes we had to make to our processes and also that we paused adoptions for about a month at the start of the pandemic.



OUR VOLUNTEERS

With such major changes to our operations due to the pandemic, the roles of our volunteers changed as well. With the majority of our animals in foster homes, we didn't need as many volunteers to feed our cats and walk our dogs. But we did need help in new areas, such as screening foster applicants so that we could continue to place our animals in homes while they waited for adoption. Many of our volunteers stepped up to take on these new roles to help ensure EHS continued to help as many dogs and cats as possible.

Some volunteers also switched roles to help us manage the increase in adoption applications. Others pitched in on other teams, such as fundraising.

In order to keep our volunteers engaged during the pandemic, we introduced a volunteer newsletter with information and stories about our animals, fundraising activities and changes to our facilities. This has helped ensure they still feel part of the EHS family. The response has been very positive and we feel this continued communication with our volunteers will ensure they want to return to the shelter and their roles once it's safe to do so.



VOLUNTEER PROFILE

BARB CARSON, CAT TEAM

Barb is very involved as a volunteer on our cat team. She started as a day shift volunteer in 2018, and has since joined our transportation team which includes driving cats to their vet appointments, a crucial service that helps us make sure our pets stay healthy. Barb has also taken on adoption coordinator duties and has helped prepare foster supply packs — roles that have been very important during the pandemic.



Like all of our volunteers, Barb is a huge animal lover and has had cats almost all her life. We're very grateful to have someone so dedicated to EHS.



BRANDON YAMADA, DOG TEAM

Brandon first joined EHS as an office volunteer in 2019 and then quickly took on additional duties as a volunteer with our dog team, walking our dogs, feeding them, and helping with cleaning.

When our animals moved to foster homes in March 2020, Brandon stepped up to become a foster and has given a temporary home to several of our dogs while they waited for a forever family. Brandon has also become a part of our marketing and fundraising team, helping to raise funds for the shelter. Brandon is a valued member of our organization and we feel lucky to have him as part of EHS.

LUKA PETRASINOVIC

Luka was a dedicated volunteer with our cat team who was known for his positive attitude and his passion for the cats in our care.

Luka sadly passed away in April 2020, and is greatly missed by EHS. Following his passing, a GoFundMe fundraiser was set-up in his name, which raised almost \$4,000 for EHS.



A close-up photograph of a hand dropping a gold coin into a white piggy bank with blue accents. The piggy bank has a smiling face with blue eyes, a blue nose, and a blue mouth. The background is a soft, out-of-focus grey.

INVESTMENTS IN THE ORGANIZATION

In the fall, we launched a new website that is more professional looking and is also mobile-friendly. This is a key improvement as we know many people are visiting our website from their phones or tablets. We're now able to provide a better experience for people looking to adopt, donate or find out information about EHS.

We also invested in technology that promoted a contactless environment, such as electronic signatures and technology.

While the shelter was quiet, we took the opportunity to clean, paint and reconfigure some areas to better provide distancing between volunteers. This included creating secure access from the backyard to and from the parking lot.



FUNDRAISING

Our fundraising team faced a huge challenge in 2020, as all in-person events were cancelled. This included a planned Bowl-A-Thon and our annual Leashes By The Lake event. We were anticipating an \$85,000 shortfall as a result. To make up for this expected loss, we created the **Give What You Can** fundraiser, which included virtual fundraising events, such as Mother's Day eCards and virtual exercise sessions. Our fundraising team was also expanded and we brought on new volunteers with extensive fundraising experience. This allowed us to try new strategies and approaches.

We're most proud of our **Hope for the Holidays** campaign, which involved multiple activities, such as a matching donation on Giving Tuesday, a Cutest Pet Photo contest and holiday eCards. This campaign raised \$150,000, which was \$55,000 more than our target. This helped to make up for the donations lost to in-person events.

We also received many generous food and supply donations and drop offs of items at the shelter. We are so grateful to our extended community for their enduring support during these difficult times.



SANCTUARY PROGRAM

In 2020, we continued our work to support cats and dogs in our care that are approaching end-of-life or that have significant medical conditions that prevent them from being adopted, through our Sanctuary Program.

This unique program ensures these animals receive medical, physical and emotional care for as long as necessary. Many of the pets are not expected to leave the Sanctuary Program, but others receive care to correct a significant medical defect, which may take an extended amount of time, before being made available for adoption.

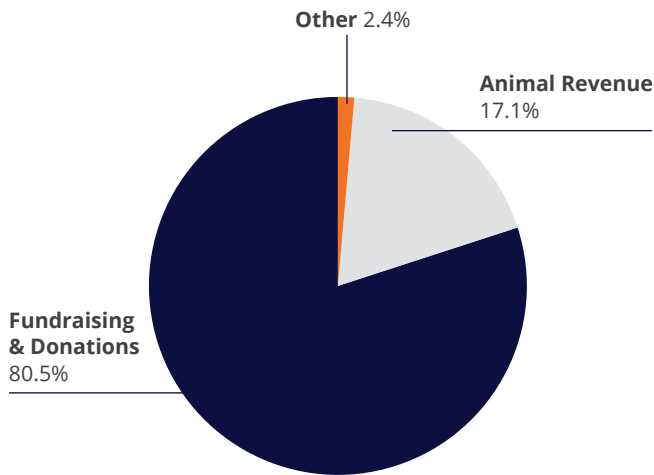
In 2020, 10 cats and one dog were part of our Sanctuary program, including Sydney, a cat who came to us suffering severe effects of untreated diabetes and walking difficulties. Thanks to the support of the Sanctuary Program and dedicated fosters, Sydney is now able to walk, jump and play and was adopted by his foster home.

We are very grateful to the Bedolfe Foundation for funding this program, as it would not be possible without their generous support.

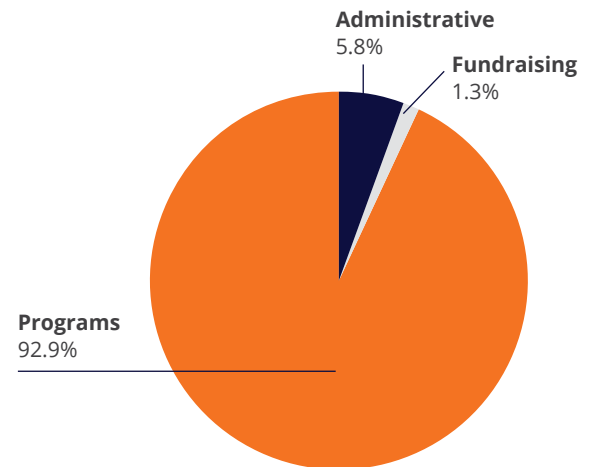


FINANCIAL BREAKDOWN

2020 INCOME

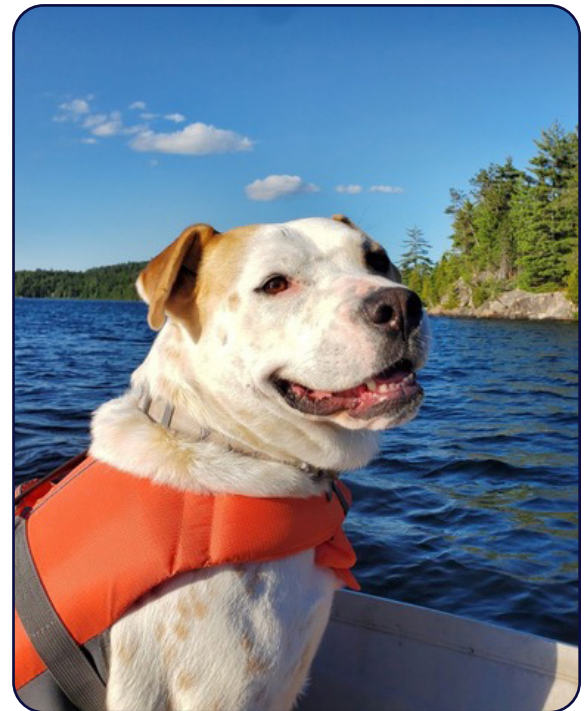


2020 EXPENSES



VETERINARY EXPENSES: \$291,778

Veterinary costs continue to be our largest expense as we provide high-quality care for all of our animals. An example of this is Jasmine, who came from Northern Manitoba in October 2020, pregnant and in poor physical condition with a leg injury and other issues. She gave birth to 5 healthy puppies, and once they were weaned and adopted, Jasmine was spayed and had surgery to repair a cruciate ligament in her right hind leg. This included inserting a plate in her leg. In total, Jasmine's vet bills were approximately \$6,000.



Did you know? As an all-volunteer organization we have no paid staff. This allows us to direct a large majority of our funds towards the care of our animals and the operation of our shelter.

FINANCIAL REPORT

BREAKDOWN

Revenue	2020	2019
Donations, fundraising and memberships	\$ 591,882	\$ 636,322
Adoption fees	\$ 125,589	\$ 113,310
Other	\$ 17,565	\$ 17,630
Total	\$ 735,036	\$ 767,262
Operation expenditures		
Veterinary bills	\$ 291,778	\$ 351,472
Animal supplies	\$ 71,222	\$ 119,294
Administration	\$ 128,283	\$ 138,893
Total	\$ 491,283	\$ 609,659
Net Income	\$ 243,753	\$ 157,603

LOOKING FORWARD

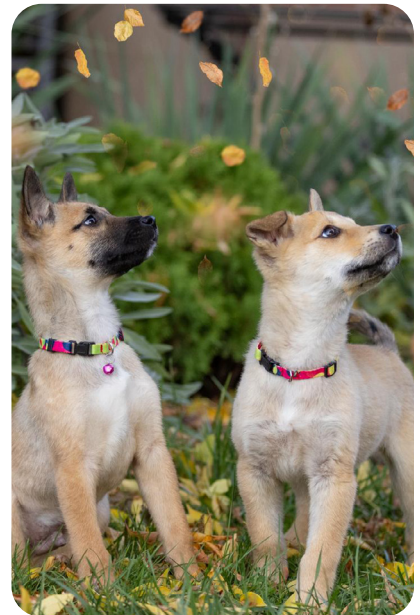
2020 was a year like no other, and 2021 has come with new challenges.

We're committed to following the requirements of Public Health and the advice of experts to ensure we keep our volunteers safe and protected until restrictions are lifted.

We're now exploring options for returning to a new normal once the pandemic is over. This may include a hybrid model of having animals in the shelter as well as in foster homes, as we've now set-up good processes for virtual meet and greets and our animals have been thriving in home environments. We're also preparing to re-engage our volunteers and recruit new ones if needed.

We will also be ready should we start to see a decrease in demand for animals and an increase in pets being surrendered post-pandemic.

Overall, we are confident that we'll continue to be an essential part of our community due to the care and dedication of our volunteers. We could not have navigated the pandemic without their support and we appreciate everything they've done to ensure our cats and dogs receive the care and love they deserve.





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