

Etobicoke Humane Society

# 2022 Annual Report



# Message from the President

In 2022, our small shelter was once again challenged by the COVID-19 pandemic, as the world began to transition back to a more normal way of life.

It was a difficult time for animal rescues, as adoptions declined when many people returned to the office, or wanted to spend more time socializing and travelling. I was so proud of how our team of volunteers once again stepped up to manage multiple changes and obstacles, and put the care of our animals first.

There were some high points in our year, with the expansion of our functional areas, including volunteers within our human resources and talent acquisition team, as well as our leadership team. And I continued to be thankful for the long-term tenure of so many of our volunteers, who helped provide guidance and stability while we once again transitioned to a different stage of the pandemic.

The positivity I saw among our volunteers while many of our animals took longer than usual to find homes was amazing. Everyone pitched in to come up with creative ways to get our animals adopted, and we had some wins, as several of our long-stay pets found their forever homes.

Our fundraising team once again ensured another successful year, with the introduction of virtual 50/50 raffles, something we had never tried before. Our Hope for the Holidays campaign was also a major success, raising a record \$300,000. This funding allowed us to care for the animals that were spending more time at EHS and as a result, costing more money. Our donor database continued to be improved throughout the year, allowing us to better track and manage our valued donors.

I continue to be amazed by the resiliency of our volunteers, and am so very thankful for the generosity of our donors, whose support allows us to give our shelter pets the second chance they deserve.

Sincerely,

**Sylvia Kocsondy**



# Our year at a glance

## Decline in adoptions

As more and more pandemic restrictions were rescinded, and life began to return to normal, adoptions declined. This continued a trend that started in 2021.

We also saw higher living costs begin to affect pet ownership as inflation impacted the budgets of many people in the later part of the year. Pet owners were having difficulties paying for groceries, housing and other daily life costs. This meant there was less disposable income available to pay for pet food and vet bills.

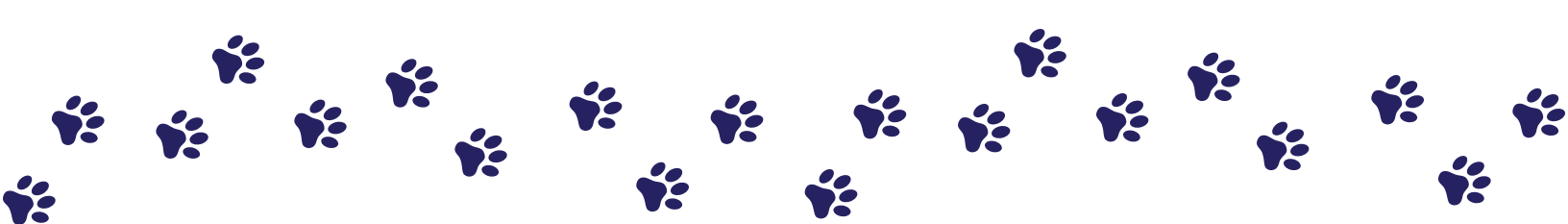
As a result, the average length of stay for dogs in our care (both foster homes and at the shelter) almost tripled what it was before the pandemic. Dogs were spending an average of 122 days with us, versus just 43 days in 2019. We saw similar results on the cat side, with the average length of stay increasing from 96 days in 2019 to 123 days in 2022.

The majority of cats that came into our care were transfers from municipal shelters, where they were at risk of euthanasia. As all animal rescues were seeing declines in adoptions, it meant more cats were at risk and we faced more demands to take in these cats (as EHS is a no-kill shelter).

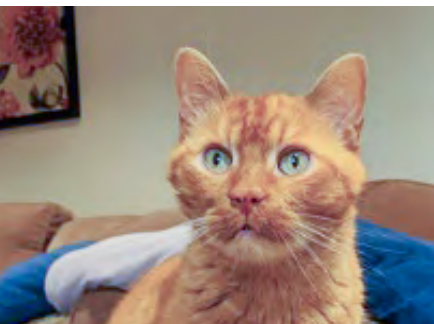
Despite these challenges, we found homes for a good number of cats and dogs, including some that had been with us for an extended period of time. We also continued to provide top-notch care to all of the pets that came into the shelter. To do this, we successfully increased donations in 2022, which helped ensure we had the funds necessary to cover higher vet costs.

To help boost our cat adoptions, we experimented with an alumni companion cat promotion in September, which reduced adoption fees by \$100 for past EHS adopters. Eight cats were adopted as part of this promotion. And after having the shelter completely closed for almost two years, we introduced limited visiting hours on the cat team, where the public could come to the shelter to meet our cats.





## Notable adoptions



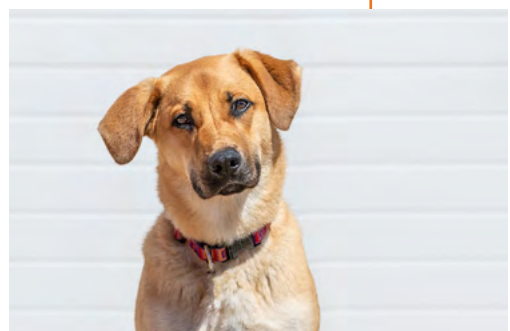
### Peanut

Peanut is a sweet and affectionate cat who was surrendered to us in late May of 2019, when his owner considered euthanizing him due to the cost of treating his severe stomatitis (dental disease). To treat his condition, Peanut required all of his teeth to be removed, which he had done after arriving in our care. Unfortunately, he continued to experience sores and ulcers in his mouth, as well as on parts of his body, and was overgrooming. He then received specialist dermatology care in Guelph, which included a cocktail of medications that gradually helped resolve his symptoms. He was able to be slowly weaned off the medications and was made available for adoption in May 2022.

After a total of 1,170 days in foster with us, he was adopted in August of 2022. His journey is a wonderful example of our commitment to finding our pets their forever family, no matter how long it takes.

### Biscuit

Biscuit came to us in 2018 when he was dealing with anxiety and behaviour issues due to having a difficult start to his life. He was placed in our Doggy Back to School program, which provides dedicated training at an off-site facility. He was then placed in an amazing foster home that was able to continue providing him the structure and training he needed. After being in our care for 1,437 days, we were elated when his foster parents decided they couldn't part with him and officially adopted him.



## Number of adoptions



**195 cats**

vs. 288 in 2021



**74 dogs**

vs. 74 in 2021  
(No change)

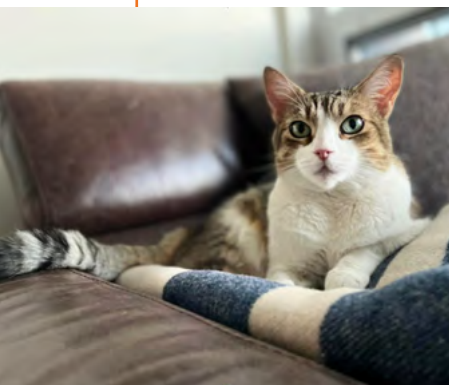




## Increased vet costs

The amount we spent on vet care for our animals increased in 2022, continuing a trend from the year prior. This was the result of higher prices being charged by vets who were responding to a high demand for vet care, as well as a shortage of veterinarians and rising costs due to inflation.

Our vet bills were approximately 28% more than in 2021, which was higher than we anticipated. An increase in donations helped to balance out this increase.



### **Sunday the cat**

Sunday was abandoned at the shelter early one morning inside a carrier with a handwritten note, which did not contain any medical history or contact information of her former owner. Sunday was placed into a foster home, and after a few months with us, her foster noticed she was drinking and urinating excessively. After some testing, it was discovered Sunday had diabetes. With a diet change and the introduction of insulin, Sunday began improving, but then began exhibiting strange twitching behaviour, lethargy and inappetence. She had to spend several days at an emergency vet, where she was put on IV fluids and underwent a number of tests, including bloodwork, ultrasound and endoscopy. The tests were inconclusive, but she was discharged in stable condition. Later that same week, she returned to the vet, where it was discovered her diabetes had gone into remission. She was taken off the insulin and then recovered enough to finally be adopted. After seeing her through these ups and downs, her foster mom couldn't bear to part with her, and decided to make Sunday a permanent part of her family by adopting her.

Her vet care, including at the emergency hospital, came at a cost of more than \$4,500.

### **Ariel the dog**

Ariel came to us from a municipal shelter with multiple medical issues. Her ears were infected and required surgery to repair them. Once that was done and both of her ears healed successfully, she was faced with another surgery to repair a ligament in one of her legs. Throughout her ordeal, she remained the sweetest, most gentle dog. Her ligament repair went well and after a careful recovery, she was healthy enough to be adopted to a loving home. Her surgeries and related health care came at a cost of more than \$7,000. While we were prepared for these costs before she came to us, it was an expensive undertaking for our small shelter.



# Our volunteers

As the shelter opened up and we ramped up shelter volunteers, we added a number of new volunteers to help ensure we had the people on-hand to care for our animals. We also expanded our human resources team, fundraising team and adoption coordinators.



## Volunteer spotlight

### Jennifer Nowak | Cat Adoption Manager



Jennifer joined EHS in 2018, volunteering on a weekly cat shift with her son Max, who was looking for volunteer opportunities for high school. Since then, she has taken on increasing responsibilities on the cat team, first becoming an adoption application coordinator, and later becoming cat adoption manager in 2022.

In this role, Jennifer recruits, trains and manages a team of volunteers in charge of processing adoption applications for our cats, including vet reference checkers, application coordinators, and adoption coordinators. She is committed to ensuring that each of our cats gets adopted into a suitable and loving forever home, that adopters receive full transparency regarding any medical or behavioural issues of any cat they are seeking to adopt and that post adoption support is available for each of our adopters to guide them through the transition process as their adopted cat settles into their new home.

Jennifer has been an amazing asset to our shelter and we can't thank her enough for all she does for our cats.

### Tamara Walsh | Dog Foster Manager



Tamara has been a volunteer with EHS since 2017, wearing many hats before taking the role of dog foster manager in 2021.

She was first a member of our marketing team, running the holiday fundraising campaign, and then moved on to help manage the relationships with community partners, Ren's Pets and Pet Valu. Tamara has also fostered seven dogs during her time with EHS, starting when the pandemic lockdown began in March of 2020.

As the dog foster manager, Tamara is responsible for coordinating foster homes for our dogs. This is a crucial part of our operation as many dogs do not do well in a shelter environment. Foster homes allow us to care for more dogs than we can fit in the shelter.

In addition, Tamara is a regular shelter volunteer, working a shift to help care for our dogs.

We continued to rely on our network of fosters in 2022 to help expand the number of animals we could have in our care and also provide a home environment to some of our pets that were not thriving in the shelter.



# Fundraising

Our fundraising team had a very successful year, using new ideas to engage supporters and ensure the shelter was well-funded. While in-person events were now permitted after the lifting of pandemic restrictions, the team continued to focus on virtual fundraising tactics, which had been very successful and required less logistical work.

## Campaigns

2022 was an exciting year for the fundraising team, as it was the first time we were able to execute virtual 50/50 raffles. This type of fundraiser became very popular during the pandemic, and this was the first time EHS had the expertise on the fundraising team to navigate the complicated lottery licensing process. Two 50/50 raffles were held; one in the summer and one as part of the holiday fundraising campaign.



The *Summer 50/50 raffle* raised more than \$60,000 in ticket sales, with half of that going to the shelter. The holiday raffle saw just over \$38,000 in ticket sales, with half going to EHS.

Our annual *Hope for the Holidays* campaign was another success, raising approximately \$300,000, which was an increase of approximately \$50,000 over 2021. This continues to be the largest fundraiser of the year and is a major contributor to our annual budget.



## Monthly donations

In addition to campaigns, we continued our efforts to grow the number of monthly donors in 2022. Throughout the year we added more than 30 new monthly donors which provides a stable and predictable source of funds, allowing us to budget our costs appropriately and plan for the day-to-day needs of our pets.

# Sanctuary Program

2022 marked the fourth year for our Sanctuary Program. This unique program ensures cats and dogs in our care who are approaching end-of-life, or have medical or physical issues that prevent them from being adopted, receive medical, physical and emotional care for as long as necessary. Many of the pets are not expected to leave the Sanctuary Program. However, with the right care, some are able to recover from health or physical issues to become well enough to be adopted.

In 2022, nine cats benefitted from the Sanctuary Program.

We are very grateful to the **Bedolfe Foundation** for providing the majority of funding for this program. It would not be possible without their generous support.

## Tippy



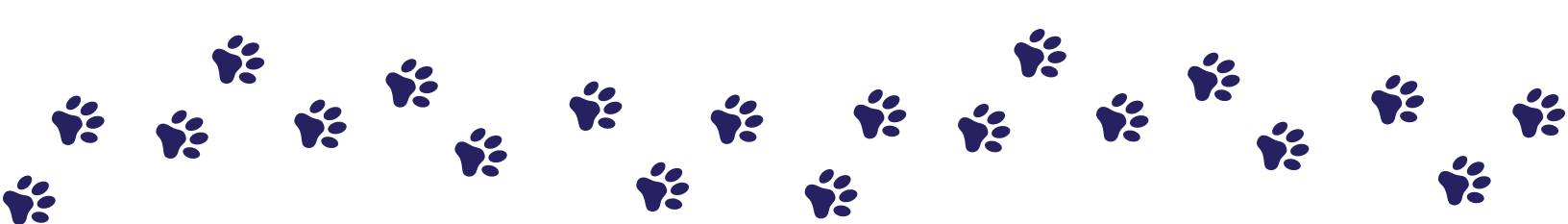
Shortly after Tippy came into our care, she was diagnosed with mammary carcinoma. Her cancer was very aggressive but had not yet metastasized, so she underwent a double mastectomy at the vet's recommendation, in the hopes that it would prolong the length and quality of her life, and slow down the progression of this cancer.

Ultimately, these surgeries gave Tippy an extra year of life, which she lived to the fullest. Tippy spent her days in a loving foster home, making appearances in her foster parents' Zoom meetings, rolling around in catnip, lounging on keyboards, sitting in cardboard boxes and demanding a never-ending supply of pets and treats from her fosters.

Tippy was adored by her foster parents, and remained in the same foster home until her passing.







# Financial Breakdown

As an all-volunteer organization, we have no paid staff. This allows us to direct the majority of the funds raised for the shelter towards the care of our cats and dogs.

In 2022, we adjusted our financial statement presentation for our fundraising expenses, which now reflect costs for our Customer Relationship Management platform (which allows us to collect funds and track data), as well as gifts in kind.

Revenue from adoption and surrender fees was lower due to a decrease in adoptions.

Revenue	2022	2021
Donations, fundraising and memberships	\$687,784	\$580,153
Adoption and Surrender fees	\$66,894	\$89,430
Other	\$79,799*	\$12,051
<b>Total</b>	<b>\$834,477</b>	<b>\$751,858</b>
<b>Operation expeditures</b>		
Veterinary bills	\$360,998	\$301,709
Animal supplies	\$154,675	\$123,654
Fundraising	\$49,193	\$12,810
Administration	\$167,149	\$128,081
<b>Total</b>	<b>\$ 732,015</b>	<b>\$566,254</b>
<b>Net Income</b>	<b>\$ 102,462</b>	<b>\$185,604</b>

\*This includes funds raised through our fundraising programs (including 50/50 raffles).



**\$360,998**  
Vet costs



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