

ANNUAL REPORT 2020



EDMONTON
**HUMANE
SOCIETY**

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MESSAGES FROM EXECUTIVES

BOARD CHAIR

This past year has brought much to reflect on, as have my three years as Board Chair with the Edmonton Humane Society. As I end my term, I want to say what a privilege it has been to serve in this role during a time of significant transformation for EHS.

We've done a tremendous amount of work to ensure we're leading the organization in a sustainable way, including finding new ways to deliver our services through the challenges of the pandemic, working hard to recruit the right talent to achieve our vision, and launching a robust risk management framework. We conducted extensive consultations to launch our 2020-2024 Strategic Plan. And we laid the groundwork for some exciting new initiatives in the future.

I am immensely proud of how resilient and adaptable our dedicated staff have proven themselves to be during this past year. I am also incredibly grateful for the unwavering support of our members, donors, volunteers, and community. Under Liza's inspired and caring leadership, I am optimistic and excited for what the future holds for EHS.

Thank you for your continued support - past, present, and future,



Summer Bradko
Chair of the Board of Directors

2020 BOARD OF DIRECTORS

Summer Bradko
Board Chair

Jennifer Fisk
Vice Chair

Lorenzo Pasutto
2nd Vice Chair & Secretary

Amanda Pechousek
Treasurer

Allison Radford
Director

Lori Sajjad
Director

Patricia Misutka
Director

Onita Blankenfeldt
Director

Jill Sarluis
Director

Dale Wispinski
Director

MESSAGES FROM EXECUTIVES

CEO

We entered 2020 energized and excited to get working on our 2020 - 2024 Strategic Plan, which is presented in this annual report. Navigating a pandemic - the worst in a century - was not in the plan, however. Never did I imagine I would have to close our doors to the public and send our volunteers, and many of our staff, home.

But this is not the Edmonton Humane Society's first pandemic. Early in our history we faced the 1918 influenza pandemic, and we will be here long after this pandemic too.

We did what we needed to keep our team safe, so we could be here to care for the animals who needed us most. And our Strategic Plan is a key piece to ensuring we continue to be sustainable into the future too. While 2020 forced us to re-imagine all of our programs and services, we still made progress on our strategic initiatives. I am so proud of how our team responded this past year, and you will see their achievements throughout the pages of this annual report.

After 114 years -- through the good times and bad -- we would not be here without you, our supporters. The pandemic has not only impacted EHS, it has touched each one of you too. Even with the challenges COVID-19 has brought, you have remained steadfast in your support of our mission to enrich the lives of people and animals. On behalf of all of us at EHS, thank you for your continued commitment through this part of our history.

With gratitude,



Liza Sunley

Liza Sunley
Chief Executive Officer



Coventry Homes' Paws & Claws Gala



EDMONTON HUMANE SOCIETY Pet Expo



Benefit Consultants Inc. Drive, Dine, and Dogs!

NAVIGATING THE COVID-19 PANDEMIC

In early March when it became clear our community would be impacted by the novel coronavirus, much was uncertain. One thing we did know: our priority had to be keeping our team safe, so we could be here for the animals who have nowhere else to go. On March 17 we made the difficult decision to close our facility to the general public, and focus our efforts on core services. In preparation for the possibility we may reach capacity while adoptions were paused, we put out a call for foster homes. The outpouring of support was tremendous, with hundreds of applications being received within hours. The generosity of our incredible community has continued to carry us through this challenging year.

Nearly two weeks later, animal shelters were named an essential service. This came as a relief, knowing we could continue serving animals in need. In the following months, we had to re-imagine nearly all our programs and services. Meanwhile, still caring for the health and welfare of the animals who remained in our shelter, like Teetu...



Teetu, a 3-year-old tabby cat, was surrendered to EHS in late February, just weeks before we were forced to temporarily close. She arrived very obese and extremely stressed, swatting and hissing at anyone who came near. While about 70% of our animals went into foster homes, those with the greatest medical and behaviour needs stayed in shelter, including Teetu. During these few months she received plenty of individualized attention from our caring and patient staff. Over time they gained her trust, so much so that they even taught her to walk on a leash! The exercise through the empty halls of the shelter helped with her weight loss. Once we were able to safely re-open adoptions with a modified process, Teetu was able to find her new home.

In addition to adapting animal care and adoptions, we also: launched online Humane Education programs for kids and schools, collected resources for pet guardians to navigate challenges they may face due to COVID-19, offered virtual private behaviour consultations, resumed our PALS and TNR spay/neuter programs through curbside pick-up, and made over 25 free pet behaviour resources available. In many ways, COVID-19 has pushed animal shelters to shift to supporting pets and their guardians through alternatives to intake. Our shelter remains here for those animals who need us most, and we can continue helping them whether inside or outside of our walls. If this last year has proven anything, it's that a pandemic will not stop our important work.

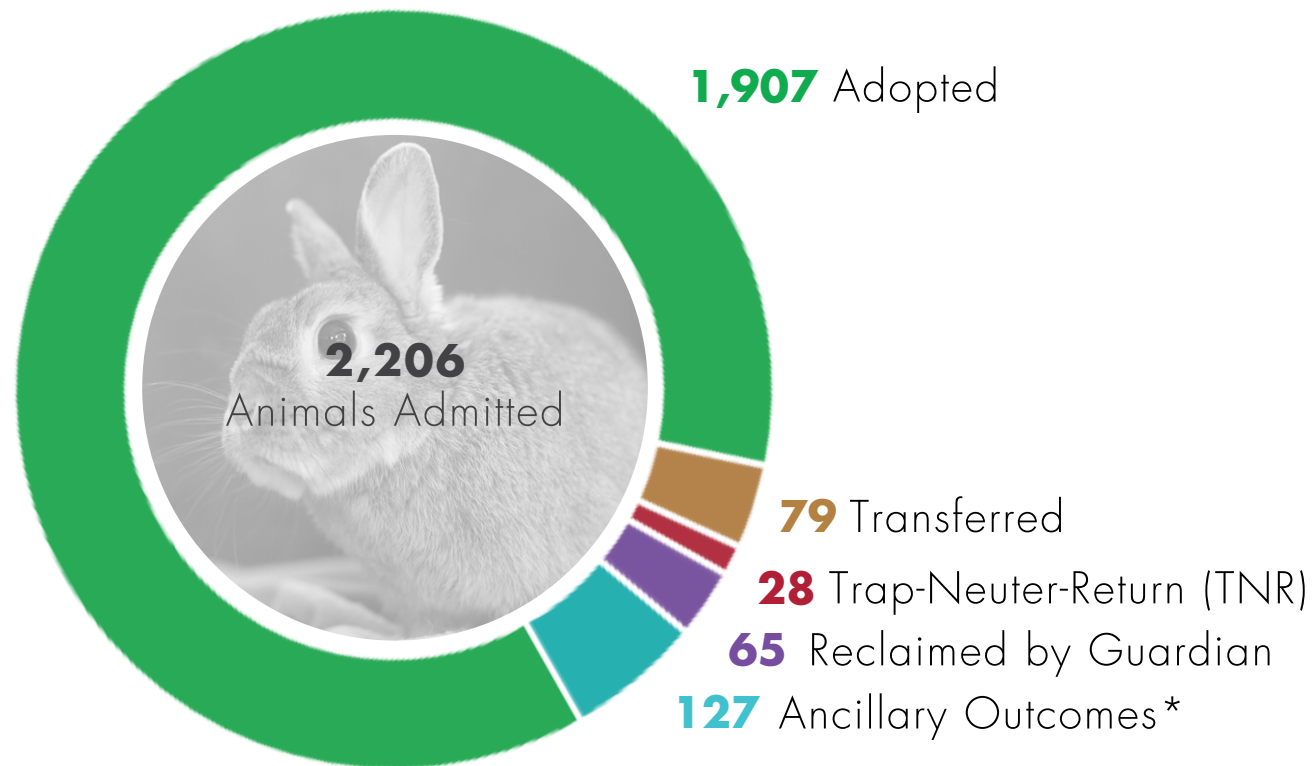
OUR IMPACT

PETS

OUR IMPACT

CHARTREUX'S STORY

A bright spot in the COVID-19 pandemic was that pets benefitted from having their people at home more. Across the country fewer animals came into shelters, perhaps in part to due to there being fewer lost pets. However, those who did enter our shelter often had greater needs. **278 specialized surgeries** were completed, **doubling the rate from 6% to 13%** of animals from 2019 to 2020. This included animals like Chartreux, who you can read more about on the next page of this report.



*Ancillary outcomes include deceased on arrival, humane euthanasia, unassisted deaths, and animals continuing in care at the end of December 2020.

Years of concentrated efforts on spay and neuter programs have also contributed to the decreasing population of homeless companion animals. But we must not stop if we want this trend to continue. Though the PALS (Prevent Another Litter Subsidy) program had to be paused for nearly four months, we were still able to spay or neuter **523 dogs and cats through the PALS program in 2020**. Another **1,752 shelter animals were spayed or neutered** during their stay with us.



Chartreux arrived in early October, young and in rough shape - we suspect after being attacked by a wild animal. She had extensive wounds on her body, and her left hind leg was lame. Upon examination by EHS' medical team, it was determined Chartreux had a dislocated kneecap that could not be surgically repaired and required amputation. Despite being in a great deal of pain, she was a social, friendly cat. For two weeks following surgery, she was closely monitored in shelter by our staff, and enjoyed regular attention from doting EHS volunteers (centre), who had returned in a limited capacity at that time. She then spent the remainder of her recovery with a dedicated foster family (left). Chartreux adjusted, and began playing and exploring like any young cat. Once healed, it didn't take long for Chartreux to capture the hearts of her new family (right).

THE POWER OF THE HUMAN-ANIMAL BOND

MELISSA & KIKI'S STORY



"You Gave Me the Best Gift In The World"

This was the subject line of an email we received in early 2020, from a young woman named Melissa. Melissa is physically disabled and has post-traumatic stress disorder (PTSD). After waiting a year for her building to approve having pets, the day finally came when she could get a cat. But excitement soon turned into devastation when she was turned away from adopting by another organization. She grew up with cats and, often being housebound and unable to drive, longed for the companionship. So she came to EHS, a wheelchair-accessible facility, where she fell in love with Kiki. Below is an excerpt from her letter describing their bond:



"I cannot imagine my life without Kiki, nor do I want to. She is frankly my world; she's absolutely my constant companion animal.

I cannot thank you enough for existing, not judging me based on my disabilities and enabling all animals to get a well-deserved second chance at life within loving homes of all sorts of people... I have you to thank for saving my beloved kitty's life...and making mine a billion times better because of it.

I will have Kiki until her last breath and every single breath in between, no matter what happens. She is the best companion that someone with limited abilities but as much love as anyone else could possibly have and I love her with my everything. Thank you. Thank you. Thank you EVERYONE at EHS who saved my kitty and brought us together! You have my eternal gratitude because...I think you saved me too." - Melissa



Melissa and Kiki's story embodies the mission of EHS: enriching the lives of people and companion animals.

We have been reminded of the importance and strength of the human-animal bond through the challenges of the pandemic, with many finding comfort in their pets during one of the most isolating periods of our time. Their story also highlights the need for making pet companionship accessible for people.

Our work as a shelter does not stop at connecting people and pets however. We also provide supports beyond sheltering, through education, training, and free resources, so we can keep them together -- and maintain the human-animal bond too.

OUR IMPACT

MOLLY'S STORY

Molly, a 3-year-old Yorkshire Terrier dog, entered EHS as an emergency intake just days after we closed to the public due to COVID-19. She was in need of urgent medical attention. EHS veterinarians found four large bladder stones in her x-rays, nearly the width of her pelvis. She went into emergency surgery to remove them, then was treated with a special diet and antibiotics. After a few days recovering in shelter, Molly went into foster with Lori and Rick (upper left), and stayed there until adoptions could resume. Once ready for a forever home, Lori put a call-out to her friends on social media. An old friend, Sharon, who Lori hadn't spoken to in 13 years, responded to the post. Not only was Molly connected with her new family (upper right), but Lori and Sharon (lower) also rekindled their 40-year friendship through the adoption. Lori said afterwards: "We feel it was meant to happen this way... thank you EHS for letting us be foster parents, which helped me to reconnect on old friendship."



OUR IMPACT

PEOPLE



Our collective love of pets is what brings our community together. Though we were physically distanced most of the year, we felt your continued support. While our decision to close to the public in March ensured we could protect our team and continue safely caring for animals, we also felt it was important to do our part to protect the community who makes our work possible by preventing the spread of COVID-19.

We were fortunate to connect with our supporters in-person one last time in early March, at the Coventry Homes' Paws & Claws Gala. Afterwards, we found new ways to engage our community and carry on traditions. This included Pets in the Park: Neighbourhood Edition, held on September 20, with our online activities being viewed **118,000 times** that day. Our popular Pet Pics with Santa also went forward with a virtual photo booth where **nearly 300 families** captured their holiday memories from home.

New partnerships were forged too, with both VCA Canada and Amazon Canada generously donating pet food and supplies during the year to support our shelter animals.






Recognizing the challenges pet guardians could face with the pandemic, we also worked to support people with free resources addressing common pet problems. This included answering questions and concerns about pets and COVID-19, offering a free behaviour hotline and pet behaviour resources, creating a guide to help pet guardians overcome barriers when renting with pets, and producing recommendations on emergency preparedness with pets.

Our dedicated staff are central to serving both people and pets, and caring for our caregivers was critically important this past year. Staff participated in a compassion fatigue workshop with Jessica Dolce, as part of a professional development series on sheltering and welfare that brought experts to us virtually from around the world.



Our 2020 - 2024 Strategic Plan will guide our operations over the next five years as we work towards our mission of enriching the lives of people and companion animals through animal sheltering, programs and services, and community engagement.

This plan was developed with input from our community, through surveys and focus groups conducted in 2019, including staff, volunteers, fosters, members, donors, and animal welfare partners. From this feedback, we created our five areas of focus, objectives and goals, shown below.

	<p>ANIMALS</p>	<p>Ensure optimal quality of life for the shelter animals we serve</p>	<ul style="list-style-type: none"> • Enhance programs that increase shelter capacity and support successful adoptions • Implement medical, behavioural, and care practices that reflect excellence in animal sheltering and welfare
	<p>COMMUNITY</p>	<p>Lead and inspire humane action</p>	<ul style="list-style-type: none"> • Develop initiatives that support the humane management of companion animals in the community • Foster collaborative relationships within the animal welfare community • Increase outreach that supports responsible pet care and compassion for animals • Develop and participate in programs that support alternatives to intake and the human-animal bond • Develop and implement a strategy to engage with decision-makers in the protection and management of companion animals
	<p>PEOPLE</p>	<p>Be an employer of choice and the best place to volunteer in Edmonton</p>	<ul style="list-style-type: none"> • Develop and offer programs to support a healthy, respectful workplace for staff and volunteers • Develop and deliver programs to cultivate an engaged, skilled team of staff and volunteers • Develop and deliver programs to support a positive experience for staff and volunteers throughout their time with EHS
	<p>SUPPORTERS</p>	<p>Cultivate the resources to achieve our vision and mission</p>	<ul style="list-style-type: none"> • Increase philanthropic revenue through new donor acquisition, stewardship and new initiatives • Promote community awareness about the work we do • Increase social enterprise revenue in retail, training and cremation programs
	<p>FOUNDATION</p>	<p>Achieve operational excellence that supports future growth</p>	<ul style="list-style-type: none"> • Develop, implement and monitor key organizational strategies and frameworks • Develop and implement operating policies and procedures • Develop and implement plans to maintain best-in-class facilities • Improve processes and systems to ensure fiscal responsibility and accountability • Develop and improve processes to achieve governance excellence

AUDITOR'S REPORT

FINANCIAL STATEMENT



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Independent Auditor's Report

April 12, 2021
Edmonton, Alberta

To the Members of Edmonton Humane Society for the Prevention of Cruelty to Animals:

Opinion

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2020 and the summary results from year ended are derived from the audited financial statements of Edmonton Humane Society for the Prevention of Cruelty to Animals (the Society), for the year ended December 31, 2020. We expressed a qualified audit opinion on those financial statements in our report dated April 12, 2021.

In our opinion, except for the possible effects of the matter described in The Audited Financial Statements and Our Report Thereon paragraph below, the summary financial statements derived from the audited financial statements of Edmonton Humane Society for the Prevention of Cruelty to Animals for the year ended December 31, 2020 are a fair summary of those financial statements, on the basis described in Note 1.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed a qualified audit opinion on the audited financial statements in our report dated April 12, 2021. The basis for our qualified opinion was that, in common with many charitable organizations, the Society derives some of its revenue from donations, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amount recorded in the records of the Society and we were not able to determine whether any adjustments might be necessary to contributions, excess of revenue over expenses, current assets and net assets.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in Note 1.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS 810), Engagements to Report on Summary Financial Statements.

Kingston Ross Pasnak LLP
Kingston Ross Pasnak LLP
Chartered Professional Accountants

EDMONTON HUMANE SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

Year ended December 31, 2020

RESULTS FROM OPERATIONS

	2020	2019
REVENUES		
Fundraising and sponsorships	\$ 3,091,992	\$ 3,429,094
Shelter operations	1,318,705	2,192,886
Bequests	1,147,745	1,783,397
Investment income (loss)	274,075	478,852
Amortization of deferred capital contributions	276,232	267,125
Gain on disposition of assets	-	13,810
	<u>6,108,749</u>	<u>8,165,164</u>
EXPENSES		
Shelter operations	3,261,004	4,814,017
Program and service delivery	1,196,241	1,616,775
Fundraising and sponsorships	1,120,208	1,316,029
Amortization of property and equipment	685,901	701,661
	<u>6,263,354</u>	<u>8,448,482</u>
(DEFICIENCY) EXCESS OF REVENUES OVER EXPENSES	\$ (154,605)	\$ (283,318)

FINANCIAL POSITION

ASSETS		
Cash and short term investments	\$ 8,709,516	\$ 8,991,166
Other current assets	283,781	275,742
	<u>8,993,297</u>	<u>9,266,908</u>
LONG-TERM INVESTMENTS	3,257,554	3,134,357
PROPERTY AND EQUIPMENT (net of accumulated amortization)	14,020,199	14,602,150
	<u>\$ 26,271,050</u>	<u>\$ 27,003,415</u>
LIABILITIES		
Accounts payable and accrued liabilities	\$ 390,621	\$ 466,790
Deferred contributions	3,503,730	3,729,089
	<u>3,894,351</u>	<u>4,195,879</u>
DEFERRED CAPITAL CONTRIBUTIONS	5,467,203	5,743,435
	<u>9,361,554</u>	<u>9,939,314</u>
NET ASSETS		
Invested in property and equipment	8,552,996	8,858,715
Internally restricted	2,514,176	2,514,176
Unrestricted	5,842,324	5,691,210
	<u>16,909,496</u>	<u>17,064,101</u>
	<u>\$ 26,271,050</u>	<u>\$ 27,003,415</u>

APPROVED BY THE BOARD

Director

Director

Note 1 Basis of Presentation | Management is responsible for the preparation of the summary financial statements. The summary financial statements are comprised of the summary statement of financial position and the summary results of operations, and do not include any other schedules, a summary of significant accounting policies or the notes to the financial statements. The summary statement of financial position and the summary results of operations are presented with the same amounts as the audited financial statements, but certain balances have been combined and all note referencing has been removed.



EHS Pet Johnny



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