

20 21 ANNUAL REPORT



OUR VISION

To be a model of excellence in the advancement of animal welfare.



OUR MISSION

The Edmonton Humane Society enriches the lives of people and companion animals through animal sheltering, programs and services, and community engagement.

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MESSAGES FROM EXECUTIVES

BOARD CHAIR

The past year was a time of uncertainty as we continued to manage the challenges of the pandemic. During this time, your Board of Directors was certain that EHS had a clear mission, a robust plan and a strong team in place. We were confident that our organization would get to the other side of this pandemic and be stronger for it.

I am confident of this because of you -- our extraordinary community -- and the unwavering support you have shown the Edmonton Humane Society.

Our future holds great promise. EHS provides leadership and a vital service in our community. Animal sheltering is evolving, and the Board stands behind our CEO and our entire team, supporting the direction that EHS and many other shelters are heading. We are singularly focused on implementing proactive solutions to keep animals out of shelters and in loving homes where they belong.

We achieved solid progress in the second year of our strategic plan. We're addressing community cat over-population by hosting large-scale Trap-Neuter-Return (TNR) clinics. EHS piloted a partnership with Tails of Help to provide financial support to access veterinary care in emergency situations, so pet guardians aren't faced with the heartbreaking decision to surrender a beloved pet.

We are excited by our potential, which is only possible because of the dedication of our employees and volunteers, and the generosity of our donors. On behalf of the Board of Directors, I thank you for your commitment and support.



Jennifer Fisk
Chair of the Board of Directors

2021 BOARD OF DIRECTORS

Jennifer Fisk	Board Chair	Sabrina Feula	Director
Lorenzo Pasutto	Vice Chair	Dan Hugo	Director
Dale Wispinski	Second Vice Chair & Secretary	Patricia Misutka	Director
Lori Sajjad	Treasurer	Amanda Pechousek	Director
Onita Blankenfeldt	Director	Dr. Ted Purcell	Director
Summer Bradko	Director	Allison Radford	Director
		Jill Sarluis	Director



MESSAGES FROM EXECUTIVES

CEO

For many reasons, 2021 was another year we won't soon forget. While the pandemic was a force we've continued to reckon with, I am so proud of how our team has navigated these challenges -- and we've only been able to do so because of your support.

We've achieved incredible progress on our 2020-24 strategic plan this past year, which you will find throughout the pages of this annual report. Some notable highlights include: the introduction of a brand-new adoption process with the Adopets technology, our first-ever large-scale trap-neuter-return (TNR) clinic alongside the Canadian Animal Task Force, and a pilot project to help sick and injured pets get the help they need while keeping them with their families, rather than being surrendered to shelters like ours.

On a personal level, my proudest moment this past year was receiving the 2021 Nonprofit Employer of Choice Award. Since I joined EHS three years ago, I have worked extremely hard to help our organization become an employer of choice, recognizing that we cannot provide the best possible care for the animals who depend on us if we do not care for our people too. While we still have much work to do, this accomplishment is a sign of the massive strides we have taken.

I cannot express enough how important you are to making these achievements possible. Thank you for being a part of this journey to enrich the lives of people and pets throughout our community. You are truly making a difference.



Liza Sunley
Chief Executive Officer

OUR ANIMALS

ADVANCING ANIMAL WELFARE

Advancing animal welfare is at the heart of everything we do. With a focus on continual improvement, we undertook multiple initiatives this past year to ensure we exceed best practices in animal welfare.

ASSESSING OUR STANDARDS WITH THE ASV GUIDELINES

In 2021, a task force of animal health and welfare professionals was formed to assess EHS' current practices against the Canadian Standards of Care in Shelters, which were adapted from the Association of Shelter Veterinarians (ASV) Guidelines. This involved reviewing 572 recommendations across 12 categories of sheltering, from facility design to sanitation to mental well-being and population management. Upon completion, EHS made the necessary changes to fulfill all recommendations applicable to our shelter, so we can provide consistent care in line with the highest standards.



INTRODUCING THE ASILOMAR ACCORDS

The Asilomar Accords were created to provide animal shelters a uniform method to collect and report data, with the goal of saving all healthy and treatable companion animals. In 2021, EHS began tracking animals using the Asilomar Accord categories: Healthy, Treatable-Rehabilitatable, Treatable-Manageable, and Unhealthy & Untreatable. This sets us up to have a complete year of data in 2022, to be more informed when planning for the future care of animals. Across Canada, shelters like EHS are seeing fewer animals admitted, but with increased medical and behavioural needs. With this, having the necessary resources for treatment and eventual adoption is becoming increasingly important.

HELPING ANIMALS FIND HOMES QUICKLY



As part of our continued commitment to the Million Cat Challenge and Capacity for Care (C4C), EHS introduced an Animal Flow Specialist role who monitors the journey of every animal through our shelter, alongside our Animal Welfare Advisor. Care plans are adjusted as needed to make sure shelter animals stay happy and healthy while with us and find new homes as quickly as possible.



OUR ANIMALS

CREATING A BETTER ADOPTION EXPERIENCE

The pandemic forced us to re-think our adoption process, and in June 2020 we launched a modified process with requests submitted online so animals could keep finding homes through the uncertainty of the pandemic. However, the additional administration and safety steps lengthened the process, forcing us to limit the number of requests and appointments each day.

There were benefits to this approach too though; prior to the pandemic, adoptions could only be initiated in-person, with people often lining up before opening. Now, adoption requests could be made anytime from anywhere, increasing the accessibility of pet adoption and giving our animals a better chance at finding the right family.

Recognizing the advantages of the online option, and the need for an in-person process to be available when the shelter re-opens, we needed a solution that would facilitate the best of both. In June 2021, EHS adopted a new technology, Adoptpets, to create a better adoption experience for people and get animals into homes faster. We became the first shelter in Canada to utilize the platform.

This new system will help us automate and simplify adoptions, so we can spend more time on what matters most: matching people and pets to facilitate happy and successful lifelong bonds.

Other improvements include more information and photos on the animals' online profiles and an overall smoother process with automated updates at each stage of the adoption. In addition, we announced a new pet insurance partner, Petsecure, providing dog and cat adopters a free six-week trial of accident and illness protection to support a successful transition into the home. Pet insurance is encouraged for all pets, so guardians are prepared in the event of unexpected veterinary bills.

OUR COMMUNITY

FORGING PARTNERSHIPS

In our efforts to lead and inspire humane action, EHS forged several new partnerships in 2021, helping make a difference for animals outside of our shelter and keeping them with their families.

Humane Education virtual programs allowed us to continue reaching youth, instilling messages of compassion and empathy towards animals. 'Spring Bark' virtual day camps took place in March, and we hosted our 4th 'Be Kind to Animals Week' in May. Forty-four educators joined, receiving free lesson plans with daily activities on how to show kindness to animals.

Humane Education connected with 150+ students at a local high school for their Leadership Day, discussing how they could give back while helping animals.



EHS also joined the **Animal Welfare Coalition of Alberta** the newly formed **Edmonton Animal Rescue Coalition**. Through strengthened relationships with rescues and animal welfare organizations, we can share knowledge, prepare for a unified response in the event of an emergency, and implement minimum standards, as there is currently no formal regulation within the industry.



Congratulations and our thanks to Dr. Ted Purcell, who celebrated 20 years as a volunteer spokesperson on our weekly Adopt-A-Pet segments with Global News Morning Edmonton!

In August 2021 we launched a pilot project with **Tails of Help** to reduce surrenders of sick and injured pets when their guardians face financial hardship. Just over 10% of surrenders to EHS are for financial or pet health-related reasons. The goal was to help one family per month receive veterinary care due to unexpected, one-time concerns, keeping the pet in their home and preventing the heartbreaking decision to surrender or euthanize from financial constraints. In 2022, the results of the pilot will be reviewed, and any necessary adjustments made so we can continue offering this important resource in our community.



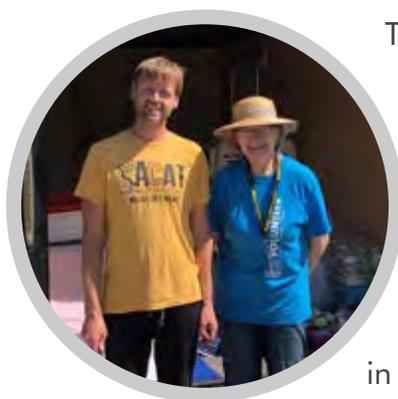
OUR COMMUNITY

SUCCESS WITH TRAP-NEUTER-RETURN PROGRAM

In a first for EHS, we joined forces with the Canadian Animal Task Force (CATF) in July 2021 to host a large-scale trap-neuter-return (TNR) clinic at our shelter's veterinary centre.

Fifty-eight feral adult cats were spayed or neutered in a single day, and another 36 kittens were taken into care for eventual adoption, for a total of 94 community cats assisted. The adult cats were returned to their home colony the following day, where a designated caregiver monitors and ensures their ongoing health.

While feral cats do not thrive in a shelter or home, it's important we ensure their welfare and ability to live safely in the outdoor environment where they are most comfortable, in coexistence with their surrounding community.



Trap-neuter-return is a humane way to manage the population of feral cat colonies, allowing these cats to continue living in their outdoor home while addressing the concerns of the communities where they are located. The cats are also vaccinated, treated for parasites, and provided with permanent identification in addition to being spayed and neutered, supporting the ongoing health of the colony.

Following the success of this first clinic, additional clinics are planned in partnership with CATF for 2022.

ENRICHING LIVES

EHS PETS

HOPE AND HER BABIES



Hope – a mama bunny - and her **seven baby bunnies** came to us severely malnourished. It was clear that they would need special care. These bunnies were given a proper diet and extra fluids, and within a few weeks they were regaining weight. Hope was able to recover quickly in the shelter and was spayed soon afterwards. Her baby bunnies were given individualized care in a foster home and after some much needed time growing, they became confident and enjoyed getting attention from their fosters. Both Hope and her babies were able to find homes that they could call their own.

DIXIE

THE SENIOR DOG



Dixie came into our care with classic signs of aging and numerous medical issues. It was clear she was uncomfortable and after examination, she was diagnosed with a degenerative joint disease as well as dental issues. While she waited for surgery, staff and volunteers spent time handfeeding her – she loved hotdogs! Once she was able to undergo surgery and start recovering with her foster family, Dixie no longer had to face discomfort or pain. Knowing she had a sweet personality, her foster family decided to adopt her, giving her the chance to live the rest of her life filled with love and happiness.

OUR PEOPLE

IMPROVING VOLUNTEER PROGRAMS

Our people are at the core of everything we do: without them, we cannot be here to care for the animals who need us most. That's why we're working to be an employer of choice and the best place to volunteer in Edmonton.

After having to close our volunteer programs at the onset of the pandemic, we were excited to **welcome back our dog walking, cat and small animal socialization, and animal enrichment volunteers** in 2021. While our staff had stepped in to fill the gaps, and foster homes alleviated the pressure by taking animals under their roofs, both the staff and animals were re-invigorated with our volunteers back in the building. The extra support that volunteers provide is critical to making our shelter animals' stays as comfortable and enriching as possible.

While our volunteers were away, our Community Engagement team undertook a **review of our volunteer programs**. We introduced a new program structure and volunteer roles based on recommended best practices in volunteer programming to better support our volunteers now and into the future. We also joined the Edmonton Chamber of Voluntary Organizations, Volunteer Alberta, and Volunteer Canada to ensure we stay up-to-date and connected on the latest recommendations for organizations that rely on volunteers like ours.



REMEMBERING AN EXTRAORDINARY VOLUNTEER

Following the untimely passing of long-time EHS volunteer Sean Beech in April 2020, we were grateful to gather with his loved ones in August 2021 to honour his memory. A tree and bench were added to our Compassion Circle as a reminder of the remarkable contributions Sean made over his 15-plus years as a volunteer. He was an extraordinary person who is sorely missed by everyone on our team.





OUR PEOPLE

BECOMING A NON-PROFIT EMPLOYER OF CHOICE

Around the world, COVID-19 brought health and safety practices to the forefront. From our first pandemic task force meeting in February 2020, **we committed to doing everything possible to keep our team safe**. Not only was it necessary to protect our team, but we were also in a unique position as an animal shelter: we had to be available for the animals and community who rely on us.

In addition to a multi-pronged approach utilizing masking, physical distancing, vaccines, air quality and circulation, work-from-home, and quarantine leave, staff feedback was also invaluable to our response. Ongoing **pandemic updates and pulse surveys** opened communication to ensure consistent flow of information and gauge how staff were feeling about EHS' approach. While the pandemic initiated these steps, they continue to be an important factor in moving us towards being an employer of choice.

We also **evaluated our Medical and Operations team** structures, setting the stage for changes in 2022 which will better support our staff and customer experience. A new performance management system was introduced too, promoting on-going development, and encouraging collaboration towards our organizational goals. Additionally, we instilled a permanent telecommuting policy, recognizing the benefits of being a flexible workplace.

In part thanks to these actions, EHS was proud to be named a **Nonprofit Employer of Choice** (NEOC) for 2021. The two-step assessment included an organization profile evaluating the nonprofit leadership attributes and human resources policies, practices, and procedures, in addition to an employee survey. Based on this assessment, EHS was among 12 organizations – and the only in Alberta – to fulfill the NEOC program requirements.

OUR SUPPORTERS

A YEAR OF GENEROSITY

Today and for the years ahead, EHS cannot provide our programs and services without you -- our supporters. That's why we're focused on cultivating the resources to achieve our vision and mission.

BINGO'S PET SHOP LAUNCHES ONLINE STORE

Since our new shelter opened in 2009, Bingo's has been an important step in setting adopters up for success while helping fund our work. To make Bingo's even more accessible, we launched a new online store, giving pet guardians the opportunity to continue supporting EHS from home.

A RECORD-SETTING GIVINGTUESDAY

GivingTuesday provides the community a chance to show their philanthropic spirit annually. In 2021, Champion Petfoods and the Edmonton Community Foundation each committed to matching GivingTuesday donations to EHS. This tripled the impact of every dollar donated that day! EHS' supporters responded overwhelmingly; your generous gifts totalled over \$105,000!



PAWS MONTHLY DONORS REMAIN THE LIFEBLOOD OF OUR ORGANIZATION

Monthly gifts provide secure and reliable funding, supporting shelter operations and giving EHS the ability to deliver compassionate care and a comfortable stay for shelter animals. With the rising cost of pet food and medical supplies resulting from the global supply chain issues, our monthly donors ensure peace of mind. In 2021, we had a remarkable 2,081 committed monthly supporters give over \$60,000 each month.

LEAVING A LEGACY THAT MAKES A DIFFERENCE FOR PEOPLE & PETS

Planned gifts donated after a supporter has passed continued to have a significant impact, with over \$1.3 million dollars in planned gifts received in 2021. Many donors choose to make gifts to EHS via their estate through charitable bequest, from a few thousand dollars to making EHS their sole beneficiary. These gifts are truly selfless. Our hearts are warmed knowing community members cared so much for companion animals that they included them in the legacy they left behind.



The annual **Puttin' Fore Paws: Drive, Dine and Dogs** event, hosted by BCi Benefits, raised \$11,000!



Danika – who is nine years old – **hosted an activity hole at a local golf tournament** and raised \$1,500 for EHS from her



An Oilers watch party hosted by **OilersNation** in November led to a \$5,500 donation!

OUR SUPPORTERS

MAKING A DIFFERENCE



Pets in the Park: Neighbourhood Edition returned as a hybrid event, with a virtual walk/run that culminated at five local dog park sites throughout the city.



Nine-year-old **Harmony** played violin at local **farmers' markets** throughout the summer, collecting \$400 in donations for EHS!



MADE for PETS: Holiday Edition marked our first in-person event in nearly two years. The market supports local makers and is hosted in partnership with our neighbours at the City of Edmonton's Animal Care & Control Centre.



Our popular **Pet Pics with Santa** was again offered virtually, allowing pet guardians and their animals to continue their holiday tradition from the safety and comfort of their homes.

OUR FOUNDATION

STRIVING TOWARDS EXCELLENCE

The foundational pieces of our organization – such as strategies and frameworks, operating policies and procedures, maintaining a best class facility, ensuring fiscal responsibility and accountability, and achieving governance excellence – may not be as thrilling as cute puppies and kittens. However, achieving operational excellence is vital to supporting EHS' future growth.

After facing nearly a year of the pandemic, and being unable to meet with our members in person, EHS held a **virtual special meeting of the members** in January to provide an update on the strategic plan progress made in 2020, as well as our response to COVID-19.

While foot traffic in the shelter was reduced with services by appointment, we took the time to make **improvements to the animal living quarters** in our facility. This included frosting the lower part of the glass on our animal life rooms to reduce stress for shelter animals, adding more portals to our cat kennels to increase living space, and updating the dog rooms to reduce wear-and-tear.

Thanks to a generous donation from Salisbury Greenhouse, the greenery in our Adoption Gallery has also been refreshed.



Our Senior Leadership team is committed to making sure we are **financially sound** and have all the necessary **policies and procedures in place** so we can truly be a leader in the animal welfare space while upkeeping our best-in-class facility.

Work has also continued on the **risk management** framework that was completed in 2020. Some of the priorities that were of focus this past year included our financial sustainability, updating our telephone system, and ensuring surrender services are accessible to those who need them most. A new procurement policy was also introduced to ensure responsible stewardship of our funds.



EDMONTON HUMANE SOCIETY

ADOPTION GALLERY

AUDITOR'S REPORT



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April 18, 2022
Edmonton, Alberta

Independent Auditor's Report

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, 2021 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, 2021. We expressed a qualified audit opinion on those financial statements in our report dated April 18, 2022.

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, 2021 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 18, 2022. 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*.

A handwritten signature in black ink that reads 'Kingston Ross Pasnak LLP'. The signature is written in a cursive style and is positioned above a horizontal line.

Kingston Ross Pasnak LLP
Chartered Professional Accountants

FINANCIAL STATEMENT

Summarized Financial Statements

EDMONTON HUMANE SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

Year ended December 31, 2021

	2021	2020
RESULTS FROM OPERATIONS		
REVENUES		
Fundraising and sponsorships	\$ 3,215,109	\$ 3,091,992
Shelter operations	1,236,397	1,318,705
Bequests	1,265,395	1,147,745
Government assistance	883,278	597,949
Investment income	343,903	274,075
Amortization of deferred capital contributions	251,292	276,232
Gain on disposition of assets	(391)	-
	7,194,983	6,706,698
EXPENSES		
Shelter operations	3,565,505	3,733,674
Program and service delivery	1,371,585	1,267,971
Fundraising and sponsorships	1,216,582	1,173,757
Amortization of property and equipment	643,626	685,901
	6,797,298	6,861,303
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 397,685	\$ (154,605)
FINANCIAL POSITION		
ASSETS		
Cash and short term investments	\$ 8,912,428	\$ 8,709,516
Other current assets	431,752	283,781
	9,344,180	8,993,297
LONG-TERM INVESTMENTS	3,322,538	3,257,554
PROPERTY AND EQUIPMENT (net of accumulated amortization)	13,477,669	14,020,199
	\$ 26,144,387	\$ 26,271,050
LIABILITIES		
Accounts payable and accrued liabilities	\$ 366,212	\$ 390,621
Deferred contributions	3,255,082	3,503,730
	3,621,294	3,894,351
DEFERRED CAPITAL CONTRIBUTIONS	5,215,912	5,467,203
	8,837,206	9,361,554
NET ASSETS		
Invested in property and equipment	8,261,757	8,552,996
Internally restricted	2,714,176	2,514,176
Unrestricted	6,331,248	5,842,324
	17,307,181	16,909,496
	\$ 26,144,387	\$ 26,271,050

APPROVED BY THE BOARD



Director



Director

Note 1 - Basis of Presentation. The summary financial statements are derived from the audited financial statements, prepared in accordance with Canadian accounting standards for not-for-profit organizations, as at December 31, 2021 and for the year then ended. The preparation of these summary financial statements requires management to determine the information that needs to be reflected in them so that they are consistent in all material respects with, or represent a fair summary of, the audited financial statements. Management prepared these summary financial statements using the following criteria: (a) the summary financial statements include a statement for each statement included in the audited financial statements; (b) information in the summary financial statements agrees with the related information in the audited financial statements; (c) major subtotals, totals and comparative information from the audited financial statements are included; and (d) the summary financial statements contain the information from the audited financial statements dealing with matters having a pervasive or otherwise significant effect on the summarized financial statements. The audited financial statements of the Edmonton Humane Society are available upon request by contacting the Society.



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