

2020 Annual Report



The Humane Society of
& Kitchener Waterloo
& Stratford Perth

Education, Compliance, Advocacy and Care

FROM THE PRESIDENT OF THE BOARD

Jacqueline Watty

Due to the generosity of both the Kitchener Waterloo and Stratford Perth communities (and beyond), we were able to continue our services and meet the needs of the animals and their caregivers.



It is hard to believe we have been in a pandemic for just over a year. As I reflect on 2020 and my first year as the President of the Board, the challenges of dealing with COVID-19 have certainly put our organization to the test. Having had to pivot much of our activities, programming, events, and most importantly - operations, we are thankful to still be standing strong a year later, both as a Board of Directors and the organization as a whole.

Our strength continues from a variety of factors: the staff at the Humane Society, the leadership from our Executive Director, Kathrin Delutis, and our ever-supportive community of donors and volunteers. Due to the generosity of both the Kitchener Waterloo and Stratford Perth communities (and beyond), we were able to continue our services and meet the needs of the animals and their caregivers. The need for financial support continues in 2021 and we look forward to building new relationships and partnerships.

From a board perspective, we have not slowed down at all. We welcomed three new Board Directors in 2020 (what a year to join us!) and our committees continue to address the needs of the organization alongside the Executive Director. With our Imagine Canada accreditation near completion, we are nicely positioned to ensure we are meeting and exceeding industry standards. Through our strategic planning process, we are focusing on addressing important issues such as diversity and inclusion, advocacy, and new funding sources.

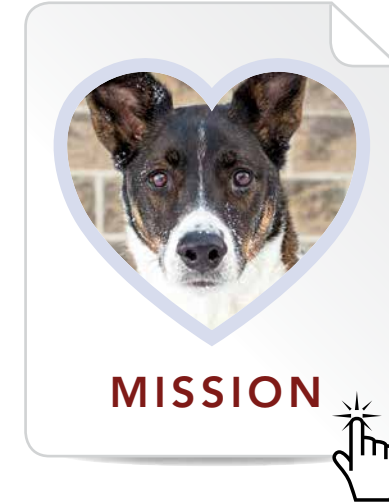
The future is bright for your Humane Society and the creativity and increased collaboration that has come as a result of the pandemic, (a silver lining, I suppose), has positioned us well as we move forward. Thank you for your continued support! Stay safe. 🐾

OFFICERS/DIRECTORS

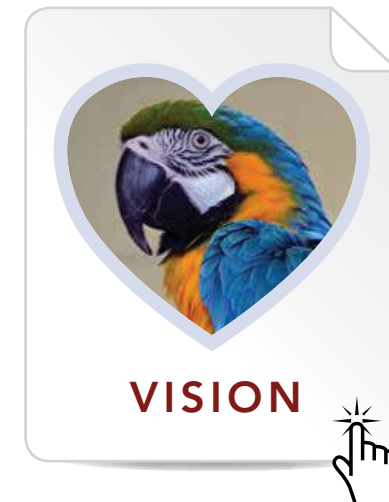
Jacqueline Watty – President
Jan Bockmaster – Vice President
Jared Doyle – Treasurer
David Isern – Secretary

DIRECTORS

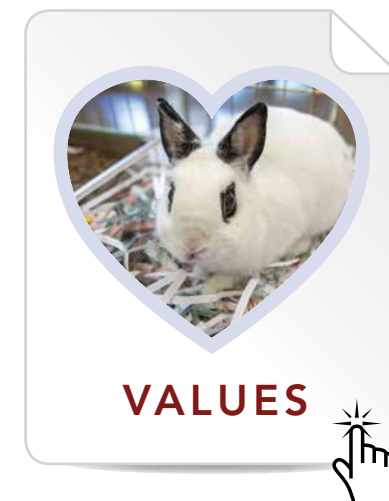
Colin Calvert – Director
Nancy Culliton – Director
Tyler Graham – Director
Krista Linklater – Director
Kelly McCann – Director
Alex McIntosh – Director
Kate Phillips – Director
Mary Recoskie – Director
Ross Wells – Director



We are leaders in Animal Welfare in our communities focusing on the responsible treatment of animals through education, compliance, advocacy and care.



Communities that value and respect animals.



- WE BELIEVE IN:
- Serving communities
 - Humane treatment of animals
 - Innovation and learning
 - Compassion and dedication
 - Leadership and collaboration
 - Accountability



PIVOTING IN LIGHT OF COVID-19



Our Animal Service Officers are out in the community and the Animal Care and the Veterinary staff continue to treat and look after the sick, injured, surrendered and stray animals in our centres.



Not everyone in our community is aware that the Humane Society is an essential service. Even though public access to our shelters is by appointment only, our Animal Service Officers are out in the community and the Animal Care and the Veterinary staff continue to treat and look after the sick, injured, surrendered and stray animals in our centres.

Throughout this year, we've received many inquiries from the community and from the media to see how we are doing. Thank you for asking! It's been a challenging year, but with changes to our operating processes, additional precautions against COVID-19, and some creativity from our Development and Community Programming teams, we've stayed true to our mission.

We've seen so many changes this year that it's impossible to cover all of them, but here are a few of the big ones that we often get asked about.

What services were affected by COVID-19?

- Public medical services like rabies and spay/neuter clinics are now offered by appointment using a curbside delivery method that is also practiced by the majority of veterinarians in the Region.
- Adoption process is now primarily done online.
- Foster volunteers remain a crucial part of our organization, now more than ever, but we'll get to that in more detail later.
- Our fundraising campaigns have gone virtual.
- Our community programs like camps, birthday parties, school and educational programming, and dog training classes are now being offered online.
- Even with our Lost & Found services, we send pictures of stray animals to possible owners to try and make a match that way, rather than having the owner walk through our building.

...these changes are a health and safety precaution to limit the risk of COVID-19 in our Centres.

How is the Humane Society supporting the community during the pandemic?

Our Executive Director, Kathrin Delutis, is an active member of the Community Services Working Group, which is part of the larger Waterloo Region Pandemic Control Group. The additional insight that she provides allows us to better manage the day-to-day planning and to be more strategic in helping the community during these challenging times. The two most notable free emergency services that we've offered to our community this year are Emergency Community Pet Food Banks and Emergency Pet Boarding. In the second half of 2020, the number of emergency boarders in our Kitchener Centre has increased by 75%. As these pet owners were hospitalized or too ill to care for their animals, we've given them the peace of mind that their pets are being taken care of while they recover. Meanwhile, the Emergency Pet Food Bank provided free food and pet supplies not only to individuals, but also to other organizations in need. Our Animal Service Officers carry extra bags of food in their vehicles and deliver them while they are out on patrol to our most vulnerable neighbourhoods.

How has the adoption process changed and why are foster parents so important?

While our animals are waiting to be adopted, the majority of them are placed with our foster volunteers. There is actually a very limited number of animals physically in our centres. The rest are being cared for remotely and are brought in periodically for their medical and adoption appointments. All available animals for adoption are placed on our website. Anyone interested in adopting an animal has to fill out a form online. Our staff will review their application and if they are deemed a good fit, they will set up a time for the foster parent to bring in the animal for them to meet at the centre.

Have adoptions gone up during the pandemic?

Adoptions at the Humane Society have been steady. Keep in mind that even with an increase in people looking to adopt pets, the only ones that the Humane Society has for adoption are animals that have been brought in as surrenders, strays, and occasional transfers from other organizations.

Has there been an increase in pet surrenders?

Thankfully, we have not seen an increase in people surrendering pets.

Having said that, we are limiting the number of surrenders that we are able to take in due to a reduced number of staff who are physically working in our centres. Ideally, we want to keep animals in their current homes, so we work with pet owners and provide support where we can to help them keep their animals instead of surrendering them.

Has fundraising been affected by COVID-19?

Many people believe that the Humane Society is an arm of the government, but that's not true. We do hold contracts with local governments to provide animal control services. These contracts make up about a third of our operating budget – meaning that the bulk of what the Humane Society does, it does as a charity.

This year, due to our inability to host many of our fundraising events, our development team pivoted to include a variety of new and creative digital fundraisers. With many options, like online photo contests, poker tournament, comedy show, and even a wine tasting with an online sommelier, the team continued their outreach efforts to raise the funds needed to care for the animals in our centres. But despite their best efforts, we've seen a decrease by over a quarter in our fundraising revenues in 2020 vs 2019.

We are hopeful that at some point in 2021, we will be able to resume our in person services and programming and be able to thank our loyal supporters and ambassadors in person. 🐾



Foster Volunteer Awards >>

In 2020, the majority of our animals were placed in foster care with our foster volunteers. Our foster caregivers have been an incredible support during the COVID-19 pandemic. They help provide a safe place for our animals to recover from procedures, feed them,

and give them the love and attention they need and deserve while waiting to find their fur-ever families. By providing a warm and welcoming temporary home, our foster parents help our animals blossom and shine. To our amazing team of foster volunteers, thank you for opening your homes to the animals in need in our community.

FOSTERS KW



Lisa Para

KW Cat Foster Volunteer of the Year

Began fostering in 2019



Since joining the program Lisa has fostered 19 cats. These include kittens, adult cats, as well as cats with medical conditions. As a TLC volunteer, she does wonders with shy cats and loves taking cat portraits. 🐾

FOSTERS SP



KIM MELVILLE

SP Cat Foster Volunteer of the Year

Began fostering in 2020



As a former veterinary clinic employee, Kim is used to being around all sorts of animals. She is open to fostering small animals, kittens, adult and senior cats, as well as animals with medical conditions and small dogs. In 2020, Kim fostered a dog named Teddy. Teddy was a long term foster and Kim ended up adopting him. 🐾



Since joining the program Jennifer has fostered dogs of different sizes, breeds – including long-term fosters – and animals with medical conditions. One of her fosters, a dog named Ozzy, chewed the back seat of Jennifer's car right after she picked him up from the shelter. Jennifer understood that Ozzy was anxious and was happy to take him in as a foster. 🐾



JENNIFER ROSS

KW Dog Foster Volunteer of the Year

Began fostering in 2020



As soon as any of Lucas' foster animals get adopted, he is ready to take on more! Lucas became very attached to a foster dog named Dolly and ended up adopting her. Lucas' love and compassion for animals led him to being hired as a part time Animal Care Attendant at our Stratford Perth centre location. 🐾



LUCAS VAN LAWLIS

SP Dog Foster Volunteer of the Year

Began fostering in 2020

GOING THE EXTRA MILE
AWARD – KW



SKEDADDLE



During the COVID-19 pandemic, Skedaddle stood by our side and their support was as strong as ever.



Since 2013, Skedaddle Humane Wildlife Control has supported the Humane Society and the work that we do in our communities. Since 1989, Skedaddle has helped home owners across Ontario with humane options for removing wildlife from homes and properties. Their highly trained technicians have pioneered this humane approach that keeps homes and businesses safe from wildlife, all while protecting the animals without causing harm or distress.

Skedaddle has supported the Kitchener Waterloo Humane Society in many ways, including partnering with us for our signature events. They have supported our efforts to continually grow and improve the way we work with wildlife, and often assist in cases that the Humane Society is not equipped to handle.

During the COVID-19 pandemic, Skedaddle stood by our side and their support was as strong as ever. They were willing to work through our challenges, work with us to find solutions to those challenges, and always maintained their commitment to our partnership. Without their continued support, we would not be able to continue our work in our communities and educate those communities about humane wildlife treatment.

We are incredibly proud to partner with Skedaddle Humane Wildlife Control and we look forward to working together for many years to come. 🐾



GOING THE EXTRA MILE
AWARD – SP



McDONALD'S
OF STRATFORD &
NEW HAMBURG
– KERRY PROBER



As an avid animal lover, Kerry knew about the important work that we do at the Humane Society and offered to help in any way she could.



Our partners that support the Stratford Perth Humane Society continue to surprise us. As we entered 2020 and our plans were abruptly halted by COVID-19, Kerry and her teams at McDonald's in Stratford & New Hamburg didn't hesitate to support the Humane Society. As an avid animal lover, Kerry knew about the important work that we do at the Humane Society and offered to help in any way she could.

Kerry worked with our team to identify areas where we needed the most support, and was open to different ideas on how to partner with us and promote the programs that we run out of our Stratford Centre. Together, we created matching donation campaigns and partnerships through our virtual events. The openness and flexibility that Kerry showed with her support, and continues to show, is the groundwork for a strong partnership and we look forward to running new and exciting campaigns with Kerry in the future.

It isn't often that we get to partner with a globally recognized company and we are proud to be able to partner with McDonald's. More importantly, we are proud to partner with Kerry and her team. Her dedication to our organization and our values is incredible and we are excited to continue our work together. 🐾





Our donors make our programs and services possible. Through your generosity, we are able to provide spay/neuter services to rescue groups, deliver quality Humane Education programs to our students, and offer fee assistance to our camps and clubs. Most importantly, your financial support means that we don't have to turn away an animal in need and can provide immediate medical care to a suffering pet.

LEGACY GIFTS (THE ESTATES OF)

- Estate of Marjory T. Lattner
- Estate of Ingrid Karin Raymond
- Estate of Scott J. Pocock
- Estate of Larry Kissack
- Estate of Ray Kenneth Satchell
- Estate of Aubrey Ross McCaw
- Estate of Mary Isobel Weston
- Estate of Patricia Irene Graham
- Estate of Sheila Patricia Davis
- Estate of Brian Rolf Burden
- Estate of Sigrun Margarete Domen
- Estate of Helen Scholl
- Estate of Annabelle Catherine Ritchie
- Estate of Georgia Boviart Bowerman

BUILDER (DONORS OF \$2,500 - \$4,999)

- Baljet Balua
- Gary Pooley
- Ian Andrews
- Mary H. Heydon
- McDonald's of Stratford and New Hamburg
- Peer Group Inc.
- Thomas Edge
- Tim & Alexandra MacDonald

CHAMPIONS (DONORS OF \$5,000 - \$9,999)

- Economical Insurance
- Hayton Investments Ltd.
- Jill A. Hettinger
- Lynda M. Gale
- Normerica Inc

LEADERS (DONORS OF \$10,000 - \$50,000)

- Anonymous
- Joanne Hayter
- Normerica Inc
- Rudolph T. Dorner

SPECIAL MENTION (GRANTS)

- Benevity Community Impact Fund
- CanFel Foundation
- Eric S. Margolis Family Foundation
- Kitchener Waterloo Community Foundation - The Alice (Braley) Judges - Walter Judges Fund
- Mersynergy Charitable Foundation
- My Tribute Gift Foundation
- Petsmart Charities of Canada Inc

SPECIAL MENTION (THIRD PARTY EVENTS)

- Domino's Pizza
- Google Matching Gifts Program
- OTIP Ontario Teachers Insurance Plan
- Uptown Waterloo BIA - Comfort Food Crawl



To the Board of Directors of: The Humane Society of Kitchener Waterloo & Stratford Perth

Qualified Opinion

We have audited the accompanying financial statements of The Humane Society of Kitchener Waterloo & Stratford Perth, which comprise the statement of financial position as at December 31, 2020 and the statements of revenues and expenditures, changes in fund balances and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, these financial statements present fairly, in all material respects, the financial position of The Humane Society of Kitchener Waterloo & Stratford Perth as at December 31, 2020 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.

Basis for Qualified Opinion

In common with many charitable organizations, the organization derives some of its revenues from donations and fundraising, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the organization and we were not able to determine whether any adjustments might be necessary to revenues, excess of revenues over expenditures and cash flows from operations for the years ended December 31, 2020 and 2019, current assets as at December 31, 2020 and 2019, and net assets as at January 1 and December 31 for both the 2020 and 2019 years. Our audit opinion on the financial statements for the year ended December 31, 2019 was modified accordingly because of the possible effects of this limitation in scope.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of The Humane Society of Kitchener Waterloo & Stratford Perth in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not for profit organizations and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the organization's ability to continue as a going concern, disclosing, as applicable, matters related to a going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the organization's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements, as a whole, are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgement and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Kitchener, Ontario
May 26, 2021

RLB LLP

Chartered Professional Accountants
Licensed Public Accountants

THE HUMANE SOCIETY OF KITCHENER WATERLOO & STRATFORD PERTH
STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2020

	SP Operating Fund	KW Operating Fund	KW Capital Fund	2020 Total	2019 Total
ASSETS					
CURRENT					
Cash	\$ 483,306	\$ 1,217,169	\$ 0	\$ 1,700,475	\$ 777,752
Accounts receivable (note 13)	18,535	216,841	0	235,376	153,033
Interfund balances (note 12)	(787,244)	830,768	(43,524)	0	0
Government remittances recoverable	12,994	34,266	0	47,260	43,137
Prepaid expenses	9,223	47,004	0	56,227	52,095
	(263,186)	2,346,048	(43,524)	2,039,338	1,026,017
INVESTMENTS (note 8)	0	1,342,053	2,412,504	3,754,557	2,951,160
PROPERTY, PLANT AND EQUIPMENT (note 4 and 5)	1,975,599	939,601	0	2,915,200	3,063,060
	\$ 1,712,413	\$ 4,627,702	\$ 2,368,980	\$ 8,709,095	\$ 7,040,237

	SP Operating Fund	KW Operating Fund	KW Capital Fund	2020 Total	2019 Total
LIABILITIES					
CURRENT					
Accounts payable and accrued liabilities	\$ 89,987	\$ 153,832	\$ 0	\$ 243,819	\$ 210,686
Deferred revenue (note 11)	880,384	213,436	0	1,093,820	1,059,651
Current portion of long term debt (note 7)	19,668	0	0	19,668	18,945
	990,039	367,268	0	1,357,307	1,289,282
LONG TERM DEBT (note 7)	614,601	0	0	614,601	634,268
	1,604,640	367,268	0	1,971,908	1,923,550
FUND BALANCES					
FUND BALANCES	107,773	4,260,434	2,368,980	6,737,187	5,116,687
	\$ 1,712,413	\$ 4,627,702	\$ 2,368,980	\$ 8,709,095	\$ 7,040,237

THE HUMANE SOCIETY OF KITCHENER WATERLOO & STRATFORD PERTH
STATEMENT OF REVENUES AND EXPENDITURES FOR THE YEAR ENDED DECEMBER 31, 2020

	SP Operating Fund	KW Operating Fund	KW Capital Fund	2020 Total	2019 Total
REVENUES					
Donation and fundraising (note 9)	\$ 427,765	\$ 1,764,942	\$ 0	\$ 2,192,707	\$ 1,583,195
Contract fees (schedule 1) (note 10)	151,263	1,536,310	0	1,687,573	1,761,538
Shelter operations (schedule 1)	256,917	430,420	0	687,337	775,414
Government wage subsidy	88,847	318,030	0	406,877	0
Animal tags	21,252	117,181	0	138,433	156,415
Investment - net (note 14)	556	5,012	1,325	6,893	474,627
	946,600	4,171,895	1,325	5,119,820	4,751,189
EXPENDITURES					
Shelter operations (schedule 2)	877,159	2,514,704	0	3,391,863	3,669,602
Amortization	134,250	151,736	0	285,986	280,236
Fundraising	29,156	8,306	0	37,462	49,357
Humane education and publications	0	0	7,452	7,452	27,750
	1,040,565	2,674,746	7,452	3,722,763	4,026,945
	(93,965)	1,497,149	(6,127)	1,397,057	724,244
OTHER REVENUES (EXPENDITURES) (Decrease) increase in unrealized gains on financial assets during the year (note 14)	0	(184)	223,627	223,443	(156,952)
(DEFICIENCY) EXCESS REVENUES OVER EXPENDITURES for the year	\$ (93,965)	\$ 1,496,965	\$ 217,500	\$ 1,620,500	\$ 567,292



Visit one of our Centres at:






**Kitchener Waterloo
Humane Society**

250 Riverbend Drive
Kitchener, ON N2B 2E9
519-745-5615

**Stratford Perth
Humane Society**

125 Griffith Road
Stratford, ON N5A 6S4
519-273-6600

Follow us online and join the conversation!

 @KitchenerWaterlooHumaneSociety  kwsphumane
 @StratfordPerthHumaneSociety  @kwhumane
 [linkedin.com/company/kitchener-waterloo-humane-society](https://www.linkedin.com/company/kitchener-waterloo-humane-society)

Charitable BIN: 11898 3550 RR001

www.kwsphumane.ca