

OTTAWA HUMANE SOCIETY

Annual Report

**2024
2025**

YOU were there when Ottawa's animals needed you most. Thank you for giving so many animals in need a second chance at a happy, healthy life.



Leading Ottawa in building a humane and compassionate community for all animals.

Ottawa Forged Ahead for the Animals

There are two things that last year made abundantly clear: Ottawa is a community that cares about animals and there is a rapidly evolving need for new supports to keep pets with the people who love them.

The OHS Emergency Pet Food Bank saw steady demand, and the need rose significantly for wellness clinics and temporary pet shelter for families in crisis. And to truly meet the community's needs, we had to think outside the box about how we were reaching the right people at the right time to prevent them from having to make the heartbreaking decision to surrender their pet.

For pet food banks, this meant taking the food bank right into the community. Coming to the shelter or a partnering food bank location wasn't possible for some who most needed the service. Working with local community centres, we met people at the heart of communities and regularly saw our supply of pet food cleared out in only a few short hours — fulfilling its purpose in ensuring no pet goes hungry.

We dramatically overhauled our Sheltering Animals From Emergencies (SAFE) program. It was apparent that change was necessary to meet the needs of pets and the people who love them. Families needed more time to resolve the crises that threatened to separate them from their pets. The situation demanded a new way to house those animals for longer without jeopardizing our ability to provide for the other animals in our care, who truly had nowhere else to go. Our amazing foster volunteers stepped up to fill this critical gap—and an emergency plea to increase our foster capacity saw close to 40 new applicants to become SAFE volunteers!

Thank you, thank you, thank you.

This outpouring of support is a perfect example of how people in our community care so deeply for Ottawa's animals. The success you'll read about in this report was only possible because people like you believe in building a more humane and compassionate community for pets and the people who love them.

You'll read about Ladybug, a sweet dog who was found lost, alone, pregnant and with a massive tumour on her foot. A caring person saw her and made sure she could get the care she so desperately needed at the OHS. Ladybug was just one of thousands of animals who received care at the OHS last year — made possible by our community's commitment.

You'll also read about the growing interest our community showed in collaborating to help cats outdoors, with thousands of people responding to our survey on outdoor cats and providing excellent input on how we can continue to stop Ottawa's cycle of homeless cats.

The successes of this past year were only possible thanks to you. You made sure homeless animals had a safe place to go in their darkest hour. You made sure families could access the support they needed to keep their pets. You made sure that the future is bright for Ottawa's animals.

Thank you for standing by the animals who need you most.



Sharon Miko
President & CEO



Jean Nelson
Chair of the Board



*"Thank you for standing
by the animals who need
you most."*

By the Numbers: You Save Lives

Ready to Love: Ladybug Has Made It



Ladybug after months
of love and care.

When a five-year-old female spotted boxer arrived at the Ottawa Humane Society, it was clear that she had faced more hardships than most could imagine. She was found wandering as a stray — pregnant, dehydrated, underweight and with a large mass on her foot.

Her puppies were small and fragile. Despite the constant care of our veterinary team, only one puppy survived — a tiny fighter we called Baby Bug.

Once Baby Bug was ready for adoption, our skilled veterinarians carefully removed most of the mass from Ladybug's foot and made a concerning discovery. The tumour had become entangled with the ligaments and tendons in her leg. Removing her leg was the best option to secure her a healthy future.

Thanks to your love and support, the surgery was a success and Ladybug recovered wonderfully. Today,

she isn't just surviving — she's thriving. She zooms on three legs. She greets visitors with a wag and a wiggle. She's active, affectionate and living proof that second chances change everything. Thank you for being the difference for so many animals like Ladybug this past year.

Hope for a Momma Rabbit and Her Babies

Found abandoned, pregnant and trapped in a garbage bag on the side of the road, Elsa, a one-year-old rabbit, didn't know it yet, but her luck was about to take a turn for the better. A kind person brought Elsa to the OHS and our team sprung into action to make sure she was OK.



Elsa watching over her babies.

Elsa gave birth and raised her babies in the comfort of a foster home. With your support, she and her kits received spay/neuter surgeries and went on to complete forever families of their own. Thank you for making second chances possible for this tiny family.

Thanks to you, the animals received:

Spays and neuters: 2,625

Dental procedures: 712

X-rays: 645

Diagnostic procedures: 241

Surgeries Completed

2023/24: 2,463

2022/23: 2,054

2021/22: 1,341

2020/21: 1,022

With your support,
in 2024/25, OHS
veterinarians performed
2,790 surgeries for
Ottawa's homeless
animals.

Making a Huge Impact for the Animals

In 2024/25, volunteer
veterinarians donated
an amazing 440 hours
to saving animals!

Thank you:

Dr. Allison Cooper

Dr. Andrea Leask

Dr. Denis Philibert

Dr. Don Caldwell

Dr. Glenys Hughes

Dr. Janet Biggar

Dr. Michael Kim

Dr. Perminder Bansal

Dr. Rob Clark

You Find New Homes for Pets in Need

Ren: Home at Last



Cherry, July 2024



Zorro, February 2025



Allie, previously Bambi, March 2025



Did you see Ren? She's a sweet senior cat who took the internet by storm with a video about her search for a new home. Her story received more than one million views!

Ren had been available for adoption for months, and we were working hard to shine a spotlight on her and find her new family. Thanks to caring people like you, homeless pets in need like Ren get the love and care they need every day at the

OHS as well as the extra attention they need to find their perfect forever family. It took months for Ren to be adopted, but there's never a limit to how long we'll wait to find an adoptable animal a home!

We can't thank you enough for the love you have shown to Ren and all of Ottawa's homeless animals.

Pets Adopted

Cats and kittens: 2,301
Dogs and puppies: 622
Other pets: 491



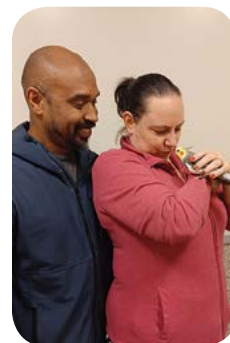
Ellen, December 2024



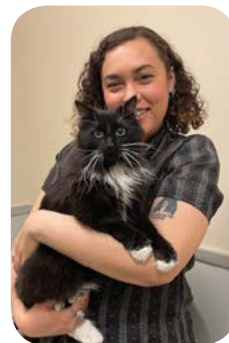
Kylo, July 2024



Mika, May 2024



Elton, November 2024



Frida, April 2024



Tips, July 2024



Grymlynn, January 2025



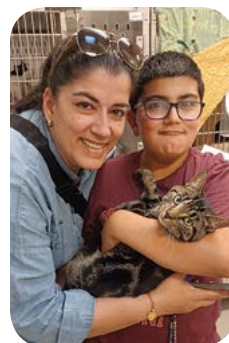
Jaques, November 2024



Kingsley, August 2024



Sadie, July 2024



Lyle, July 2024



Margo, August 2024

Total pets adopted

2024/25: 3,414
2023/24: 2,962
2022/23: 2,596
2021/22: 1,632
2020/21: 1,278

You Saved Puppies from the Cold

They were cold, hungry and crammed into a cardboard box. These puppies were only eight weeks old and abandoned during one of the worst snowstorms last winter. Because of kind people like you and our team, this story ends with wagging tails and hope. But it didn't start that way.

Birdie, Kiwi, Iggy, and Louie — four tiny pug puppies — were found alone in a park with no food, water or protection. They were terrified and urgently needed help.

Thanks to you, these tiny pug puppies were brought to the OHS and given the care they so desperately needed. Our team gave them the daily attention and essential spay/neuter operations to secure them a happy healthy future.

And they weren't the only puppies who needed us. Last year we saw 225 puppies coming to the shelter for care and a second chance.

**Thank you for helping
7,703 animals in need**

3,794 cats
1,693 dogs
679 small animals
1,537 wildlife

You're Supporting the Bond Between People and Pets



273

dogs attended OHS dog training courses with their people to receive behaviour help and support pet retention.

114

people attended OHS pet first aid courses to make sure they are ready for emergencies.

224

participants attended OHS Pet Loss Support Groups for peer support after losing a pet.

692

people attended online webinars to help them manage their pet's behaviour.



We continue to support local placement partners! It takes a community – and we're happy to have been able to provide funding for many local cat and dog placement groups, working together to give more animals a brighter future.

OHS Life-Saving Statistics

Thank You for Helping 6,166 Pets in Need

The OHS is a safe haven for Ottawa's homeless and vulnerable animals. This past year, 18% more pets in need received the care and shelter they desperately needed. The OHS admitted 1,824 pets surrendered by their owners because they could no longer care for them, 3,625 stray animals and 717 from other sources. This includes:

Cats:	3,794
Dogs:	1,693
Small animals:	679

Pets Received

2023/24:	5,229
2022/23:	4,197
2021/22:	3,263
2020/21:	2,585

ZERO
animals turned
away

100%
placement rate
for healthy cats and dogs

Live release rate
77.2%

We collect and report our statistics according to a widely recognized North American formula used for animal shelters. This formula allows us to calculate our "live release rate," which is the placement rate for all cats and dogs that come to us regardless of their age, temperament or physical condition.

97%
placement rate
for treatable/manageable
cats and dogs

Animals who are not healthy – and likely not to become healthy regardless of the care provided – but will likely maintain a satisfactory quality of life if given long-term medical, foster, behavioural, or other care.

98%
placement rate
for treatable/rehabilitatable
cats and dogs

Animals who are not healthy, but likely to become healthy if given medical, foster, behavioural, or other care.

Of the 1,542 pets that were humanely euthanized, 25.9 per cent were owner requested for serious medical or behavioural issues; 47.6 per cent had serious medical issues; 23.4 per cent had serious behaviour issues such as aggression or extreme fear; and 3.1 per cent had a combination of medical and behaviour issues.

Total number of pets adopted,
returned to their owner or
transferred:

4,219



YOU Keep Pets with the Families Who Love Them

Christina and Valiant: An Inseparable Pair

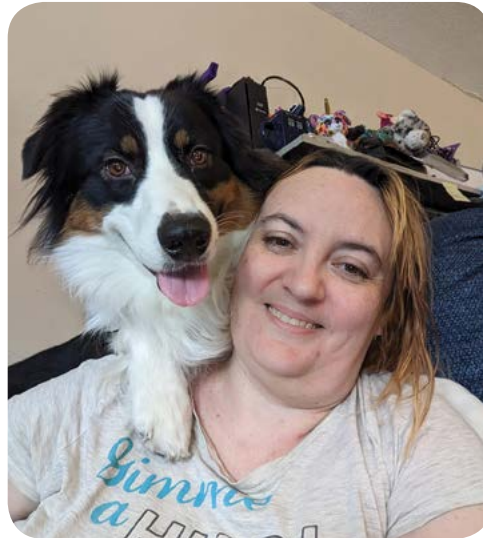
The cost of pet care is falling out of reach for many families and is forcing some to make the heartbreaking decision to give up their pet. Thanks to you, there is help to keep pets with the people who love them. Meet Kristina. She lives with PTSD and agoraphobia, and she relies on Valiant, her two-year-old dog, for emotional support and comfort. She brought Valiant to an OHS wellness clinic to set her dog up for a healthy future.

“For someone receiving ODSP, accessing veterinary care can be a nightmare with some clinics even requiring a deposit,” Kristina said as Valiant stayed dutifully by her side. “[Wellness clinics] need to be everywhere. They make a huge difference, and I wouldn’t have been able to give Valiant this type of care without them.”

“Getting him this care gives me peace of mind and I want him to have the healthiest, happiest life possible.”

“Valiant earned his name because he always reminds me to be brave and is there to help me pull through the worst things. If I can’t do it for me today, I know I can do it for him.”

As someone who cares, you know there is nothing like sharing your life with a pet. Your support is helping to ensure that pets can stay with the families who love them.



Kristina and Valiant are an inseparable pair

Lost Pets Reunited With Their Families
Cats and kittens 210
Dogs and puppies 411
Other pets 14

Total
2024/25: 635
2023/24: 600
2022/23: 599
2021/22: 441
2020/21: 690

Food Distributed Through Pet Food Banks:
2024/25: 17,654 kg

Number of pets microchipped at clinics:
2024/25: 403
2023/24: 221
2022/23: 35

Cats Spayed/Neutered Through Mobile Spay/Neuter Service*:
2024/25: 293
2023/24: 790
2022/23: 993

Pets Helped Through Wellness Clinics:
2024/25: 456
2023/24: 82
2022/23: 9

*Last year, we navigated staffing shortages that impacted our Mobile Spay/Neuter Service and we dedicated additional resources towards our wellness clinics. We expect to see more cats helped through the Mobile Spay/Neuter Service in the coming year.

You Go Above and Beyond for the Animals

Shnoopy's Transformation

Just as important as supporting an animal's health is supporting their mental well-being. Living in the shelter can be difficult for some animals — it's noisy, there are constant new smells, and although they receive excellent care every day, it's often from different people. Shnoopy is one such dog who needed a little extra love and attention before finding his forever home.

Shnoopy flew into the OHS from Iqaluit and was ready to find a forever home in Ottawa. We were excited to get him a new home, but a few meetings with our team

showed that he had difficulty with resource guarding and was easily overstimulated.

In the comfort of a foster home, a caring volunteer gave Shnoopy one-on-one attention and love that would make a life-changing difference for him. By the end of his time in his foster home, the volunteer was amazed by his progress, seeing first-hand his transformation from a dog who was easily riled up to a pooch who could expend his energy in a productive way playing with his people and going on exciting walks.

Thank you for making transformations like Shnoopy's possible and making sure animals in need have a chance at a bright and healthy future.

You gave 268 dogs and 1,310 cats behaviour support through enrichment and intervention programs.

Get Them Home: No Fee for Senior Cats

Older cats at the OHS often have a harder time finding a new family. Thanks to your incredible support, we removed the adoption fee for all cats seven years of age and up. Removing the fee for our older, feline residents helped ensure they were not overlooked and found their forever home that much faster. Our standard adoption protocols still apply to ensure we're making great, permanent matches, but waiving the fee helped people to consider some cats they might otherwise have walked by.

The change has been a huge success. Senior cats have found their forever homes in a matter of days when previously they could have been waiting for months.

Thank you for making this possible and helping older cats spend their golden years with a family who loves them.



Chelsy was a 12-year-old cat who found her forever home shortly after the adoption fee for senior cats was removed.

Thank You for Your Gift of Time

Fosters Keep Families Together

People will endure the weight of incredible hardships for the sake of others — including their pets. At our Emergency Pet Food Bank, some pet owners share that they would choose to feed their pets before feeding themselves.

We know that more Canadians are facing challenges with housing, mental health and intimate partner violence. When you layer on uncertainty about how to care for a beloved pet, these situations, which are already high-pressure and stress-inducing, can feel insurmountable.

That's why we have made major improvements to our Sheltering Animals

From Emergencies (SAFE) program, greatly increasing the time a person in crisis can keep their pet safe at the OHS while they seek the support they need to resolve their crisis.

As well, we're setting these pets up for a lifetime of good health. Cats and dogs in SAFE will receive essential vaccinations, sterilization where needed, microchips, and health and behaviour support at no cost to their owner. By keeping pets with the owners who love them, we have more resources for the animals who have nobody else.

Thank you for making this essential lifeline possible for Ottawa's pets and the people who love them.

936

volunteers gave 55,245 hours for the animals. Up 22% from the year before!

Last year, 532 foster volunteers gave a second chance to:

796 cats
163 dogs
95 other animals

How You Help Orphan Kittens

Lost, vulnerable, preciously tiny and with no one to care for them. Orphan kittens are among the most delicate animals who need shelter and support at the OHS.

Patty has volunteered for the past two years to help orphan kittens. She supports our staff team by providing kittens with extra affection, care and play that is essential for their development and finding their forever home.

"One of the very first kittens I worked with was a brown and white tabby named Sesame," Patty said. "She had diarrhea that was causing her so much

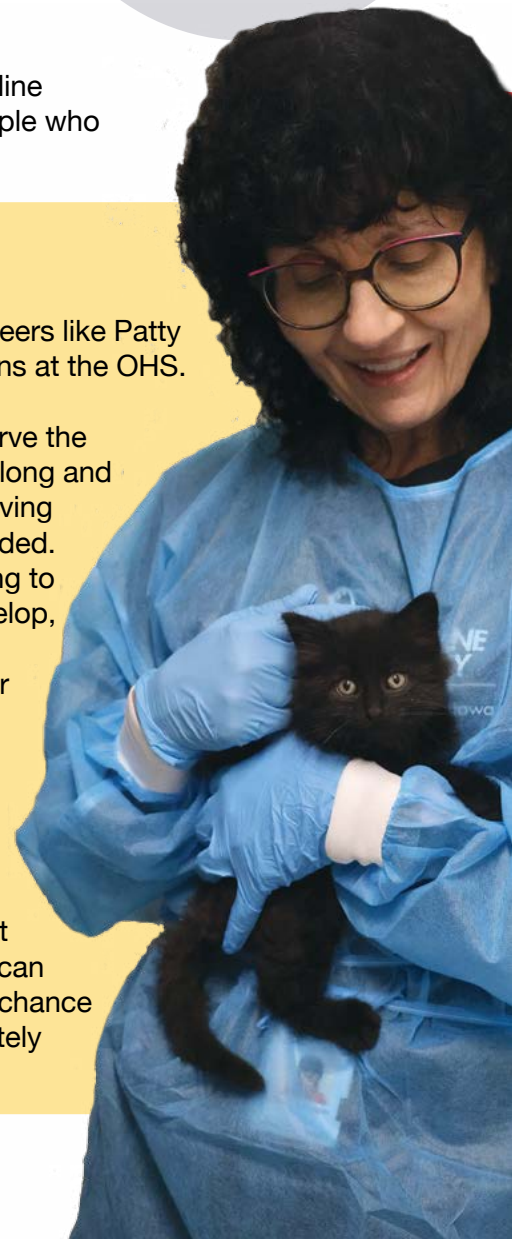
discomfort and she would cry when I picked her up to clean her. As I held her and talked to her, she started to relax and purr, and wanted to play. As the OHS team worked with her and other volunteers and I continued to spend time with her, I saw her improving and becoming more comfortable each day."

Patty and volunteers like her support a kitten's physical health and social well-being. Our volunteers' care and compassion help keep orphaned kittens happy and healthy while they wait for their forever home.

Last year, volunteers like Patty helped 140 kittens at the OHS.

"Kittens all deserve the chance to live a long and happy life in a loving home," Patty added. "It is so rewarding to see a kitten develop, become healthy come out of their shell and go on to find their new family."

Thanks to your support, kittens have a safety net at the OHS and can find the second chance they so desperately deserve.



A Community in Action

Our caring community stood up and raised their voices for the animals last year. From signing petitions, completing surveys and writing letters to decision-makers, Ottawa showed that we care about animals and building a more humane and compassionate future for all.

There is still more work to be done, but animal advocates are ensuring animal welfare is not forgotten. They are leading the charge in securing better protections for animals in Ottawa and beyond.

1,467

signatures to ban bull riding in Ottawa

3,465

responses to Ottawa's biggest cat survey

275

letters sent to the provincial government to end cruel train and trial hunting pens

Definitions of How Resources are Used to Help the Animals

Rescuing and caring for animals

Funds that go directly to providing life-saving veterinary treatment, food, supplies and other essential resources.

Raising funds for the animals

Funds that are directed towards raising more money through events and other fundraising efforts to support the animals.

Managing the OHS

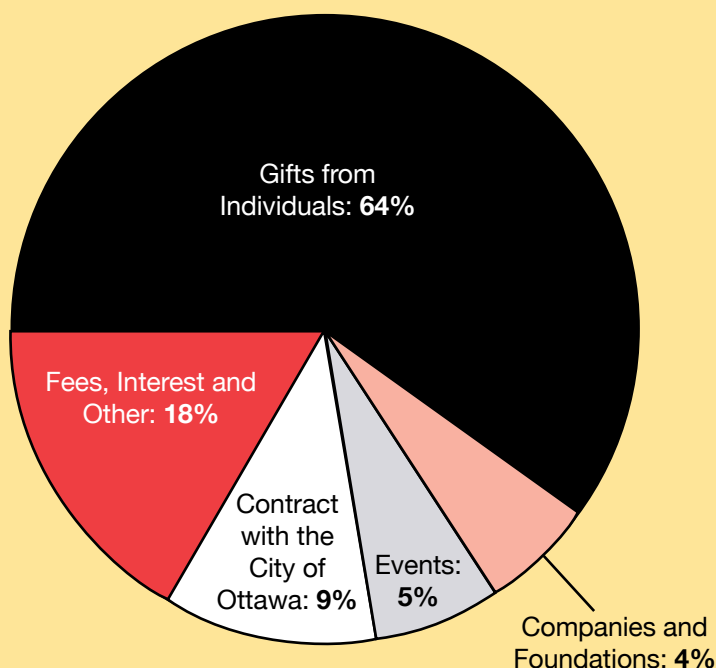
Funds that provide the resources necessary to continue OHS services and operations, building functions and overall shelter maintenance.

Changing the future

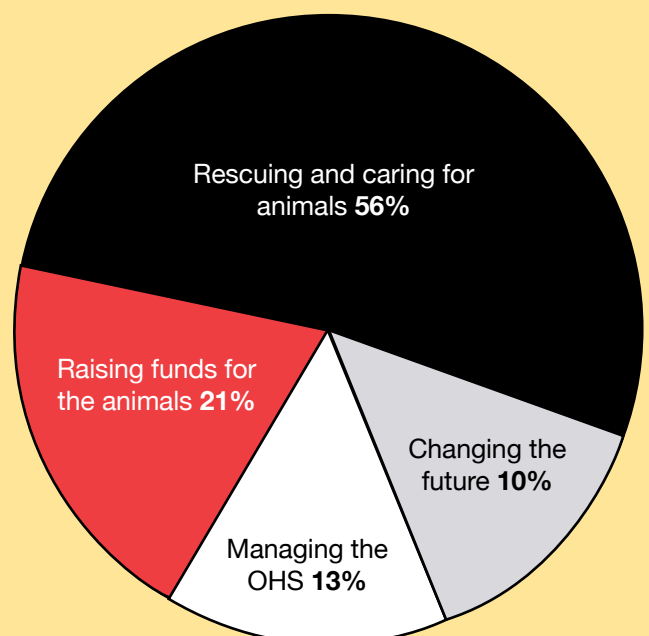
Funds that go towards developing humane education programming, community services and building a more humane and compassionate community

OHS Resource Breakdown

This chart shows where the financial resources of the OHS come from:



This chart shows how OHS resources are used to help animals:



People and Animals Are Better Together

Spending time with animals has many benefits for our mood and even physical health. Life is simply better with animals.

At the OHS, we asked ourselves: how can we bring the joy and therapeutic benefits of animals into our community?

Working with our friends at the Royal Ottawa Mental Health Centre, we set up eight weeks of animal interactions for a small group and designed sessions with common therapeutic goals, like stress reduction and skill building. Our team facilitated these sessions with a program dog.

Sessions were full of dog love, treat giving, sharing stories, learning about pet care, games, art, wellness and lots of fun. To cap it off, the group came to the OHS for a visit to meet some of the animals at the shelter and to learn more about our work.

We also held a session in collaboration with our partners at

the Ottawa Rape Crisis Centre to bring this therapeutic programming to the community they support.

We've gotten a lot of great feedback from our partners and the groups we worked with, and we reached 71 people through these collaborative programs last year!

Thanks to you, our community is creating even stronger and more meaningful connections with animals.

Number of kids reached through school presentations and camps

2024/25: 7,087

2023/24: 6,653

2022/23: 7,863

2021/22: 1,825



Glossary

Admitted to the OHS

Refers to an animal arriving at the OHS whether as a stray, surrendered by their own owner or in protective care.

Behaviour

How an animal acts in a situation. For example, a dog who barks or lunges at other dogs, people or animals may need support to manage their behaviour. A cat who is affectionate towards people and other animals and is comfortable being touched likely does not need support for their behaviour.

Community

Residents living in the National Capital Region.

Care

Meeting the basic needs of an animal (food, water, shelter), their veterinary needs and their mental and behavioural needs.

Forever home/family

The person or people who adopt a pet from the OHS.

Homeless animals

Animals who do not have a legal owner.

Overpopulation

Occurs when there are more pets than people willing to adopt them. Often results in a higher number of animals sheltered at the OHS.

Surrender

When a person transfers ownership of their pet to the OHS.

Turned away

To deny admitting an animal to the OHS. The OHS does not turn away animals, but may schedule a date to admit the animal depending on their needs and the OHS's resources.



The OHS has achieved accreditation with Imagine Canada, demonstrating excellence in board governance, financial accountability, fundraising, staff management and volunteer involvement.

The OHS has achieved accreditation with Humane Canada, demonstrating leadership in all aspects of sheltering, animal care, outreach, education and advocacy.

The Humane Canada Accreditation Program mark is a licensed mark of Humane Canada used under licence by the Ottawa Humane Society.

The Standards Program Trustmark is a mark of Imagine Canada used under licence by the Ottawa Humane Society.

Thank You to Our Supporters

The Ottawa Humane Society is grateful and humbled to receive support from thousands of individuals and organizations every year. We want to express our deepest gratitude for every gift, large or small. Your support helps Ottawa's homeless animals when they need it most. To all who have generously contributed throughout the past fiscal year, we extend our heartfelt appreciation. You have led and continue to lead Ottawa in building a humane and compassionate community for all animals. Visit ottawahumane.ca/supporter for the list of donors who contributed \$1,000 or more in the 2024/25 fiscal year.

Investing Today for a Compassionate Tomorrow

This past year, we looked longer term at how we are adapting to meet our community's needs, and to ensure we can always be here for the animals. Here are some big steps we took:

We formed a veterinary advisory group with many local veterinarians to build bridges and inform the future of accessible veterinary care in Ottawa;

We purchased land adjacent to our West Hunt Club shelter to allow us to expand our programming to help more animals;

We built relationships with community partners and experts to help ensure that our path forward considers the environmental, social and governance expectations of our community.

Stay tuned as we report on the outcome of these exciting initiatives!

