

2020 Report to Our Community



Read the story of Livy and
Pogo the kitten on our website!

Letter from Our Board Chair and Executive Director

Change and innovation can be very exciting. Even so, it's certain that most of us would prefer to meet new challenges on our own terms, rather than having a global pandemic thrust change upon us.

In March of 2020, MHS recognized that we faced a significant challenge that would require us to adapt our operating and safety protocols in response to Covid-19. This health crisis impacted everyone, including the entire animal welfare industry. The following national statistics reflect that reality:

- 500,000 fewer animals entered shelters as Covid curtailed travel and kept pet owners home *
- The number of adoptions & new foster families skyrocketed *
- Tens of millions of pounds of pet food was distributed to pet owners in need**
- Spay/neuter clinics were postponed to reserve personal protective equipment for human medicine **

How did MHS respond?

We took a proactive approach, implementing our "Continuity of Operations Plan" with great efficiency and positive results. We increased our emphasis on staff safety, while ensuring we could still deliver critical care and essential services to the community. We worked quickly to transfer our animal population in our shelter to foster families and actually increased our foster family pool by more than 30%.

MHS provided curbside delivery of over 2,000 pounds of pet food to local food pantries across the region. We put a hold on spay/neuter clinics to preserve PPE for local hospitals. We temporarily suspended transports from southern shelters as virus transmission from states with high numbers of Covid cases became a concern. Our adoption rates exploded as people began working from home and families took this opportunity to bring a new furry loved one into their lives. Local stray and surrender populations became almost non-existent, likely, due to pet owners spending more time at home or having more time to devote to their pets.

Planning for our largest, in-person fundraiser – the Hair Ball – was already well underway and scheduled for June 6. With the March shutdown, MHS responded with an alternative plan and was the first organization in our region to hold a virtual event. It was wildly successful, netting over \$100,000, thanks to our sponsors and the generous support of our community.



Kathy Collinsworth,
Executive Director
(pictured with Hunter)

What did we learn?

Early preparation, continued optimism, and adaptability allowed us to remain focused on our mission. We learned that proactively utilizing our foster families allows us to ensure that animals, who might need more long-term behavioral or medical care, do not have to stay in the shelter environment longer than necessary. By conducting one-on-one animal adoptions by appointment, we are able to spend more time determining the right match and our animal return rate decreased by 85%. We continue to partner with local food pantries to provide pet food to those in need. Should an eviction crisis hit our region resulting in increased homelessness, we have the resources and capacity to care for any displaced animals through our Animal Safety Net program.

Through this pandemic, we've seen at-risk and unfortunate pets come to MHS from many different backgrounds and situations. They inspire us by overcoming their own challenges. Each has a different story like Astro, the dog who arrived on a transport with three legs and is now running and jumping.

Edna, the 19-year-old cat found abandoned in a vacant apartment, emaciated and covered with mats, is healthy again and heading to her new, forever home with a staff member. These are just a few examples of heartwarming outcomes that keep us moving forward.

Resilience. Dedication. Persistence. Strength.

These words resonate loudly as we reflect on 2020. Our MHS family continued providing vital services to the animals and people of the 44 towns we serve - and our team never wavered. With your support, and in spite of the challenges, we accomplished so much this past year. We're proud of that, and we hope you are too, because all of us working together is what makes MHS successful. We miss our volunteers and our face-to-face interactions with our visitors and hope all are well and staying safe, and we are looking forward to seeing everyone again soon.

MHS is stronger than ever and we hope you will remain inspired by the work we do for our community. We wouldn't be here without your generosity and your belief in the importance of nurturing the animal-human bond. For that, we are forever grateful.

Thank you so much for making our work possible.



Wes Wratchford,
Board Chair
(pictured with Honey and
Maddie)

Happy Tail — NICO

Nico the kitten is certainly taking advantage of his 9 lives. Before arriving at MHS, he developed a strange neurological problem and sadly had his jaw broken by a dog bite—but, Nico is a fighter. His fearless, outgoing attitude kept his spirits high and helped him make friends easily. In his first foster home with a staff member, Nico was climbing on the side of crates just hours after surgery to repair his jaw. The following 2 weeks were filled with adventure including making a new canine friend (his previous encounter with a dog did not dissuade him from seeking companionship with others) and running amok alongside a 2-year-old kid. During this time, the neurological symptoms almost completely disappeared and his wired lower jaw was healing well -- nothing could keep Nico down. With all this great progress, it was time to find a more long-term foster family now that he was out of the woods. And that is where this story ends up. Nico found his fur-ever home and is living his best life alongside a feline friend. They play hard and snuggle hard. And after a full day, he collapses safely into the arms of his humans. The family has confirmed that this special little guy is certainly a "foster fail."



2019-2020 Board of Directors

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Board Vice-Chair

Susan Peterson

Board Treasurer

Christopher Bowen

Board Secretary

Bob Schaumann

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Daniel Dodge

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Valerie Starbuck

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Dr. Carla Folkert

Linda Guinane

** elected to the board in October
2020*

Management Team

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Emily Kerylow

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Beth Doyle

Assistant Shelter Manager

Ashley Okola

Training Center Manager/ Trainer

Rachel Brostrom

Boarding/Daycare Manager

Linda Thompson

Boarding/Daycare Assistant Manager

Bethany King

What if every homeless animal was free from cruelty, safe from harm, and received specialized care, training, and behavioral support? What if every animal had a loving family and resources to thrive?



Monadnock Humane Society's programs and services are designed to do all of this and more, always with our mission at the heart of what we do — to strengthen the animal-human bond by promoting and providing for the well-being of animals.

Thank you for your generous support of this important work in our community!

Our Story in Numbers

1,427 animals received

1,144 adoptions

367 other outcomes (transfer, return to owner, euthanasia)

Medical Care

1,376 exams given to shelter animals
669 surgeries performed

17 Public Affordable Feline Spay/Neuter Clinics*

2 Feline Frenzy Low-cost Public Spay/Neuter Clinics*

Sponsored by ASPCA/Subaru and C&S Wholesale Grocers, Inc.

**85% of cats at these clinics had never received vet care.*

For a comprehensive list of programs and services offered by MHS please visit our website.

Animal Safety Net

50 pets
28 families
Average length of stay: **42.4 days**

Pet Food Pantry Program

7,000+ lbs. distributed during the year
(**2,000** of that during March-June)

Dog Training

30+ hours/week group classes
7 hours/week private lessons
4 training videos produced
3 Arm Chair Dog Trainer lectures

Volunteering

Despite the COVID pandemic, volunteers put in **14,143** hours this past fiscal year.

Dog Daycare

Full day: **4,747**
Half day: **788**

Pet Boarding

Dog days: **1,651**
Cat days: **556**

Puppy Play School

Full days: **85**
Puppies: **28**

Polished Pooch Grooming

300 services

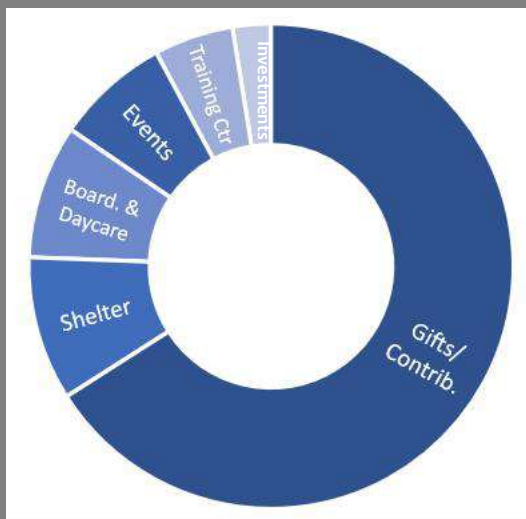
We are grateful to the community for supporting us March-June 2020 when COVID began.

*We greatly appreciate the many businesses and individuals who donate services and items (such as the sound system donated by Dale Moore and Debora Haskell) and sponsor our events. Because of that generosity, we can put our financial resources into fulfilling our vital mission. **THANK YOU!***

Fiscal Year in Review

7/1/19 — 6/30/20

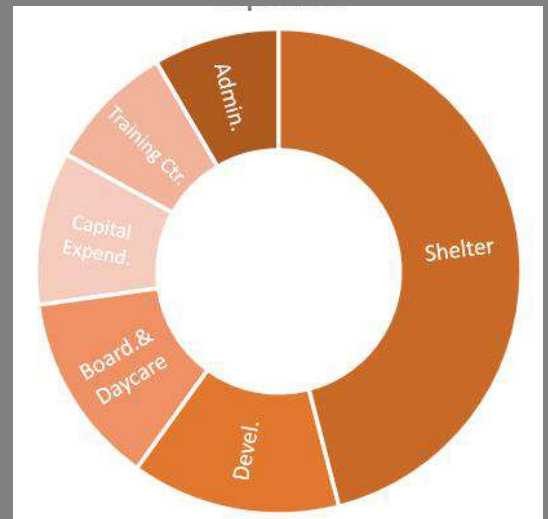
Income: \$2,331,768



Gifts/Contrib.	1,538,250
Events	177,706
Shelter	224,328
Board. & Daycare	208,362
Training Ctr	123,491
Investments	59,631

We value transparency and work diligently to steward donations so that contributions provide more care, more support and more homes for our region's animals.

Expenses: \$1,465,309



Admin.	123,346
Shelter	673,976
Devel.	204,245
Board. & Daycare	188,440
Training Ctr.	125,466
Capital Expend.	149,836

MHS Goes Green

Last year, we reported on the key initiatives we planned as part of our strategy to decrease energy costs, enhance our financial sustainability, and benefit the environment. Over the course of the past fiscal year, we are pleased to report that two of these environmentally conscious, energy-saving programs are now in place. Your support made this possible. Thank you!



Biomass Wood Chip Boiler – a Froling Energy system was installed, providing us with 90% of our heating needs, saving us \$23,000 annually. This was completely funded by anonymous donors.

Solar Energy – an array of 256 solar panels was installed by ReVision Solar, providing 70% of electrical power to MHS, saving close to \$13,000 annually.



HVAC upgrades and LED lighting upgrades are scheduled to be installed in the next fiscal year.

Combined, the carbon offset to our environment from these programs is equivalent to carbon sequestered by 60 acres of forests and the solar energy produced each year would be enough to charge 6.5 million smartphones and power 9 homes!

Happy Tail – The LARRYs

Adopting Larry the cat is considered one of the best decisions his new family has ever made. Not only does he have the same moniker as his new dad, he's a wonderful, spunky, funny, perpetually hungry little/big guy! He adjusted extremely well to his new family – within an hour of being there he was right at home. This family feels so privileged that he considers them family and are so grateful they were able to adopt him.



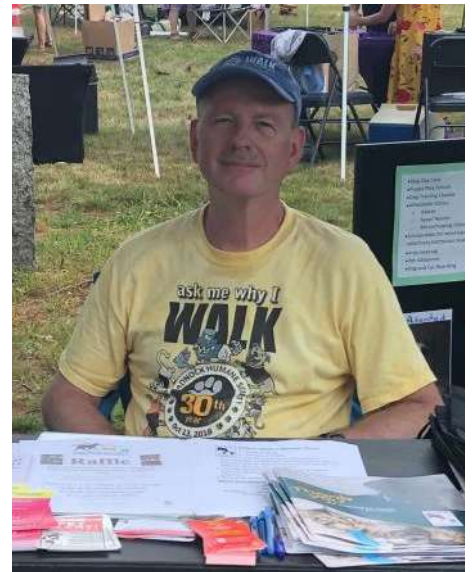
2020 Outstanding Employee of the Year— **ASHLEY OKOLA**



Ashley began her work at Monadnock Humane Society with a wealth of knowledge, having a master's degree from Tufts. She is a big thinker and loves to find new ways to solve problems. In fact, she enjoys mentoring and guiding new shelter employees in a sometimes-overwhelming environment. Always professional, Ashley never hesitates to jump in and do whatever is needed - be it animal care, triaging phone calls, or helping with some of the marketing initiatives. And she always does so with a positive, helpful attitude. Most recently, Ashley spear-headed the Foster Care Program, and was a key player in moving all the animals into foster care during the COVID crisis. She always goes the extra mile in whatever she does. Please join us in congratulating Ashley Okola as this year's Outstanding Employee of the Year!

2020 Outstanding Volunteer of the Year— **STEVE SCHUMACHER**

Steve is someone you can count on. You can count on his smile, calm demeanor, and willingness to help. Steve is passionate about caring for the dogs at MHS. It doesn't matter if it's raining, snowing, sunny or windy, Steve will do his absolute best to take every dog out that is able to go for a walk. He takes difficult-to-adopt dogs to downtown Keene where they can get more exposure. If there are dogs who are not able to go for a walk, Steve gives them lots of love, treats and cuddles. In addition to helping the animals, Steve is **always** willing to help with any task that is needed. When we needed someone to represent MHS at a community fair, he not only set up the booth, but stayed throughout the day talking with visitors about the MHS mission and work. We all are so grateful to have such an amazing volunteer! Please join us in congratulating Steve Schumacher as this year's Outstanding Volunteer of the Year!



The 2020 Margaret D. Bell Scholarship Award **ABIGAIL O'BRIEN**

This year's Bell Scholarship recipient, Abigail O'Brien, tells us that she has known since she was a child that she wanted to pursue a degree in veterinary medicine. She grew up in small rural towns and worked at local farms in the community which ignited the spark that has grown into deep passion for vet medicine and animal care. Abigail began her studies this fall through the University of New Hampshire. She hopes to continue working on farms as well as veterinary hospitals upon completion of her studies, possibly in the non-profit sector. (For more information about the Bell Scholarship and how to apply, please visit our website).



Happy Tail - **SAMILTON OMLET**

Omlet arrived at MHS from another shelter as part of a dog hoarding case. He was shy and afraid. The MHS team jumped into action and gave him a regular routine and positive reinforcement. He quickly built up his trust. Omlet was on his way....

A local family read his story and had to meet him. There was an immediate connection and the rest is history. He was adopted and renamed "Samilton Omlet" (aka "Sammy Sam Sam").

The family was patient, giving him time to "just be a dog." Within days, he was asking for treats and responding to hugs. They credit this to the work of MHS and the belief that rescue dogs know when they've found their forever home.

On a recent family vacation, Sammy Sam Sam went to the beach and learned how to paddleboard alongside his new dog-bro, Austin! What a life!



2020 Community Recognition

Best of Monadnock Readers' Choice Awards

First place:

- Non-profit Organization
- Event for Charity - *The Hair Ball*
- Dog Training
- Dog/Cat Kennel
- Pet Sitter

Second place:

- Event for Charity - *The Walk for Animals*

Keene Sentinel Choice Awards

- **First place:** Best Local Pet Boarding
- **Second place:** Best Local Fundraising Event – *The Hair Ball*
- **Third place:** Best Local Dog Trainer – Rachel Brostrom

MCVP Community Partner Award

The MCVP: Crisis & Prevention Center honored MHS this year with the "Above and Beyond Community Partner" Award, recognizing our work in the community with the Animal Safety Net.



MONADNOCK HUMANE SOCIETY

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(603)352-9011, www.monadnockhumanesociety.org

The MHS Mission is to strengthen the animal-human bond by promoting and providing for the well-being of animals.

