2018 report to our community

Thank you for making so much possible!

MONADNOCK HUMANE SOCIETY
ESTABLISHED 1875
MHS – A Community Resource

A few examples of our services

Emergency Pet Boarding
After losing their home and virtually everything they owned in a fire, a mother and her three children were forced to stay in a hotel until they could find permanent housing. Few local hotels accept pets, though, and the family had no friends or neighbors who could care for their two cats. Having lost so much already, they were frightened they would lose their cats as well... but MHS provided free pet boarding until the family had a new home for themselves and their kitties.

Animal Safety Net
A local domestic violence shelter called MHS for help when a client of theirs was in danger. Many victims stay too long in a violent situation because their abusers threaten to kill their animals – yet few domestic violence shelters are equipped to take in victims’ pets. MHS provided free boarding and medical care for this client’s dog until the client found a safe place to live and could reclaim her dog.

Pet Food Pantry
A 15-year-old girl called MHS to say that she was battling cancer and her mother was working three jobs to pay for her treatments. The girl’s dog had been part of her life since the girl was seven and was playing an essential role in her healing – helping her body stay strong and giving her a powerful reason to keep fighting. But the family was having trouble paying for dog food, and the girl was devastated at the thought of having to give her beloved dog away. She cried with relief when we assured her she could get free dog food from our Pet Food Pantry, for as long as she needed it.

Animal Safety Net
A local domestic violence shelter called MHS for help when a client of theirs was in danger. Many victims stay too long in a violent situation because their abusers threaten to kill their animals – yet few domestic violence shelters are equipped to take in victims’ pets. MHS provided free boarding and medical care for this client’s dog until the client found a safe place to live and could reclaim her dog.

53 Pets and a Community of Support

On July 10, Cheshire County’s sheriff asked MHS to remove and care for 52 Labrador retrievers and one cat that belonged to a local resident. The resident was subsequently charged with misdemeanor animal cruelty, and the case is slowly making its way through court, with trial currently set for December 28. MHS cared for these animals at our shelter until the court allowed us to provide foster care. As of November 15, we have placed 49 of the 52 dogs in loving foster homes, and the cat is thriving in her current role as MHS’ Official Office Cat.

We are deeply grateful for your outpouring of support as we dealt with this emergency. You told your friends and relations near and far – spreading the word so effectively that we received donations from nearly every state in the U.S. The gifts you donated have sustained us through a period when our expenses mushroomed, normal shelter operations were impossible, and our monthly revenues plunged. Your donations are still coming in, and we’ll have an update for you soon regarding the wonderful response we’ve seen to this special appeal. You also provided strong volunteer support – walking dogs, taking them in as fosters, collecting dog beds, food, and treats – that made it possible for us to provide the care these animals desperately needed.

We are pursuing legislation that addresses animal cruelty, puppy mills, and state oversight. We are collaborating with other organizations who believe, as we do, that the problem of animal abuse can never be fully resolved until the right laws and regulations are in place. Such legislation will greatly reduce the financial burden cruelty cases create for shelters all across New Hampshire, and it will advance MHS’ mission of creating a compassionate community in which animals are respected, safe, and loved. Our warmest thanks for the many, many ways in which you helped us through this challenging time.
Dear Friends:

In this 2018 Annual Report, we are excited to share with you the highlights of another successful year. We’ve been pleased to watch the growth this year of a very welcome trend. Nationwide, and especially in New England, companion animals are now seen as vital to human health. The old days of being considered a luxury or “just an animal” are gone. Today, people appreciate the role pets play in the mental and physical well-being of their owners.

In addition, animals are increasingly seen as worthy of respect in their own right. People have come to expect that no animal should be homeless, and that animals deserve high-quality care at all times.

Here at Monadnock Humane Society (MHS), we have responded to these trends by making our shelter a friendly, inviting community center that's open to the public – a place where pets and their people can find whatever they may need.

At MHS, anyone can:

- **Surrender a pet you can no longer provide care for, knowing it will be treated well until a loving new home is found**
- **Adopt a pet whose personality and medical needs are a good fit for your household**
- **Receive free, expert advice about how to take good care of your pet and resolve animal behavior problems**
- **Find convenient, affordable services for your pets – including low-cost spay or neuter surgeries, dog training programs, day care for dogs and puppies, and cat and dog boarding**
- **Take your dog for a walk – or just go for a stroll yourself – on the three trails that wander through our wooded grounds**

These are just a few of the services we provide. We’re passionate about providing these things because they help animals and our neighbors. By giving owners the emotional and veterinary support they need to be good pet parents, we reduce the stress – and costs – owners must contend with. And by providing excellent care to all animals who enter our doors, we help them live healthier, happier lives.

That’s why the board and staff of MHS are proud to serve as your Community Center. You will see throughout our Annual Report the impact that our services have on the quality of life in our region and beyond. With our very recently updated Strategic Plan, you will see the many new and exciting ways we intend to serve our community – impacting even greater numbers of animals and their companions.

Thank you for all you do to help us create a compassionate community!

Wes Wretchford,  
Board Chair

Kathy Collinsworth,  
Executive Director
The pet industry has grown dramatically over the last decade with the increase of pet ownership. At the national level, total pet industry expenditures increased from $17 billion in 1994 to $60 billion in 2015. Nationally the average dog owner spends close to $1,900 per year on dog food, vet bills, grooming services, boarding and other items. The average cat owner spends just over $1,200 per year.

Given those figures, and the number of cats (831) and dogs (271) MHS adopted out between 2017 and 2018, we estimate MHS generates the following revenue for our region:

**$1,512,100**
Animals Received: 1,726

- Strays: 538
- Surrenders: 705
- Transfer In: 386
- Returned adoptions: 79
- Seized/Protective Custody: 18

Animal Outcomes: 1,774

- Adoptions: 1,349
- Euthanized: 122*
- Return to owner: 265
- Transfer out: 38

* MHS only euthanizes animals whose poor health cannot be resolved humanely by our highly skilled medical staff or consulting specialists. We also will choose euthanasia when an animal has extreme negative behaviors that are beyond our ability to correct, such as unmanageable aggression toward other animals or people. This is especially true if the animal presents a safety hazard to potential adopters or the community.

Shelter Animals – Medical Care

Total animals receiving health exams*: 1,461

*All animals entering the MHS Adoption Center receive health exams unless they are reclaimed by their owner.

- Dental surgeries: 6
- Canine spays/neuters: 157
- Feline spays/neuters: 476
- Rabbit spays/neuters: 49
- Other surgeries: 10

(including other small animals)

Providing for Their Well-being

Average investment we make in every cat and dog at our Adoption Center

<table>
<thead>
<tr>
<th>Service</th>
<th>Approx. value:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spay/Neuter</td>
<td>$125 - $350</td>
</tr>
<tr>
<td>Microchip implant and registration</td>
<td>$50</td>
</tr>
<tr>
<td>Heartworm test and preventative (dogs)</td>
<td>$35</td>
</tr>
<tr>
<td>Updated vaccinations</td>
<td>$50</td>
</tr>
<tr>
<td>Diagnostic</td>
<td>$75</td>
</tr>
<tr>
<td>Other medical procedures or surgeries (as needed)</td>
<td>$100 - $2,500</td>
</tr>
<tr>
<td>Flea and parasite prevention</td>
<td>$35</td>
</tr>
<tr>
<td>Vet exam</td>
<td>$35</td>
</tr>
<tr>
<td>Dental (when applicable)</td>
<td>$250</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Approx. value:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food and care (for at least 14 days)</td>
<td>$210</td>
</tr>
<tr>
<td>Time with Behavior Trainer</td>
<td>$100</td>
</tr>
<tr>
<td>ID tag</td>
<td>$6</td>
</tr>
<tr>
<td>Collar, leash or carrier</td>
<td>$24</td>
</tr>
</tbody>
</table>

Average committed to every cat and dog: $620 - $3,720

We are equally as committed to other animals in our care. Approximate value of services that other animals receive varies by species.
Strengthening the Animal-Human Bond

Medical

We help community pet owners who are struggling by offering low-cost clinics. A rabies vaccination/microchipping clinic is held once a year for dogs and cats, and monthly low-cost spay/neuter clinics are available for cats.

Low-cost Feline Spay/Neuter Clinics
- Number of clinics held: 20
- Spayed/neutered: 653
- Microchipped: 147
- Flea treatments: 235
- Rabies vaccinations: 545

Rabies Vaccination and Microchip Clinic
(held in April 2018)
- Number of pets vaccinated: 127
- Number of pets microchipped: 27

Dog Training

The MHS Guinane Training Center

- Over 2,000 dogs' lives were helped and enriched through our dog-training programs at the MHS Guinane Training Center
- Seven days a week, MHS provides group training classes and private lessons in a comfortable facility that is suitable for dogs of all ages and abilities
- In response to community demand, we expanded our group class offerings this year to provide more than 28 hours per week of group class time
- We have increased the number of private lessons by 50% this past year
- Over 100 MHS alumni have participated in our training classes
- Our Volunteer/Training Center collaboration "Shelter Dog Class" runs each week, with over 200 shelter dogs participating this year
- We have launched a new online class registration process to improve our customer experience

Boarding/Daycare

The MHS Dog Daycare, Puppy Play School, and Pet Boarding Center

Our Pet Boarding Center has trained animal professionals on staff to care for your pet while you're away from home. Our Dog Daycare Center is ideal for people who want their dogs to enjoy socialization and playtime while their owners are at work.

Pet Boarding:
- Dog days: 3,120
- Cat days: 869

Dog Daycare:
- Full days: 5,631
- Half days: 1,365

Puppy Play School
- Days: 120
- Puppies: 45

Boarding/Daycare Staff Training Updates
Three staff members were certified in pet first aid and CPR. Bethany King, Manager of the Puppy Play School, received her certification for CPDT-KA (Certified Professional Dog Trainer, Knowledge Assessed).

About our Dog Trainers: Three of our trainers have passed the exam required to be a Certified Professional Dog Trainer, Knowledge Assessed, as awarded by the Certification Council of Professional Dog Trainers. One trainer maintains certification through the Karen Pryor Academy as a Certified Training Partner. Both these programs require rigorous training hours and testing to receive and maintain these certificates.
Our Volunteers

Volunteers are the engine that makes so much possible for MHS. Without their help, we simply could not do what we do, and we are grateful for each and every one. MHS offers many different volunteer options tailored to your talents and schedules. School Community Service Hour Fulfillment is also available through our Volunteer Program.

Here are a few highlights from the 2017-2018 year:

- On average, **200-250** volunteers donate their time each month
- Mary Dzedzinski celebrated her **5**-year “volunteer-versary”!
- Our “**Over 400** Hours Club” welcomed new members Laurie Muscat, Mary Przywara, and Diane Christenson
- We rely on **6** volunteers to help with our popular Shelter Dog Class every week, and Puppy Play School is a particular volunteer favorite
- **17,600** volunteer hours were donated. If MHS had to pay for those hours, it would cost **$434,544** (factored by Points of Light calculator)
- Volunteers run these MHS programs: Community Cash Boxes, Paws-to-Read, and Adoption Follow-up
- HIVE (High Impact Volunteer Engagement) volunteers assist with MHS technology

### 2018 Awards

#### Volunteer of the Year – ROBIN EICHERT

Whether she’s taking care of the animals at the shelter, helping with staff development, working on the HIVE (High Impact Volunteer Engagement) team, or organizing teams for the Walk for Animals, Robin puts her whole heart into helping MHS. Robin gives unselfishly of her time and talent to MHS and to many other organizations in the region. Volunteering is woven into her personal constitution and she is committed to helping. She is one of our most passionate ambassadors, going out into the community spreading the good word about the work that MHS does. It is a great honor to present the 2018 Volunteer of the Year award to Robin Eichert!

#### Employee of the Year – BETHANY KING, Boarding/Daycare Coordinator

Bethany demonstrates passion and excellence in every area of her job, and then some. She has a positive attitude that every co-worker and pet parent notices and appreciates, and she always goes above and beyond what her job entails. She never has a “bad day” and is always looking to improve whatever she can. The Puppy Play School is a huge success because of Bethany’s hard work. She strives to learn more, and has taken our social media presence to a new level. It is a pleasure to honor Bethany King as the 2018 Employee of the Year!
Our Leadership

2018-2019 MHS Board of Directors

**OFFICERS:**
- **Board Chair** – Wesley H. Wratchford
- **Board Vice-Chair** – Christopher Bowen
- **Board Treasurer** – Timothy Jordan
- **Board Secretary** – Mary Dziedzinski

**MEMBERS:**
- Elana Baron
- Peggy Bedore
- Daniel R. Dodge
- Mike Faulkner
- *Susan Peterson*
- *Ryan Reed*
- Bob Schaumann
- *Michael Spitze*
- Valerie Starbuck
- Kristen Trombly
- *elected to the board 11/27/18

**LIFETIME VICE PRESIDENTS:**
- Dr. Carla Folkert
- Linda Guinane

**MEMBERS WHO SERVED 2017-2018**
- Marjorie Droppa
- Dr. Mary Hoffheimer

**MHS Management Team**

- **Executive Director** - Kathy Collinsworth
- **Director of Operations** - Emily Kerylow
- **Director of Development** - Rhiannon Hutchinson
- **Assistant Shelter Manager** - Beth Doyle
- **Assistant Shelter Manager** - Ashley Okola
- **Training Center Manager/Trainer** – Rachel Brostrom
- **Boarding/Daycare Manager** - Linda Thompson
- **Marketing Communications Manager** - Carol Laughner

MHS Mission
To strengthen the animal-human bond by promoting and providing for the well-being of animals

MHS Vision
To be a compassionate community for animals and their companions

MHS Values
- **Compassion:** We care deeply about the animal and human lives we touch, showing not only kindness but empathy and grace in every interaction.
- **Excellence:** We provide an exceptional level of service and expertise for our customers, colleagues, and the community.
- **Trust:** We are open and honest in our communications and consistent in living our values.
- **Serenity:** We provide peace of mind to the community as we care for the animals entrusted to us.
- **Community:** We build strong relationships with the individual people we serve and partner with other organizations to strengthen the social fabric of our region.

Community Recognition

**Best of Monadnock Readers’ Choice Awards**
- **First (Gold) Prize:**
  - Non-profit Organization
  - Event for Charity – The Hair Ball
  - Website
  - Dog Training
  - Dog/Cat Kennel

- **Second (Silver) Prize:**
  - Social Media Presence

- **Third (Bronze) Prize:**
  - Pet Sitting

**Keene Sentinel Choice Awards**
- **First Place** - Best Local Kennel

**Dog Guru Daycare Games**
- **15 Gold Awards**
- **1 Silver Award**
- **2 Bronze Awards**

MONADNOCK HUMANE SOCIETY
101 West Swanzey Road
Swanzey, NH  03446
(603)352-9011
www.monadnockhumanesociety.org