



BCSPCA 2017 Annual Report

Dear Friends,

2017 will be remembered by many as the year that much of our province was on fire. The BC SPCA was one of numerous organizations involved in relief efforts to alleviate the suffering of animals displaced by fires. We are thankful to the many staff and volunteers who gave so selflessly of their time rescuing and caring for animals and to animal lovers for making that possible with an incredible outpouring of support. The events of the past summer brought into sharp focus the need for the BC SPCA to devote additional resources to this area and we are happy to report that several initiatives are underway to ensure increased support for our province's vulnerable animals.

We continue to make excellent progress in the redevelopment of our facilities across B.C. Construction of new community animal centres is currently taking place in Castlegar, Dawson Creek and Kamloops. Our Kamloops facility will include a new, larger spay/neuter clinic, which will provide increased opportunities to further reduce pet overpopulation in the region. Additional projects across the province will be initiated in the coming years.

Increased investment in humane education and advocacy are two crucial pillars to creating humane communities. We are thrilled to report that registrations for our very popular summer camp programs continue to grow exponentially and our advocacy initiatives have resulted in a number of positive outcomes at the provincial and local level, which include efforts to regulate indiscriminate dog and cat breeding.

The critically important work of the BC SPCA is only possible because of the extraordinary generosity and steadfast commitment of our donors, community partners, volunteers, staff and members. On behalf of our province's most vulnerable animals, we thank you for your ongoing support.

With sincere appreciation,

Jennifer Gore
President
BC SPCA

Craig Daniell
Chief Executive Officer
BC SPCA



BC SPCA's Mission and Vision

OUR MISSION

To protect and enhance the quality of life for domestic, farm and wild animals in B.C.



OUR VISION

To inspire and mobilize society to create a world in which all animals who depend on humans for their well-being experience, as a minimum, five essential freedoms:

- 1 Freedom from hunger and thirst
- 2 Freedom from pain, injury and disease
- 3 Freedom from distress
- 4 Freedom from discomfort
- 5 Freedom to express behaviours that promote well-being



The BC SPCA is the only animal welfare organization with the mandate and authority to respond to complaints of animal cruelty in B.C. Our special constables work closely with pet guardians to provide information

Emergency shelter and care

Thanks to the generosity of our donors, the BC SPCA provided emergency medical care and shelter to nearly 23,000 abused, injured, homeless and neglected animals last year and helped another 26,000 community animals through pet food banks, free veterinary clinics and low-cost spay/neuter programs. Staff and volunteers at our 36 branches across B.C. and our wildlife rehabilitation centre (Wild ARC) in Metchosin work tirelessly to ensure that B.C.'s most vulnerable animals receive the best emergency treatment, shelter, rehabilitation and compassionate care possible.

In addition, the BC SPCA operated full-service animal hospitals in Vancouver, Penticton and Burnaby and spay/neuter clinics in Prince George and Kamloops in 2017, as well as a provincial call centre in Victoria and our provincial office in Vancouver. We strive to meet established standards of care in all our facilities and to provide a welcoming, low-stress environment for both animals and people.



In 2017, our operations staff:

- Completed province-wide training on Sophia Yin's animal-handling course to create a low-stress environment for shelter animals;
- Implemented the Fear Free certificate training program in our hospitals and clinics to prevent and alleviate fear, anxiety and stress in pets by inspiring and educating guardians and staff who care for them;
- Reduced average length of stay before adoption (a key animal welfare indicator) for cats in our shelters to 17 days (from 45 days five years ago) with evidence-based best practices in animal sheltering;
- Increased space allowances for shelter cats in accordance with new standards for the industry;
- Continued reporting of shelter statistics according to the Asilomar Accord standards, a comprehensive, transparent and internationally accepted data collection method to publicly report live release rates and euthanasia statistics.

| DIRECT CARE FOR ANIMALS | 2017 | 2016 | 2015 |
|--|--------|---------|---------|
| Total number of animals assisted across B.C. (including community outreach programs) | 48,946 | 49,553* | 45,699* |
| Injured, abused, homeless and surrendered animals cared for in BC SPCA branches | 22,659 | 23,200* | 27,187 |
| Lost pets reunited with their guardians | 3,861 | 3,692 | 3,949 |
| Animals adopted into loving homes | 15,401 | 15,594 | 15,811 |
| Animals transported through BC SPCA Drive for Lives program | 4,879 | 4,930 | 4,994 |
| Injured and orphaned wildlife rescued at Wild ARC, the BC SPCA wildlife rehabilitation centre in Metchosin | 3,066 | 3,013 | 2,937 |

*Restated



and guidance on the humane and responsible treatment of animals and, thankfully, most of the complaints we receive are resolved through education and support. However, if individuals do not take steps to immediately relieve the distress of their animals, our special provincial constables (30 full-time, one part-time, four auxiliary and one branch-based) execute warrants to remove animals from dangerous or neglectful situations and prepare reports for Crown counsel recommending formal charges of animal cruelty. All cruelty investigations costs are paid through the generosity of our donors.

To report suspected animal cruelty in your community, please contact our provincial call centre (animal cruelty hotline) at 1-855-622-7722.

In 2017, the BC SPCA also:

- Operated the BC Pet Registry, British Columbia's first centralized database for pets who receive permanent identification at any BC SPCA shelter, veterinary hospital or microchip clinic across the province. Since its launch in April 2015, 62,497 animals have been registered;
- Provided charitable work for local animal rescue groups and hundreds of low-income pet guardians through our Vancouver Animal Hospital;
- Held weekly pet food banks and free outpatient veterinary clinics for low-income pet guardians in Vancouver's Downtown Eastside, with more than 7,200 visits.

Improving our facilities

THE SOCIETY is making exciting progress on our eight-year Facilities Development & Services Plan to replace or refurbish aging SPCA facilities in 12 B.C. communities. In 2017, construction began on a new Community Animal Centre in Castlegar, with completion slated for late spring 2018. Construction is scheduled to begin on new facilities in Kamloops in spring 2018 and in Dawson Creek in early summer. In addition, the BC SPCA began plans in 2017 for new storefront locations in Coquitlam (opened in March 2018) and in Squamish.

The Government of British Columbia has generously contributed \$10 million towards the first two phases of the capital plan.

| CALLS TO PROVINCIAL CALL CENTRE | 2017 | 2016 | 2015 |
|---------------------------------------|--------|--------|--------|
| Total calls | 28,494 | 26,671 | 25,923 |
| Reports of animal cruelty | 48% | 46% | 49% |
| Assistance with wildlife issues | 22% | 26% | 25% |
| General enquiries | 20% | 20% | 21% |
| Pet Registry enquiries | 9% | 8% | 5% |
| Wildfire calls (<i>new in 2017</i>) | 1% | - | - |

| CRUELTY INVESTIGATIONS ACTIVITIES | 2017 | 2016 | 2015 |
|--|-------|-------|--------|
| Number of animal cruelty complaints investigated | 9,334 | 9,788 | 10,205 |
| Animals removed from their guardians | 1,376 | 1,515 | 1,110 |
| Number of warrants executed under the Criminal Code of Canada, the Prevention of Cruelty to Animals Act or the Offense Act | 121 | 140 | 148 |
| Charges of animal cruelty and neglect submitted to Crown counsel | 89 | 26 | 53 |

Helping youth develop compassion and empathy for all living things is at the heart of the BC SPCA's humane education programs.

| HUMANE EDUCATION PROGRAMS | 2017 | 2016 | 2015 |
|--|-------|-------|-------|
| BC SPCA Kids Club members | 7,000 | 6,000 | 6,000 |
| Summer camp participants | 1,647 | 1,600 | 1,400 |
| Educators receiving humane education materials | 5,000 | 5,000 | 5,129 |
| Libraries receiving humane education materials | 2,140 | 2,140 | 2,140 |
| School presentations | 600 | 400 | 400 |
| Holiday workshop participants | 500 | 450 | 450 |

| NUMBER OF ANIMALS CARED FOR AT BC SPCA BRANCHES | | | |
|---|-------|-------|-------|
| LOCATION | 2017 | 2016 | 2015 |
| 100 Mile House (no shelter) | 19 | 40 | 65 |
| Abbotsford/Langley | 1,000 | 992 | 1,001 |
| Alberni/Clayoquot | 696 | 612 | 643 |
| Burnaby | 950 | 1,151 | 1,128 |
| Campbell River | 417 | 484 | 553 |
| Chilliwack | 788 | 943 | 1,078 |
| Comox Valley & District | 747 | 777 | 813 |
| Cowichan & District (Duncan) | 707 | 755 | 758 |
| East Kootenay (Cranbrook) | 688 | 798 | 832 |
| Haida Gwaii (no shelter) | 54 | 54 | 76 |
| Kamloops | 1,522 | 1,362 | 1,432 |
| Kelowna | 1,441 | 1,528 | 1,458 |
| Maple Ridge | 1,126 | 957 | 1,358 |
| Nanaimo & District | 1,092 | 1,123 | 1,103 |
| Nelson (storefront) | 517 | 617 | 398 |
| North Cariboo (Prince George) | 1,457 | 1,427 | 1,386 |
| North Peace (Fort St. John) | 826 | 953 | 912 |
| Parksville/Qualicum Beach | 415 | 437 | 435 |
| Port Coquitlam (Tri-Cities Education & Adoption Centre) | 381 | 285 | 310 |
| Powell River & District | 504 | 456 | 494 |
| Prince Rupert | 464 | 346 | 472 |
| Quesnel & District | 1,006 | 1,014 | 835 |
| Richmond (Education & Adoption Centre) | 427 | 422 | 560 |
| Salt Spring Island | 183 | 181 | 145 |
| Sea to Sky (Squamish) | 348 | 333 | 225 |
| Shuswap (Salmon Arm) | 691 | 748 | 957 |
| South Okanagan/Similkameen (Penticton) | 701 | 779 | 790 |
| South Peace (Dawson Creek) | 735 | 607 | 691 |
| Sunshine Coast | 386 | 459 | 443 |
| Surrey | 324 | 361 | 318 |
| Trail Regional | 584 | 547 | 580 |
| Vancouver | 1,974 | 1,544 | 2,043 |
| Vernon | 667 | 765 | 719 |
| Victoria | 1,463 | 1,503 | 1,608 |
| West Vancouver | 811 | 986 | 1,106 |
| Williams Lake & District | 1,084 | 1,360 | 1,186 |



Reducing pet overpopulation

Addressing the suffering of the tens of thousands of abandoned and feral cats in B.C. was a major focus of the BC SPCA's activities last year. In 2017, we:

- Provided free or subsidized spay/neuter surgeries for 9,116 community animals through the BC SPCA's Vancouver Animal Hospital, BC SPCA spay/neuter clinics in Prince George and Kamloops and through branch-administered spay/neuter funds across the province;
- Sterilized 6,468 shelter animals prior to adoption to meet the society's goal of 100 per cent pre-adoption spay/neuter of dogs, puppies, cats, kittens and rabbits;
- Completed feral cat spay/neuter projects on the North Island and in Prince George, fixing nearly 400 community cats and launching free spay/neuter programs for owned cats in Dawson Creek and Comox, thanks to generous funding from PetSmart Charities™ of Canada;
- Helped communities across British Columbia address pet overpopulation through our BC SPCA Community Animal Spay/Neuter Grant, which funds animal rescue groups, municipalities, veterinarians and First Nation communities;
- Completed a research project to determine the best messaging to change attitudes about spaying/neutering and compel community members to take advantage of free or discounted programs.

BC SPCA Senior Management Team

- Craig Daniell, *Chief Executive Officer*
- John Andrew, *Chief Financial Officer*
- Bob Busch, *General Manager, Facility Development*
- Lorie Chortyk, *General Manager, Community Relations*
- Shoni Field, *Chief Development Officer*
- Marcie Moriarty, *Chief Prevention and Enforcement Officer*
- Craig Naherniak, *General Manager, Humane Education*
- Mark Takhar, *Chief Operations Officer*
- Jolie Wist, *General Manager, Human Resources*



BC SPCA online

The society's social media presence continued to grow in 2017, as thousands of our supporters connected with us through our social media sites (Facebook, Twitter, Instagram, Pinterest and YouTube), our website and e-newsletters to share their animal stories and to find out the latest news on SPCA advocacy campaigns, animals available for adoption, and animal welfare and pet care information.

| ONLINE SITES | 2017 | 2016 | 2015 |
|----------------------------------|-----------|-----------|-----------|
| Website visitors (spca.bc.ca) | 4,500,798 | 4,623,037 | 4,277,286 |
| Facebook fans | 80,199 | 73,223 | 59,535 |
| Twitter followers | 29,353 | 24,203 | 21,287 |
| Anim@ls e-newsletter subscribers | 98,023 | 98,465 | 88,535 |

Advocating for companion, farm & wild animals

Advocacy is at the heart of the BC SPCA's mission. Through our many donor-supported initiatives to address the root causes of animal suffering, we are a voice for those who "cannot speak for themselves." In 2017, the BC SPCA and community members:

- Developed a new animal welfare accreditation program, AnimalKind, using science-based standards to evaluate animal-related services;
- Successfully advocated for the provincial government to ban hunting of grizzly bears across the province;
- Supported the end of cetacean captivity in submissions to the Vancouver Park Board bylaws and through a Senate bill, allowing for only rescue and rehabilitation;
- Worked with municipal and provincial governments and local community groups to advocate for humane wildlife conflict management;
- Advocated for more humane and ethical practices in the provincial management of predator species and all species in wildlife rehabilitation;
- Created new bylaw recommendations for wildlife feeding and animals in performances or on display;
- Updated exotic animal bylaw recommendations, advancing changes internationally for the exotic pet trade;
- Participated in international and national conferences on topics such as animals in science, compassionate conservation and ethical wildlife control;
- Continued advocacy for animals used in science through participation in the Animals in Science Policy Institute and supporting a national cosmetic testing ban campaign;
- Provided academic support for 19 senior undergraduate students in applied animal biology practicums;
- Helped negotiate better standards for the care of rabbits, calves and bison used for meat;
- Advocated nationally for better animal welfare for animals in slaughter facilities;
- Worked with the provincial government to change legislation



- to create a registration and inspection framework for individuals involved in the breeding and selling of dogs and cats. The regulation for dog and cat breeders to be registered and inspected is currently in the consultation process;
- Updated our municipal bylaw recommendations for farm, companion, wild and exotic animals;
- Worked with the City of Delta, the City of Vancouver and the City of Surrey to promote bylaw changes that end the retail sale of pets and mandate spay/neuter for dangerous dogs;
- Secured a national phase-out of barren battery cages for egg-laying hens;
- Represented the Canadian humane movement to set new and revised Canadian guidelines for auditing on-farm animal welfare;
- Certified more than 292,454 farm animals and more than 2.2 million eggs on 25 farms (five new farms) participating in the SPCA Certified farm certification and food labelling program;
- Hosted 10 SPCA Certified information booths at local farmers' markets throughout the year.

Our supporters & volunteers



OUR VOLUNTEERS

The work of the BC SPCA would not be possible without the skills and incredible commitment of the nearly 5,500 individuals who volunteer at SPCA locations across the province. From dog trainers to fundraisers, shelter volunteers to website contributors, these compassionate individuals are an integral part of our organization. In 2017, these volunteers saved thousands of animal lives by participating in rehabilitation and fostering programs, adoption counselling, dog walking, special event coordination, grooming, cat care, photography, social media promotion, small animal care, fundraising campaigns, administration assistance and advocacy initiatives. Thank you to all those who gave so generously of their time and talent during this past year to create a more humane world for animals.

BC SPCA Board of Directors

THE BC SPCA BOARD OF DIRECTORS meets throughout the year to oversee the affairs and business of the society and to establish policies, rules and regulations to carry out the obligations and powers of the BC SPCA. The hard work and expertise of this dedicated group of leaders is essential in developing and guiding the strategic direction of the society. Our very sincere thanks to:

| | |
|--------------------------------|--------------------------------|
| Jennifer Gore, chair | Shawn Ireland |
| Lynn Armstrong (Jan.-May 2017) | Rosolynn Kalb |
| Melissa Barcellos | Sheila Kullar |
| David Budd | Sabrina Qureshi |
| Lindsay Curry | Carol Richards |
| Louise Egan | Jason Scultety |
| Linda Greville | Mary Lou Troman |
| Peter Havlik | Andrea Wilhelm (May-Dec. 2017) |

Special thanks

The BC SPCA is grateful to the more than 80,000 supporters across British Columbia and beyond who help us care for and protect animals. We would like to offer our special thanks to the following supporters whose 2017 contributions were truly exceptional:

INDIVIDUALS

1. Don & Lorraine Moore
 2. David & Dauna Gibb & Family
 3. Bruce & Nikki MacKenzie
 4. Yvonne Elliott
 5. Joerg Fischer
- In addition to a number of anonymous donors*

FOUNDATIONS

1. PetSmart Charities™ of Canada
 2. The Rogers Foundation
 3. Columbia Basin Trust
 4. Emily Elizabeth Stoneham Fund through the Victoria Foundation
 5. Elizabeth Thomi Endowment Fund through the Shuswap Community Foundation
- In addition to a number of anonymous donors*

BUSINESSES

1. Hill's Pet Nutrition Canada Inc.
2. BMO Bank of Montreal
3. Petsecure Pet Health Insurance
4. Scotiabank
5. VAN-KAM Freightways

EMPLOYEE GIVING

1. Provincial Employees Community Services Fund
2. TELUS
3. United Way of the Lower Mainland
4. United Way Toronto & York Region
5. BC Housing

COMMUNITY FUNDRAISERS

1. Glenn Keryluk – Keryluk Laser Dental
2. Paws for a Cause fundraiser, Anonymous
3. Christine Renner
4. Barry Zarudence
5. Shawna Willan

LEGACY

1. Poppy and Ivor Jones – Victoria
2. Allan Michael Boris – Kamloops
3. Mrs. Helen Corbett – Vancouver
4. Violette Leth – Port Coquitlam
5. Irene Rose Bishop – Langley



A Life of Devotion

Shawna Willan has supported animals across our province for decades. As a volunteer fundraiser for the Paws for a Cause walk for 30 years and counting, she has inspired over \$35,000 in pledges from friends, family and co-workers. Shawna also dedicates her time as a volunteer lead and adoption counsellor, helping thousands of cats



find their fur-ever homes. Beyond her commitment to fundraise and volunteer, Shawna wanted to contribute even more; so she decided to donate to the Biscuit Fund, which provides life-saving medical treatments for animals at the BC SPCA. "I spend a lot of time in the shelter with the animals," Shawna says. "I see where help is needed most and believe every animal deserves a chance to get healthy."

Shawna has a soft spot for older critters and shares

her self-proclaimed animal "retirement home" with three cats and a dog, all seniors adopted from the BC SPCA. "It's an honour to take in an animal so they can live out the rest of their days surrounded by love, and it's beautiful when people come into the BC SPCA to adopt a senior animal." Shawna, your boundless compassion and commitment are greatly appreciated!

THE WILL TO MAKE A DIFFERENCE

WHEN MS. POPPY JONES AND HER BROTHER, IVOR, made a significant bequest to the BC SPCA in their wills, they didn't realize what a huge impact that gift would have on the operations of the Victoria Branch.

Poppy and Ivor were a team, looking out for each other, their neighbours and their neighbours' pets. They loved their poodle, Shelly, and their cat, Sammy; they also cared

for many stray cats throughout their lives and enjoyed all wildlife that surrounded them.

They gravitated toward the BC SPCA because they valued our mission of "speaking for those who cannot speak for themselves."

Thanks to Poppy and Ivor's thoughtful estate planning, their gift will impact the lives of over 30,000 animals who will come through the Victoria Branch's doors over the next 20 years. A gift like the Jones' will help the BC SPCA create



more welfare-specific housing options, support thousands of children who go through humane education programs yearly, and bolster medical and behavioural resources that will be needed as we continue to see a higher demand in extensive care and

training support.

Poppy and Ivor's lives, quietly lived, will leave a lasting positive impact on future generations of animals in need. Thank you, Poppy and Ivor! ■



A PetSmart Investment

THE GENEROSITY OF PetSmart Charities™ of Canada has empowered

the BC SPCA to make strides in addressing cat overpopulation across B.C., resulting in significantly fewer kittens passing through the doors of our shelters.

With eight grant projects completed and three currently underway in Dawson Creek, Comox and Salmon Arm, the impact of PetSmart Charities™ of Canada's support is felt across the province. "Just one year after implementing the spay/neuter program, we only had two pregnant cats entering our shelter," says Irene Powell, manager of the BC SPCA Port Alberni Branch. "That's a dramatic and positive change."

In addition to their investment in combatting cat overpopulation, PetSmart Charities™ played a vital role in the BC SPCA's response to the wildfires that burned across B.C. last summer. An emergency relief grant helped the BC SPCA set up and run an emergency shelter in Prince George and support a temporary shelter in Kamloops, aiding hundreds of families and their pets who were displaced and couldn't find pet-friendly accommodations.

Recently, they also made a capital grant to support the creation of the BC SPCA's new Kamloops spay/neuter clinic, which will have a lasting impact on cat overpopulation in the region.

Our sincere thanks to PetSmart Charities™ of Canada for being an ally of the BC SPCA.

YOUR GENEROSITY IN ACTION

FOR EVERY DOLLAR YOU GAVE IN **2017**,
HERE IS HOW YOU HELPED THE ANIMALS



39¢ EMERGENCY SHELTER & CARE



Providing a temporary home for **22,659** abandoned, abused and injured animals.

20¢ CHECK-UPS & MEDICAL TREATMENT



Each animal gets an initial health check and spayed or neutered. Sick or injured animals receive further treatment.

9¢ CRUELTY INVESTIGATIONS



We conducted **9,334** new cruelty investigations* in **2017** and removed **1,376** animals from dangerous or neglectful situations.

4¢ PREVENTING FUTURE SUFFERING

Humane education and advocacy help stop the cycle of violence and make our communities safer.

9¢ SUPPORTING THE ANIMALS

It takes a team to care for the animals. Nothing fancy, but essential.

12¢ INVESTING IN RELATIONSHIPS

Fundraising ensures we can continue to take care of the animals. Thank you!

Note: Above breakdown does not include amortization, surplus and other - 7¢.

*Did you know we're the only animal welfare organization in B.C. with the authority to enforce laws related to animal cruelty?

| REVENUES (IN \$000S) | 2017 | 2016 | EXPENDITURES (IN \$000S) | 2017 | 2016 |
|---|-----------------|-----------------|--|-----------------|-----------------|
| Donations & Fundraising | \$15,664 | \$14,966 | Sheltering, Kenneling, Bylaw Enforcement & Social Enterprise | \$13,605 | \$12,810 |
| Legacy & Life Insurance* | \$8,340 | \$6,845 | Veterinary Care & Spay/Neuter | \$2,966 | \$2,898 |
| Kenneling & Bylaw Enforcement | \$2,000 | \$1,990 | Cruelty Investigations | \$3,420 | \$3,558 |
| Sheltering, Medical, Clinical Services & Social Enterprise Services | \$8,612 | \$7,329 | Humane Education | \$896 | \$829 |
| Lotteries & Raffles | \$787 | \$815 | Advocacy & Volunteer Development | \$716 | \$711 |
| Other Grants | \$1,017 | \$1,229 | Hospitals & Clinics | \$4,722 | \$3,698 |
| Investment Income & Capital Gains | \$1,302 | \$1,593 | Animal Health & Welfare | \$748 | \$725 |
| Total | \$37,802 | \$34,767 | Administration & Program Support | \$3,381 | \$3,141 |
| | 2017 | 2016 | Revenue Development | \$4,431 | \$4,060 |
| Surplus/Deficit | \$1,502 | \$1,256 | Amortization | \$960 | \$721 |
| Expenditures, less amortization | \$35,340 | \$32,790 | Other | \$455 | \$360 |
| | | | Total | \$36,300 | \$33,511 |

The BC SPCA is proud to be accredited by **Imagine Canada**. This accreditation means we've demonstrated excellence in financial accountability and transparency, board governance, fundraising, staff management, and volunteer management.

*A significant portion of Legacy gifts are designated. Designated gifts are not recognized as revenue in our financial statements until the terms of the designation are met, which may be in future years.

