

Animal Tracks

Animal Humane Society | Winter 2020

CARING FOR ANIMALS IN A CRISIS

*How you helped
change lives
during COVID-19*





Contact Us

952-HELP-PET (952-435-7738)
info@animalhumanesociety.org
animalhumanesociety.org

Leadership

Janelle Dixon, *President and CEO*
Eileen Lay, *Chief Operating and Financial Officer*
Lisa B. Bonds,
Chief Advancement Officer
Kathy Mock, *Chief Government Affairs and Community Engagement Officer*

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Abir Sen
Janelle Dixon, *President and CEO*

Our Services

Every year Animal Humane Society provides direct care and services to help more than 100,000 animals in need across Minnesota. Our programs may be modified due to COVID-19. Please visit our website for the most current information.

Adoption

View cats, dogs, rabbits, birds, and critters available for adoption.
animalhumanesociety.org/adoption

Humane investigations

Our humane agents work with law enforcement and investigate reports of animal neglect and cruelty.
animalhumanesociety.org/investigations

End-of-life care

Compassionate humane euthanasia and end-of-life services are available to the public. Your pet's remains may also be donated to the University of Minnesota's College of Veterinary Medicine through our willful body program to advance veterinary medicine.
animalhumanesociety.org/losssofpet

Lost and found pets

Post missing or found pets and view stray animals in our care.
animalhumanesociety.org/lostandfound

Outreach

We offer free pet food and affordable veterinary services that empower low-income pet owners and improve the lives of pets in underserved communities.
651-788-4685
animalhumanesociety.org/outreach

Locations

Coon Rapids 763-862-4030
1411 Main St NW
Coon Rapids, MN 55448

Golden Valley 952-435-7738
845 Meadow Ln N
Golden Valley, MN 55422

Pet Helpline

Our free Pet Helpline provides caring, compassionate animal advice and resources.
952-HELP-PET (952-435-7738)
animalhumanesociety.org/pethelp

Pet training

Positive reinforcement focused training classes are offered at four convenient locations and online.
763-489-2217
animalhumanesociety.org/training

Surrender

Companion animals may be surrendered by appointment.
952-HELP-PET (952-435-7738)
animalhumanesociety.org/surrender

Youth programs

We offer fun, educational experiences for kids who love animals, including camps, scout programs, story hours, and more.
763-489-2220
animalhumanesociety.org/youth

Veterinary care

We provide access to affordable veterinary care by offering high-quality, low-cost services with sliding fees based on income.
763-489-7729
animalhumanesociety.org/vetcenters

Woodbury 651-730-6008
9785 Hudson Rd
Woodbury, MN 55125

St. Paul 651-788-4630
1159 University Ave W
St. Paul, MN 55104

Mission

To engage the hearts, hands, and minds of the community to help animals.

Vision

To compassionately and responsibly create a more humane world for animals.

Core Values

Be good to animals.
Partner with people.
Lead responsibly with compassion.



NEW ST. PAUL VETERINARY CENTER OPENS TO PATIENTS

Expanding access to affordable veterinary care

On September 1, our new veterinary center in St. Paul opened its doors to patients. The full-service clinic, located in St. Paul's Frogtown neighborhood, fills a vital need in an area where pet resources are limited.

We know that access to affordable vet care is a struggle for many Twin Cities families. It's also one of the most common reasons animals are surrendered to our shelters. Animal Humane Society is committed to expanding access to low-cost veterinary care by offering services in St. Paul and Golden Valley on a

sliding fee scale. By meeting pet parents where they are — both financially and geographically — we can provide care that keeps pets happy, healthy, and in their loving homes where they belong.

AHS will also offer training and behavior classes as well as youth education programs in the new St. Paul facility.

We're so grateful for the generous support of our donors and a \$250,000 grant from PetSmart Charities, which made opening the clinic possible.



New Woodbury play yard means happier stays for shelter dogs



A new play yard at our Woodbury shelter allows dogs to frolic in the fresh air as they await adoption. The space — which includes

three separate sections that can be opened or closed to allow for group or individual play — provides extra enrichment for dogs, reducing boredom and anxiety during their time in shelter.

The play yard, funded by a generous donation and designed by AHS staff, will benefit dogs facing behavioral challenges as

well as happy-go-lucky pups with extra energy to burn.

Until recently, our permit with the city of Woodbury didn't allow for this type of construction. Thanks to the diligent work of AHS staff and shifting cultural attitudes toward pets and the importance of the human-animal bond, the city agreed to let us break ground this summer.

LOCAL ARTIST CHUCK U COMPLETES AHS VET CENTER MURAL

Our new vet center on University Avenue is home to one of the most delightful new pieces of public art in the Twin Cities.

AHS partnered with Chuck U, a Minneapolis-based artist who often features colorful animal characters in his work, to create the stunning new mural, which

celebrates both animals and the communities we serve.

"We wanted to create something beautiful and impactful for the neighborhood that could also become a destination for people who love animals and public art," says Paul Sorenson, Director of Marketing, Communications, and Brand at AHS.

From first sketch to final brush stroke, Chuck spent more than 200 hours on the project. Painting the mural took 10 days, 12 gallons of exterior house paint, and 10 cans of spray paint to complete.

We love the whimsical, welcoming element it adds to the building, which was completed just in time for the vet center's September opening.

The background of the mural includes the names of St. Paul neighborhoods forming their geographical shapes.



HUMANE INVESTIGATIONS DURING A HEALTH CRISIS

Throughout the COVID-19 pandemic, our Humane Investigations team has remained hard at work ensuring the safety of animals in Minnesota.

“The world around us was shutting down, but our work couldn’t stop. There were animals out there who needed us,” says Humane Investigator, Ashley Pudas. “A huge part of this job is gaining the trust of community members and providing education and resources to help them do

what’s best for their pets. Those community members were still counting on us — even during quarantine — and we weren’t going to let them down.”

Animal Humane Society’s humane agents remain on the road every day, responding to calls and concerns about animal welfare that come from across the state. As long as there are animals in need, we’ll be there to help — thanks to support from animal lovers like you.

New charitable giving tax deduction



As a supporter of Animal Humane Society, you’re likely aware that all donations to AHS are tax-deductible. But did you know the CARES Act, passed earlier this year in response to COVID-19, provides increased tax incentives for charitable giving in 2020? That means a gift to AHS benefits both you and animals in need — like Foxy.

Fourteen-year-old Foxy was diagnosed with aggressive mammary cancer soon after arriving

Diversity, Equity, and Inclusion at AHS

Animal Humane Society has always been committed to creating an inclusive environment for our staff, volunteers, and our community. Over the last year, we’ve made intentional investments in creating a more diverse, equitable, and inclusive culture, including the formation of our new DE&I committee. The committee, which includes eight AHS staff members and two volunteers, will propel this important work forward by helping to create policies and practices that ensure a welcoming and inclusive work environment for all.

We know that before we can make meaningful change in our community, we need to focus our efforts internally first. With guidance from expert consultants, we’ll be examining our inherent biases and applying what we learn to evaluate our mission, vision, and how we do our work. We’re excited to be digging into this important work to ensure we’re providing an open, accessible, and non-judgmental space for all animal lovers.

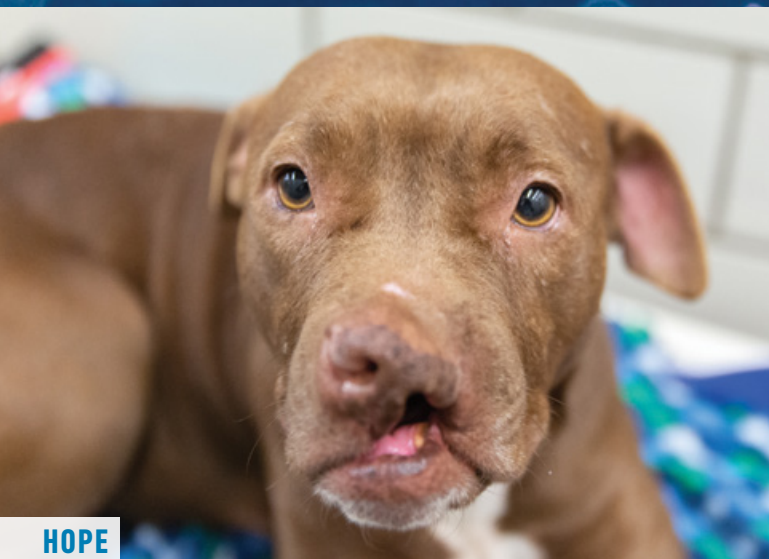
at AHS. Thanks to the generosity of our donors, we were able to provide Foxy with the expert medical care and attention she needed. Following treatment, Foxy joined our Hospice Adoption Program where she found a loving new family to care for her in her final years.

To learn more about the charitable giving tax benefits enabled by the CARES Act, speak with your tax advisor.

GIVING THE GIFT OF HOPE TO ANIMALS IN NEED

Animals play a special role in our lives. Our pets are our companions, our teachers, and our friends. Every animal deserves a second chance and the opportunity to make a family whole. **It's possible, with your help.**

These are the faces of just a few of the animals whose lives you changed this past year. Their stories are proof of your impact — and that kindness always makes a difference.



HOPE

GIVE THE GIFT OF HOPE

It takes just one look at Hope to know she's special. The sweet bulldog mix suffered a traumatic injury as a puppy. Left with a cleft palate, it impacted her ability to eat, drink, and even breathe safely. Thankfully, she received the complex surgery she needed to live a long, healthy life full of love. As a supporter, you didn't just give her hope for a better tomorrow, you gave her a second chance at a lifetime of love.

THIS WINTER, YOUR KINDNESS AND LOVE ARE NEEDED MORE THAN EVER. GIVE THE GIFT OF HOPE TO AN ANIMAL IN NEED TODAY AT [ANIMALHUMANESOCIETY.ORG/GIVEHOPE](https://animalhumanesociety.org/givehope).

GIVE THE GIFT OF MEDICAL CARE

Camo was found as a stray in Minneapolis. She was incredibly friendly and unbelievably sweet. She was also pregnant — and had arrived at AHS just in time. X-rays revealed just one kitten, but its large size meant the birth could have been life-threatening for both of them. Our vets performed an emergency C-section, and within minutes after the procedure, Camo was nursing her new kitten and happily purring. Your love saved their lives.



CAMO'S KITTEN



STELLA

GIVE THE GIFT OF SAFETY

When Stella arrived at Animal Humane Society she was covered in open wounds and old scars. The cause of her injuries was heartbreaking — Stella had been stabbed many times over the course of her life. While our community is filled with animal lovers, abuse and neglect are still a threat to local animals. Stella received the medical care she needed and went to a foster home to heal. Her foster family decided Stella was more than a temporary guest and officially adopted her once she had recovered. She'll only know love and kindness from here on out. Supporters like you made that possible.



HUBERT



BIBI

GIVE THE GIFT OF JOY

Bibi was just a puppy when she was surrendered to AHS with a broken leg. She was shut down and scared. She hid in the back of her kennel and growled at anyone who approached. We knew we could heal her broken bone, but healing her broken spirit would be more difficult. After weeks of behavioral rehabilitation, Bibi began to find her confidence. Now she's a bouncy, happy puppy who's enjoying life in her new home. You brought joy to Bibi's life — and to her new family.

GIVE THE GIFT OF A SECOND CHANCE

Found on the side of the road and struggling to move, Hubert had endured severe injuries, which required one of his legs to be placed in a splint and another to be amputated. After five weeks of care and recovery, Hubert was ready to take on the world. He doesn't know he's different; all he knows is that he was given a second chance at life — a second chance to be loved. Your generosity did that.

COMMUNITY IMPACT

JULY 1, 2019 - JUNE 30, 2020

With your support, Animal Humane Society continues to advance animal welfare and shape the way organizations care for animals and engage their communities. In fiscal year 2020, we reimagined our programs and delivered some services on a limited basis in response to the COVID-19 pandemic.

93.4% placement rate

17,954 animals arrived at AHS

255 transferred to rescue partners

852 pets reunited with their owners

1,051 cats returned to field

15,021 animals adopted



3,731 families served through behavior and training programs



18,814 animals sterilized
15,578 pets cared for in our Veterinary Centers



9,831 families enrolled in Community Outreach programs



102,540 calls supported by our Pet Helpline



4,592 Humane Education participants



8,555 animals protected by AHS humane agents



1,863 volunteers • **334** staff
1,501 animals cared for by foster families

▶ ▶ ▶ To read our full FY20 Annual Report, visit animalhumanesociety.org/annual-report



CARING FOR ANIMALS DURING A CRISIS

How COVID-19
helped animals
find homes —
and stay in them

ZOE CLARKE

For more than a century, Animal Humane Society has been a safe refuge for animals in need. In that time, we've watched the world around us transform. Perceptions around shelters have shifted, attitudes about companion animals have changed, humane legislation has been passed, and our capacity to support animals — and the people who love them — has grown exponentially.

However, our world has never changed as dramatically as it did this year as a result of COVID-19.

Our focus has always been on supporting animals and animal lovers in our community. This spring that took on a whole new meaning. "Supporting our community, staff, and animals meant facing challenges we never could have predicted and making difficult choices we never imagined we'd have to make," said Janelle Dixon, AHS President and CEO.

In March, the pandemic upended our world and forced AHS to halt many of its lifesaving services. We suspended our transport program and temporarily closed our adoption centers, placing the majority of animals in our care in foster homes. The number of animals in our shelters dropped significantly, but our work didn't stop.

We continued to take in stray animals and urgent surrenders from our community. Dozens of dogs and cats with unique medical or behavioral challenges remained in our Golden Valley shelter for the specialized care they needed.

With significantly fewer animals

in our shelter, we faced a once-in-a-lifetime opportunity to challenge everything we knew about providing care in a shelter environment. The lessons we learned will inform how AHS supports animals moving forward — animals just like Maya.

Pushing the boundaries of what's possible for shelter animals

Maya is a gorgeous 6-year-old tabby with sparkling green eyes. She was surrendered by her family this spring. While they noted she could be shy, Maya became completely shut down in the shelter. The terrified cat hid constantly. She didn't want to be seen, much less touched, making it

nearly impossible to care for her.

"The shelter can be an amazing place for animals in need," said Liv Hagen, who manages our Behavior Services team. "Second chances happen here. However, it can also be a uniquely stressful or scary place for animals, especially when they first arrive."

It's not uncommon for animals to show signs of stress as they acclimate to the shelter environment. It's filled with new sounds, new smells, and a new routine which are all unfamiliar. While most animals adapt and settle in within a few days, others need more help and support to feel safe.

AHS is always striving to decrease the amount of stress animals feel in shelter. We've invested in unique behavioral programs for shy and fearful animals, trained volunteers who offer tailored enrichment, and two years ago, we opened our state-of-the-art canine habitat prototype, where groups of compatible dogs live and play together. These programs and innovations have set AHS apart

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Animals find loving homes through adoption by appointment

At Animal Humane Society, we know people and animals are better together. Although we've been forced to adapt our adoption process due to COVID-19, we're still making families whole.

To protect the health and safety of our staff and community, AHS has temporarily shifted to adoption by appointment. While our shelters are not open to the general public, people who are interested in welcoming a new pet into their homes can schedule an appointment to visit our adoption centers. This shift allows

our staff to practice social distancing and enhanced cleaning procedures in between adoptions.

Our adoption process may be different, but for the animals who are adopted into loving homes it's just as life changing. Just ask Vandamme. The energetic hound mix spent months at AHS receiving the medical care he desperately needed — even when our shelters were closed. After recovering, he was made available for adoption. His new family saw his profile online and made an appointment to meet him in

person. Now, Vandamme has the life he's always deserved and his family couldn't be happier to have this playful boy in their lives.





Virtual Walk for Animals: Real impact for animals in need

The Walk for Animals is our largest and most important fundraiser of the year, and this spring we were forced to reimagine and recreate this lifesaving walk as a virtual event. While daunting, we knew we had the opportunity to make history with our animal-loving community by our side. Thousands of supporters participated in the virtual Walk

to raise more than \$723,000. Together, we proved that nothing can stand in the way of our passion for helping animals in need — because you can't cancel love.

Save the date: Our 50th Walk for Animals is slated for May 1, 2021. No matter how we celebrate, one thing is certain: your support will change lives.





in the animal welfare industry, but for some animals, like Maya, it's still not enough. So we set out to do more.

"Our adoption centers were empty for the first time ever. We had a unique opportunity to experiment with different types of housing and behavioral therapy we never would have been able to try in a typical summer," says Hagen. "With everything happening in the world, we knew we had a responsibility to make the most of this opportunity."

In partnership with our expert veterinarians and animal care staff, the behavior team set out to push the boundaries of what's been considered

possible in a shelter environment and create a new vision for how we care for stressed and scared felines.

Cats typically adjust faster in a home, so the behavior team created spaces in shelter that mimicked a home environment. They experimented with space, repurposing cat colony rooms to give fearful felines a private sanctuary. Next, they reimagined how volunteers could work with stressed cats in shelter and created a brand new feline behavior volunteer program.

Although these innovations helped many cats, Maya showed little improvement. Despite the extra

space of her own colony room, time with volunteers, and hours of work with our behavior and rehabilitation specialists, she remained huddled in a corner, ears pointed back, and eyes wide with fear.

But we weren't giving up on Maya. Thanks to your support, there's no time limit for the animals in our shelters. And with our adoption centers still closed to the public we had even more opportunities to get creative. After weeks with no signs of improvement, we decided to find Maya a confident kitty friend. Although many stressed cats don't prefer the company of another feline, the results



Pandemic prompts St. Paul site closure

While COVID-19 has created unexpected opportunities to innovate in some areas of our work, Animal Humane Society has also had to make hard decisions as a result of the pandemic. This summer, we made the difficult decision not to resume services at our beloved St. Paul shelter, where the ability to social distance and adhere to other CDC guidelines would have been

nearly impossible.

Although the doors to our existing St. Paul shelter are permanently closed, our commitment to the community remains steadfast. In addition to serving animal lovers in new ways through our veterinary clinic on University Avenue, we look forward to opening a new animal care campus in St. Paul in the coming years.



Pet food donation brings relief to pet owners in need

For more than six years, Animal Humane Society has distributed pet food and hosted outdoor vaccine and wellness clinics for thousands of animal lovers and their pets in underserved Twin Cities communities. Unfortunately, the emergence of COVID-19 made these outreach events impossible, but that didn't stop us from doing everything we could to support pet parents in need.

In late April, AHS worked with GreaterGood.org to accept a donation of more than 35,000 pounds of pet food. We quickly partnered with food banks and organizations across the state to distribute the food to pet owners who needed it most. A second truckload of donated pet food was distributed in September.



Gloria, a longtime animal lover and mom to three toy poodles and two senior cats, picked up pet food during a visit to her local food shelf. "It was so wonderful and quite amazing. I got enough to feed my animals for the month. I won't have to worry about feeding my furry kids."

were miraculous for Maya.

Within 24 hours of being placed with another cat, Maya solicited attention for the very first time. She emerged from her bed in the corner and began climbing the cat trees in the room. We were overcome with joy, but also nervous. Maya would always be shy, and now we knew she needed another cat to thrive, which could make finding her a home more difficult.

"We can pour our hearts into these animals," says Hagen, "but our community still has the most important role — providing a loving home."

Luckily, our incredible community is always there for animals in need, and they rose to the occasion once again — this time for Maya. We began offering adoption services by appointment in late May, and started searching for the right home for Maya. We had in-depth conversations with potential families about Maya's personality, and the type of resident

cat she needed to feel safe. Her adopter, Mark, said his home would be perfect.

Now, Maya is enjoying the good life, and though she's still reserved, she's happy — she knows she's safe and loved. Her favorite hobbies include

playing with toys, lounging in the sun, and watching Mark work in his garden through the window. "I am so happy to have her in my life. She is such a sweet, wonderful lady, and I feel extremely lucky we found each other."

The impacts of the pandemic on our shelters have been significant. We cared for fewer animals than we do in a typical

year as a result of our closure — 17,954 compared to nearly 23,000 the year before. However, for each one of those animals, their second chance meant just as much. Nearly 18,000 animals — including Maya — found the care they needed and the love they deserved in this year of crisis, **thanks to you.**

**"Our community
has the most
important role —
providing a
loving home."**

Our Vet Centers know **there's no place like home**

Our pets provide joy, happiness, and unconditional love. They also bring us comfort in times of unease and uncertainty. Thanks to our wonderful supporters, we can do more than help animals find loving families, we can help them stay together, too. Sean and Daisy are proof.

The mass on Daisy's chest was getting larger and larger. It impeded her sleep, made it hard for her to move around, and recently, it had started to bleed. Her owner, Sean,

loved her with all his heart, but knew he wouldn't be able to afford the expensive surgery the black lab needed. With a pit in his stomach he brought his beloved Daisy to AHS, ready to say a tearful goodbye. Then we told him there was another option.

Our low-cost veterinary center helps thousands of animals stay happy, healthy, and in their loving homes each year. In addition to affordable vaccines, medical exams, and spay-neuter surgeries, they provide specialty surgeries — like the one Daisy needed.

Although our adoption centers were closed and the majority of our shelter work had come to a halt, the dedicated staff at our vet center

continued to provide care throughout the pandemic. "It was important to us to keep the vet center open so we could continue to provide vital services to our community," says Dixon. "For some families, AHS is the only place they're able to receive affordable vet care and they travel many miles to visit us. These services allow members of our community to keep their pets rather than surrendering them to a shelter."

Daisy was scheduled for surgery later that week. "We removed a coconut-sized mammary mass from Daisy's chest," said Dr. Angelica Dimock, AHS veterinarian. "Unfortunately, tests revealed the tumor was cancerous and will shorten sweet Daisy's life. I'm just

Supporting mental health in shelter animals

When Royal arrived at Animal Humane Society, he wasn't just shy or nervous, he was completely overwhelmed with anxiety. The 1-year-old pit bull flinched at every sound and movement, cowering at the back of his kennel and refusing to eat.

AHS recognizes an animal's emotional well-being is an integral part of their overall health — and we're investing

in new therapies to support mental health. For Royal, that included prescribing an anti-anxiety medication called Trazadone in addition to working with our behavior team.

"Medication can't eliminate a fearful animal's stress, but it can help them adjust faster and reduce the anxiety they experience while we work with them," says Dr. Sarah Lewis, AHS veterinarian. "With their stress level reduced, we can help them build their confidence."

Royal responded quickly to this hybrid approach. Each day he raised his head a little higher and wagged his tail a little faster. After a month of care, he was ready to find a loving home of his own.

"We view every animal as a unique individual," Liv Hagen, who manages our Shelter Behavior Services team, explains. "We're able to help animals like Royal by caring for them both physically and emotionally."

Now Royal is loving his life as the king of his new home. He adores affection from his family, playing in the yard with his dog 'brothers,' and hanging his head out the window on car rides as his soft ears flap in the wind. His future is bright, and Dr. Lewis couldn't be happier. "I'm extremely proud of the work AHS is doing to support animals' mental health in the shelter environment. I'm excited to continue to try new things to make each animal's time with us as positive as it can be."



thankful she'll get to spend the rest of her days at home where she belongs."

Despite being groggy after her procedure, the 7-year-old lab's eyes lit up and her tail began wagging like a puppy's the second she saw her dad. "I'm so, so grateful," said Sean as he looked down at Daisy with his eyes full of love. "It's time to go home, girl."

As the COVID-19 crisis has

continued, our vet center has been busier than ever, and we expect this exceptional level of need for our services to rise. Our newly opened vet center in St. Paul expands our ability to serve animal lovers in the east metro and we're investing even more in our Golden Valley clinic. There are more animals like Daisy and more loving pet parents like Sean who need and deserve our help. We'll be there for them — **thanks to you.**

"It's time to go home, girl."



Sean and Daisy



Giving thanks for our amazing foster volunteers

When our shelters closed to the public, we suddenly faced an urgent need for temporary homes for the hundreds of animals in our care. We called on our community of foster volunteers, and the response was overwhelming.

Our incredible foster volunteers opened their homes and hearts to 238 animals between March 1 and June 1. On average, the animals spent 34 days in their temporary homes being showered with love and around-the-clock care.

Our foster volunteers play a critical role in a foster animal's journey to adoption. And the experience is equally rewarding for them. Foster volunteer Lisa shares, "It fuels my soul and brings me pure joy to foster animals."

AHS is beyond fortunate to have passionate volunteers who make the world a better place for animals. To our foster volunteers — thank you for all that you do.



animal humane society

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Golden Valley, MN 55422

animalhumanesociety.org

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Your support saves lives.

Animal Humane Society receives no federal, state, or local government funding. We rely on the generosity of individuals like you to help thousands of animals in need each year.

Donate

Your donation helps provide shelter, medical care, and most importantly, the love animals deserve while they await happy, new homes.

animalhumanesociety.org/donate

Become a sustainer

By making an ongoing, monthly gift, you're providing a reliable source of funding that enables AHS to help animals all year long. Sustaining gifts are an easy and convenient way to change lives every month.

animalhumanesociety.org/sustainer

Match your gift

Many companies match their employees' charitable donations. Double your contribution through a matching gift from your employer.

animalhumanesociety.org/matchinggift

Make a memorial or tribute gift

Honor a loved one or pet with a memorial or tribute donation.

animalhumanesociety.org/donate

Leave a legacy

Make a lasting impact on animals by including AHS in your will or estate plan.

animalhumanesociety.org/legacy

Contribute to our wish list

With more than 23,000 animals to care for every year, AHS needs a substantial amount of supplies. You can donate needed items any time.

animalhumanesociety.org/wishlist

Donate a vehicle

Donate your car to care for animals in need. Your vehicle will be towed free of charge and you'll be eligible for a tax deduction.

animalhumanesociety.org/vehicle

Volunteer

Help make the world a more humane place for animals by volunteering with AHS. From walking dogs to assisting with adoptions, volunteers are integral to the work that happens every day at AHS.

animalhumanesociety.org/volunteer

Foster

From the comfort of their own homes, our foster volunteers provide essential care for animals that aren't yet ready for adoption.

animalhumanesociety.org/foster

