



Humane Society for Greater Nashua

2018 ANNUAL REPORT



Adopt. Rescue. Love.



OUR MISSION.

Advocate for and enhance the lives of animals entrusted to our care while educating the community to strengthen the human animal bond.

The Humane Society for Greater Nashua's Vision Statement describes where we want to be in the near future, as well as providing a level of excitement and motivation. It is the strategic baseline that sketches out our future, how we will look in three to four years time. It captures some of "the dreams" of our organization and when it is fully realized, created a different, vital and much more substantive curriculum of programs and services.

OUR VISION.

The Humane Society will demonstrate solid and tangible efforts to educate and engage people of all ages about animal welfare to build the foundation for a healthy and sustainable relationship with their pets.

We will be an organization that enriches the lives of animals while in our care.

We will be an organization that focuses on and achieves solid and dependable financial resources more than adequate to support our mission and our strategies and goals.

Staff members, board members, volunteers and the community at large will be active, welcome and valued contributors across all facets of our activities.

We will be an organization that understands that old wisdom may not always apply to our efforts. When appropriate, we will find new solutions to the issues facing us and become a leader through innovative and comprehensive programs and services.

The Humane Society understands that the value of an animal welfare organization is not measured exclusively by numbers and statistics, but by the lives being both saved and touched and the people discovering the importance of our mission.

*We believe in
compassion and caring.*



BOARD OF TRUSTEES OFFICERS

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Vice Chair of the Board

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President and CEO

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Douglas A. Barry, CAE
President and CEO

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Heather Leach-Steinman
*Receptionist and Clinic Scheduling
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*Director of Development
and Marketing*

Stephen M. Gentilella, DVM
Director of Veterinary Services

Patti LaRoche
Manager of Canine Care

Becky Longval
Director of Animal Care Services

Chuck Mattia
*Assistant Director of Development
and Marketing*

Linda Rioux
Director of Volunteer Resources

Christian Trella, CPDT,
Certified Professional Dog Trainer
Manager of Behavior and Training

Courtney Whittaker
Transport Coordinator

VETERINARY TECHNICIANS

Cristal Cheney

Lindsay DeVito

Kayla Kline

ANIMAL CARE STAFF

Becky Adie

Susan Courchesne

K.C. DeCastro

Erika Evans

Maggie McLaughlin

Laura Spalt

GROUNDS/ MAINTENANCE

Daniel Gervais

VOLUNTEERS

*We're grateful for our
amazing volunteers that
generously give their
time to help our pets and
advocate for our work
and mission. Over 200
volunteers collectively
donated 22,520 hours
in 2018!*

*Every pet deserves
a family.*



TO
OUR
DONORS
AND
FRIENDS

STATISTICAL HIGHLIGHTS

	2017	2018
Total Animals Served	2409	2180
HSFN Dogs	816	822
Community Dogs	434	346
HSFN Cats	641	581
Community Cats	434	352

DOGS

Adoptions	571	596
Spays Done In-House	22	24
Neuters Done In-House	85	83
Return to Owner	182	188
Transferred Out	7	10
Euthanasia Behavior	27	16
Euthanasia Sick	15	15
Euthanasia Owner Requested	11	12

CATS

Adoptions	517	474
Spays Done In-House	241	183
Neuters Done In-House	249	217
Return to Owner	34	42
Transferred Out	9	6
Euthanasia Behavior	5	4
Euthanasia Sick	37	42
Euthanasia Feral	0	0
Euthanasia Owner Requested	15	16

VOLUNTEER HOURS OF SERVICE

Total Number of Hours	26,418	22,520
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LOOKING AHEAD.

We have been studying the trends in our industry and looking at both the future needs of our community and our Humane Society. Adoption trends are slowly changing. We are seeing fewer local animals and from our transport partners, we're seeing more animals with special medical needs. We are also seeing an increased response to our low cost clinics and asks for surgical services as well as need for more behavioral training provided to the community. As we look to the future, there are changes that must be made to our facility to accommodate the growing needs of our animals and the community we serve.

We are studying a plan to add two more buildings to our six-acre property. One would provide much needed space for the expansion of behavioral training and the introduction of boarding and day care as a revenue source for our Humane Society. This building would also be available for educational programs, special events and emergency pet and people services in case of a man-made or natural disaster.

The second building would include additional kennels to house transport animals during their quarantine period.

It could also function as quarantine for our animals during outbreaks of communicable diseases. Kennel space is at a premium so it is imperative that as we look to increase capacity, we provide safe and functional space to accommodate our pets.

*Lastly, our **Commemorative Brick Walkway** project will be installed this spring. Thanks to all of you who purchased an engraved brick paver. If you have not yet purchased a paver to honor a beloved pet or human, you can still do so. We will be selling pavers over the next few years. For more details or to order, visit hsfn.org/bricks.*

“Saving one pet won’t change the world, but for that one pet the world will change forever.”



OPERATING HIGHLIGHTS 2018

The Humane Society for Greater Nashua has had another good year for our community and pets. We were fortunate to hire Dr. Steven Gentilella, DVM to carry on our much needed community and in house veterinary services. Although the number of surgeries and wellness visits were down last year due to a 3-month Vet vacancy, Dr. Steve has helped to get us back to normal in a very short time. Another new hire was Christian Trella, a Certified Professional Dog Trainer. He has been responsible for enhanced training for our staff and dog walking volunteers to help teach all of our dogs. He also hosts behavioral training classes for owned dogs. These are offered on evenings and weekends and have been filled to capacity!

We also retained the services of Ms. Renee Harris, a well-experienced animal shelter consultant to work with our Board of Trustees, staff and volunteers to complete an organizational audit. Our goal was to help improve efficiency of current operational programs utilizing established best practices in animal sheltering. She also recommended new programs to consider as well as studied our staffing needs, specific roles and responsibilities. She observed all of our daily routines and services to assure that the basic five freedoms for life are met for each animal in our care. The five freedoms are:

- *freedom from hunger or thirst*
- *freedom from discomfort*
- *freedom from pain injury or disease*
- *freedom to express normal behavior*
- *freedom from fear and distress*

Following her visit and summary report, we held a special board and staff meeting to process the information collected and prepare for the third version of our 5-year strategic plan.

Since we are fortunate to have so many very generous supporters, we continue to accept animals with special medical and surgical needs. Many organizations are unable to afford the services needed to make these animals ready for their new homes. In 2018, we spent more than \$40,000 to address the special medical needs of HSFN cats and dogs.

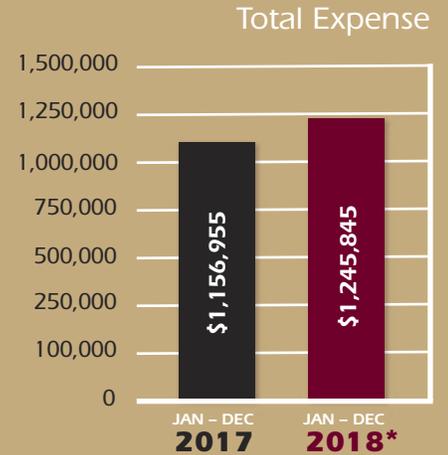
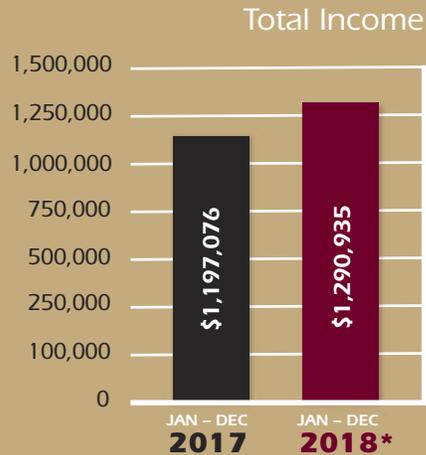
This past year the City of Nashua approved an ordinance to allow residents to retain a small number of chickens on their property. The ordinance requires them to provide appropriate housing and space and restricts the backyard farming to “chickens only”, no roosters. Be sure to look for our newly created “chicken house” on the grounds of the Humane Society where unwanted chickens and roosters will be rescued until new homes can be found.

Adopt. Rescue. Love.

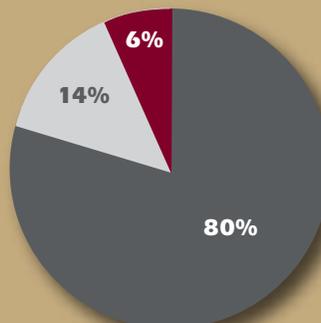
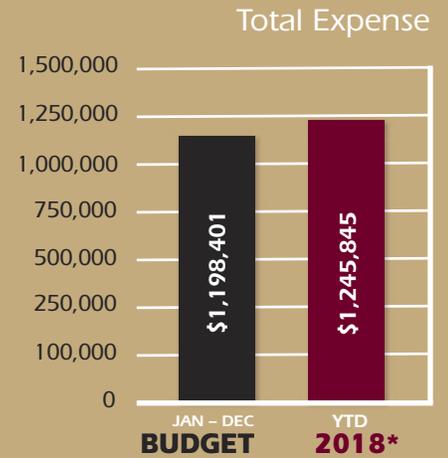
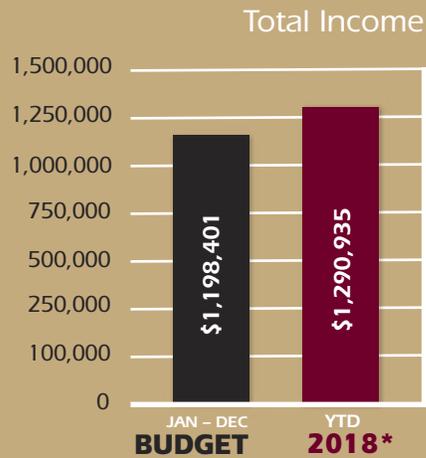


FINANCIAL HIGHLIGHTS

PREVIOUS YEAR COMPARISON



2018 BUDGET



- PROGRAM
- FUNDRAISING
- ADMINISTRATION

Graph, at left, represents expense allocation by percent FY 2018.

*Unaudited



Humane Society
for Greater Nashua

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