



# 2009 Annual Report

*“The greatness of a nation and its moral progress can be judged by the way its animals are treated.” -Mahatma Gandhi*








**NH HUMANE SOCIETY**  
Laconia • New Hampshire

## Mission Statement

The New Hampshire Humane Society (NHHS) is a private non-profit organization that was founded in 1900. As one of the largest and oldest humane societies in New Hampshire, we provide care for more than 1,300 animals each year, offer a low cost spay/neuter clinic, cruelty investigations and community outreach programs for the cities and towns in the NH Lakes Region.

### *Our mission and purpose is:*

-  Finding responsible and caring forever homes
-  To provide shelter and care for lost, abandoned and unwanted animals
-  To be advocates for animals... speaking for those that cannot speak for themselves
-  To implement educational programs and provide services to promote responsible pet ownership and the bond between animals and humans
-  To prevent cruelty to animals

## Board of Directors & Advisory Board



### **President**

Susannah Chance

### **Directors**

Jeff Cloutier

Mary Di Maria

Julie Irwin

Kate Miller

Wendy Palmquist

Ellen Peters

Bill Phenix

### **Advisors**

#### **Investments**

Walter Daub

#### **Financial**

Ronda Kilanowski

#### **Human Resources**

Fran Lefavour

## Board of Directors



### President's Message

On behalf of the board of directors, I offer many thanks to all that have contributed to our efforts to find forever homes for the animals we serve. The humane services we provide are truly a community effort, with volunteers logging 4224 hours in 2009. Many individuals and businesses donated dollars, products and services that helped support our efforts, and some children gave up birthday gifts so that the animals could receive gifts instead.

Our 2009 outcomes are something to be very proud of - 1071 animals found homes, 283 dogs were saved from euthanasia in other states, and 726 animals were spayed/neutered through our low-cost SNAP program.

Special thanks to the NHHS employee team - yes, they are employed by NHHS, but it's clear to those that see them interacting with the animals that their work is also a labor of love.

Once again, I thank you for your support in 2009 and hope you will continue to support us in our 2010 efforts. If you haven't visited our facility lately, I encourage you to stop by for a visit!

Sincerely,

*Susannah Chance*



*“ Animals  
are such  
agreeable  
friends,  
they ask no  
questions,  
they pass no  
criticisms.”*

*George Elliot*



## Executive Director's Message



To our Supporters of the New Hampshire Humane Society:

I am so very excited to have joined the New Hampshire Humane Society in October 2009 as the Interim Executive Director. I have been actively involved with NHHS for several years. I have fostered over 155 cats and kittens for NHHS since 2002, been actively involved with NHHS fundraising events when I owned my own business, and have had the privilege of serving on the Board of Directors for the past 3 years. During the past several months that I have been at the helm, I have been fortunate to be a part of the many great changes taking place at the New Hampshire Humane Society. Some of the new programs introduced as part of our community outreach include low cost spays and neuters, pet therapy programs for our senior citizens, and a pet food pantry for those in financial need to feed their animals.

The New Hampshire Humane Society has a wonderful dedicated staff and core of volunteers who make this organization run 365 days a year, rain or shine. The animal care and love given to our animals as they wait for their forever homes is a tribute to their dedication and compassion. I am honored to be part of this team.

The most important mission of NHHS is the care and humane treatment of the more than 1300 animals that come through our doors each year. We strive to make their stay here as short as possible, but no matter how long the wait, all are assured loving treatment and no animal is ever euthanized for time or money constraints.

We have had a significant impact on the number of unwanted animals due to our Spay Neuter Assistance Program (S.N.A.P.). This program provides affordable veterinary services to pets of families in our community. We are educating the public to recognize that spaying and neutering is the key to eliminating pet overpopulation and homelessness. NHHS is doing everything we can to encourage pet owners to alter their animals.

We made great strides in 2009 and in doing so laid plans for the future of the New Hampshire Humane Society. Providing shelter for homeless, neglected and abandoned animals must be coupled with strategic programs and vision to help reduce the numbers of animals facing those situations in the future.

We know that we can't do this important work alone and we are grateful for your continued support. Thank you for supporting the lifesaving work of the New Hampshire Humane Society and those that cannot speak for themselves!

Sincerely,

*Mary G. Di Maria*



**"The reason a dog has so many friends is that he wags his tail instead of his tongue."**  
-Anonymous

# NHHS VOLUNTEERS

## Our most precious resource

NH Humane Society was the proud recipient of volunteerism donated by a strong and committed cadre of people. Events both large and small would not have been possible without our volunteers. 610 hours logged in service of small events like *Cram The Van*, *Timberman*, *Craft Fairs*, rowdy new events like *Zumbathon*, and events everyone loves, *Funspot Triathlon*, *Annual Adopt A Thon* and our *Winter Auction*. 2009 was a productive year for our volunteer base as shown in the hours logged below.

*We would like to thank the following volunteers who logged over 100 hours of service in 2009*

Phil Bohl - 123	Evelyn Blais- 137
Deborah Corr - 126	Alicia Dufield - 117
Vanessa Lemieux - 126	Judy Manning - 120
Linda Petell - 123	Judy Reily - 120

*Special thanks to two volunteers who logged over 250 hours of service in 2009*

William Desmond - 293	Pat Muzzey - 274
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***Total hours logged for the year 4224***

This year NHHS enjoyed the stewardship of many more children who gave to the animals in lieu of birthday presents. In addition, brownie troops, local schools, private institutions and civic groups all came with an allotment of items from our wish list. A tour and photography opportunity or sometimes press releases make this visits memorable for the youngest members of our donor base.

We wish to extend a sincere note of gratitude for all the hard work, dedication and commitment given so selflessly by so many. We look forward to 2010 and hope to keep our most valuable folks with us for another banner year.



*“There is no psychiatrist in the world like a puppy licking your face.”*

*Ben Williams*



# S.N.A.P

## Spay Neuter Assistance Program

### SNAP STATS 2009

- 🐾 137 cat neuters
- 🐾 80 dog neuters
- 🐾 137 cat spays
- 🐾 75 dog spays

The New Hampshire Society has committed its staff and resources to solving the overwhelming problem of unwanted kittens and puppies. NHHS has become the leader in offering safe, affordable sterilizations in the Lakes Region of NH. Our S.N.A.P program offers Spay/Neuter assistance and provides affordable veterinary services to families in need. We recognize that spay/neuter is the key to eliminating pet homelessness.

We would like to thank Dr. Sara White, the founder and veterinarian of Spay ASAP, Inc. who we partnered with to successfully provide over 400 families with low cost spay and neuter options in 2009 up 68% from 2008, and up an astonishing 422% from 2007!



*“Who can believe that there is no soul behind those luminous eyes!”*

*Theophile Gautier*



# More Success Stories...

## Twiggy

### How long does it take to starve to death?

Two weeks, maybe three. How long could you live in a dumpster having been tossed out like garbage? Horrifically little Twiggy, so named by staff at this shelter endured just this fate. Thrown into a dumpster deliberately, with malice aforethought, as the legal eagles say, gleefully and without any care. Left to rot amongst stinking refuse until death overcame the will to survive. Luckily little Twiggy summoned enough strength to meow a little louder for a few more minutes, long enough as fate intended for a kindly soul to hear her and look inside this disgusting tomb. Sickened and horror-struck that kindly citizen fished this poor creature out and drove quickly to the shelter. We've treated Twiggy for the colony of fleas feasting off her frail body, started her on iron supplements and soft scrumptious food and dressed her in a warm coat. She can barely hold her head up she is so weak.

Twiggy was adopted shortly after she was featured as "Pet of the week" and renamed Sookie. She found her forever home just in time to share Thanksgiving dinner with her new owner. Looks like Twiggy enjoyed the feast as well!

\*Willow Fund provides for extra medical care necessary to save life and ease the suffering due to illness and disease of many animals at New Hampshire Humane Society. Care is provided until they recover and are well enough to be placed in permanent loving homes.



“What  
greater gift  
than  
the love of  
a cat?”

Charles Dickens



# Destiny

Willow funds made these stories possible.

This little puppy was brought to New Hampshire Humane Society where she had been a free dog on Craig's List, passed around until someone finally thought she was really was too sick to ignore any longer. We named her Destiny, a little puppy with possibly the worst case of mange any of the shelter staff had witnessed in a very long time. The pup was still whimpering even though pain medications were given to ease her suffering. Her little tail wagged non-stop as to thank us for taking her in. Destiny's skin was in the most appalling state with over 70% of her body being red, raw, and oozing; too sensitive to even touch. Her little eyes were damaged from the effects of the infection that attacked and rendered her almost blind; the parasite that ran rampant in her skin had sealed her eyes shut. It was a hideous case of depraved indifference, ignorance and inability to seek care when care is needed. But finally her "destiny" was to come to New Hampshire Humane Society where she received all the medical attention she needed to get her better.



Jump forward 2 months later and Destiny is once again a happy, thriving, well adjusted puppy. She is the delight of the entire staff and especially her foster parent, Suzanne Thompson, our receptionist. All who have made it their mission to restore Destiny's health have gotten her wagging tail and kisses in gratitude. She spends many days in our lobby greeting customers who cannot believe it is the same dog. This is just one of many cases we handle every year where the worst in human nature is presented to us, but happily there are so many wonderful stories about animals finding their forever home it continues to makes us all know our mission is successful.





## Statistical Information—Our Animals in 2009

The NH Humane Society is pleased to publish statistical information under nationally recognized guidelines known as the Asilomar Accords. This format was developed by a group of animal welfare leaders for the purpose of building bridges across varying philosophies, developing relationships and creating goals focused on reducing the euthanasia of healthy and treatable companion animals in the United States.

### Annual Animal Statistics

#### Animals Received

Dogs and Puppies	593
Cats and Kittens	763
Other Animals	11
Total	1367

#### Animals Adopted

Dogs and Puppies	412
Cats and Kittens	648
Other Animals	11
Total	1071

#### NH vs. Transport Dogs

NH Dogs	310
Transported Dogs	283
Total	593

#### Animals Reunited

Dogs and Puppies	159
Cats and Kittens	15
Other Animals	0
Total	174

The New Hampshire Humane Society is proud to receive the coveted 4-star rating from [Charity Navigator](#). This "exceptional" designation from Charity Navigator differentiates New Hampshire Humane Society from its peers and demonstrates to the public it is worthy of their trust.



#### NHHS Administration

**Mary Di Maria**  
Interim Executive Director

**Marylee Gorham**  
Development Director

**Darlene Lemay**  
Director of Operations

**Karen Bald**  
Business Director

**Amy Coffaro**  
Director of Marketing

**Lauren Richard**  
Canine Supervisor

**Tammy O'Neil**  
Feline Supervisor



## FUN PET OWNERSHIP FACTS

### Cat and dog owners feel strongly about the role of animals in their family.

- Nine in ten pet owners surveyed say they consider their pet a member of the family.
  - 63% of dog owners and 58% of cat owners surveyed said they give their pets presents at Christmas.
  - Americans spend about \$5 billion on holiday presents for their furry friends.
  - 40% of dog owners and 37% of cat owners hang Christmas stockings for their pets.
  - 36% of dog owners give their pets presents on their birthday, as do 20% of cat owners.
  - About one quarter of both dog owners (27%) and cat owners (23%) sign their pet's name on greeting cards or notes.
  - 64% of surveyed pet owners said they include news about their pet, and 36% include a photograph. in their holiday cards.
  - About 27% of pet owners claim to have taken their pet to a professional photographer to have a picture taken with family, Santa, or the Easter Bunny.
  - About a third (37%) of dog owners and a similar proportion of cat owners (31%) have their pet's picture prominently displayed in their homes, and 14% and 10%, respectively, display it at their place of work.
  - About 10% of both dog and cat owners carry their pet's picture in their wallet or purse.
  - In about 20% of both dog and cat households, the TV, radio, or stereo is left on when the animals are left alone, presumably so they don't get lonely.
- 16% of dog owners and 14% of cat owners claim to have bought a car or home with a pet in mind.

### More dogs and cats are living in the U.S.

- 57% of American households today own either a dog or cat, a substantial increase from the four in ten households (44%) which had these pets in 1956.
- From 1956 to 1996, households containing dogs increased from 35% to 43%, while households with cats have climbed from 21% to 31%.
- Based on recent international surveys conducted in 20 of the world's major nations, the U.S. has the highest percentage of households with dogs and cats.
- Although dog households outnumber cat households, there are more cats (64.1 million) than dogs (63.8 million) in the U.S.

Cat owners tend to have more animals than dog owners on average - 2.1 cats compared with 1.5 dogs per household.



*“Every boy should have two things: a dog, and a mother willing to let him have one.”*

*Anonymous*

# 2009 Year End Financials

As a private non-profit organization, the NHHS relies on the financial support from generous individuals, businesses and foundations. Despite a constant struggle as we seek to stay within the confines of a set budget added to the challenge of unexpected animal welfare situations we successfully managed to provide services to the community. We are pleased to share our 2009 financial results with you that outlines our financial stewardship and sound fiscal strategy.

## 2009 Operating Revenues (unaudited)

Sources of Support:	Amount	% of Total
Individual and Corporate Donations	\$198,579.24	15%
Fundraising Events*	\$93,913.10	7.10%
Estate Giving: Wills and Bequests	\$593,344.55	44.9%
Shelter Services (Adoptions, Medical)	\$213,357.22	16.1%
City and Town Service Contracts	\$72,083.33	5.5%
Interest, Dividends, & Other Income	\$145,491.28	11%
Grants	\$5,045.58	0.4%
<b>Total Income:</b>	<b>\$1,321,814.30</b>	<b>100%</b>

\* Includes the value of donated auction items

Your donations to NHHS are used for the greatest good for our animals. Our finances are audited by an independent accounting firm yearly to comply with federal standards. We provide full disclosure of financial data to the State of New Hampshire, fulfilling all charitable registration requirements. We continue to ensure that our revenues and expenditures are in healthy balance, reviewed by our Board in consent with our financial managers to protect the longevity of our organization and sustainability of our programs.



“My dog is worried about the economy because Alpo is up to \$3.00 a can. That's almost \$21.00 in dog money.”

Joe Weinstein

YOU CAN HELP  
**DONATE**  
ONLINE TODAY



# 2009 Year End Financials

The New Hampshire Humane Society operations, programs and services cost \$ \$2,174.22 per day to operate, which computes to \$580.53 per animal. Adoption fees only cover 20% of that cost; the rest needs to be raised as donations or event fundraisers. Additional expenses include interest payments on a \$1.7 million dollar building loan. Fundraising expenses factor a mere 8.5% with 82% of every dollar donated going directly to the programs that provide care for our animals. We aggressively manage our expense budget to ensure that your donation dollar is used wisely to provide for the animals.

## 2009 Operating Expenses (unaudited)

Total Expenses:	Amount	% of Total
Animal Welfare & Sheltering	\$478,892.50	52.09%
Veterinary Care	\$141,021.49	15.34%
Mortgage Payments on Shelter Building	\$108,000.00	11.75%
Capital Improvements - Shelter Building	\$26,055.60	2.83%
Admin Support Services	\$65,677.04	7.14%
Fundraising and Community Outreach	\$79,151.11	8.61%
One-Time Purchase - Donor Management Software	\$20,642.35	2.25%
<b>Total Expenses:</b>	<b>\$919,440.09</b>	

Other Use of Funds:	Amount	% of Total
Additions to Endowment Fund	\$379,278.67	94%
Operating Reserve	\$23,095.55	6%
<b>Total Other Funds:</b>	<b>\$402,374.22</b>	<b>100%</b>



*“If you think dogs can't count, try putting three dog biscuits in your pocket, and then give him only two of them.”*

-Phil Pastoret



# Donor Recognition

The New Hampshire Humane Society relies on the financial support of our donors to assist us with the care of the homeless, abandoned, and injured animals. Due to the support we receive we are able to offer care and comfort along with medical attention to the animals that arrive on our door steps.

On behalf of all of us and the animals at NHHS we are pleased to acknowledge the generosity of those individuals, corporation, and foundations who supported us with direct contributions totaling \$500 or more.

We would also like to extend our sincere gratitude to all who contributed to NHHS in 2009. Thank you!

<b><u>\$5,000+</u></b>	<b><u>\$1,000 – \$2,999 - Continued</u></b>
Jeff Cloutier	Wendy J. Palmquist
	Karin Pomerantz & Kathryn Cordeiro
<b><u>\$3,000 – \$4,999</u></b>	Alan & Anne Posnack
Leslie Christodouloupous	Keen Jo Potter
Deborah & William Fairbanks Corr	Robert Raco & Peg Gavenonis
Inge & John Hilberg	Diane Randall
James Roantree	Marnie B. Schulz
	Kenneth & Grace Solinsky
<b><u>\$1,000 – \$2,999</u></b>	Norman & Stacy J. Soucy
Marie Baker & Mark Woglom	Walter & Carole Young
John Bender & Marcie Bates	
Richard A. & Joyce H. Bennett	<b><u>\$500 – \$999</u></b>
Susannah Chance & Andy McKibben	Charles & Georgia Campbell
Albert Clark	Judith Casale
Victoria A. Cronin	Robert W. & Diane Christian
Denise C. Daniels	Barbara Clifford
Mary Di Maria & Mark Diette	Nanci Coughlin
Constance Health	Peter & Beverly Dole
Stephen & Tracy Lemoine	James & Shelia Edgar
Jean R. Leone	Donald M. & Mary A. Ettelson
Mary H. Manita	School of Life Long Learning
Donald J. Mattise	William W. Gard
John Mucci	William C. & Jacklyne J. Howes
Patricia G. Muzzey	Sally W. Hunt
Donald J. Molick	John J. & Julie Irwin
Charlotte T. Nadeau	Gisele L. Jenkins



## Shelter Support Staff

**Veterinarian**  
Dr. Rich Montminy

**Vet Tech**  
Joann Fontaine

**Animal Care Technicians**  
Kelly Bennett  
Gina Carita  
Sherri Covell  
Casey Doyle  
Justin Elliot  
Peggy Gifford  
Jennica Hancock  
Dave Hume  
Cassie McClain  
Carol Perl  
Kim Royea  
Norma Ruchti  
Lori Santilli  
Megan Tower

**Animal Behaviorist**  
Kelly Sullivan-Arbogast

**Receptionists**  
Chris Grasberger  
Suzanne Thompson

**Maintenance**  
Brandon Sousa



# Donor Recognition

## \$500 – \$999 - Continued

Kenneth & Suzanne Krauss  
Joseph Marinucci  
Deborah McNeish  
Kathryn Miller  
Robert S. Miller  
David H. Newcomb  
Evelyn C. Schwager  
William & Pamela Seed  
Stacey Senger  
Robin Smith  
Melissa Wood & Daniel Bailey  
Brian S. Deborah A. Wood  
Karl Wulfsberg & Lisa Marie Prucha

## Professional & Business In Kind

Awakenings Café  
Case N Keg  
Comcast  
Doggie Design  
Ellacoya Country Store  
Funspot  
Laconia Pet Center  
Lady of the Lake Realty  
Lakes Region Public Access  
Meredith Station  
Pet Paradise  
Prescott Flowers  
Suzanne Roantree  
Salmon Press  
Waterfall Cafe  
Weirs Times  
92.5 The River

## Foundation & Trusts

Helen Busiel Trust  
Clarke Foundation  
Mary Farmer Trust  
Hazel E. Ford  
Grazie-Gray Charitable Fund  
Estate of Winona V. Houle  
Ruth W. Metcalfe Charitable Trust  
Lena T. Nelson Fund  
Edwin F. Poynter Trust  
Truman Charitable Fund

## Corporate Benefactors

Alex Ray & Great American Dining  
Alton Bay Flying Club Chapter 917  
E & S Insurance Services LLC  
Franklin Savings Bank  
Hampshire Hospitalities Holdings  
Henry S. Maxfield Real Estate  
Johnson Matthey Catalog Company  
KPinC Consulting  
Laconia Middle School  
Laconia Savings Bank  
Meredith Village Savings Bank  
North American Reserve  
Nassau Broadcasting WLNH 98.3FM  
Summit Health New Hampshire



*“I’ve met  
many  
thinkers and  
many cats,  
but the  
wisdom of  
cats is  
infinitely  
superior.”*

*Hippolyte Taine*

