



*Willamette Humane Society*  
COMMUNITY IMPACT REPORT



The 2020/2021 fiscal year contained a pandemic, fires, an ice storm, and other issues no one could either anticipate or expect. Yet, despite all of the challenges we faced as a community, we came together to help pets and the people who love them.

## 2020-2021 By the Numbers

### 2,973 dogs & cats

Entered the shelter for rehoming, crisis housing, or medical care.



### Nearly 2,000 cats

Found homes at Meow Town, our offsite adoption center within Salem's PetSmart.



### 127 foster families

Offered care to 914 cats, dogs, kittens, and puppies.



### 218 dog students

Attended in-person or virtual training classes conducted by the WHS Behavior and Training team.



### 160 onsite volunteers

Returned to work at WHS and contributed 12,792 hours at WHS and at the WHS Thrift Store.



### 1,331 community cats

Had spay/neuter surgeries within the WHS Spay and Neuter Clinic.



### 1,055 elementary school students

Participated in virtual tours about safety, responsibility, and empathy for pets.



### 14,936 callers

Had questions about stray pets, adoption, animal surrender, and more answered by WHS Pet Resource Specialists.



### 160 pets

Received compassionate end-of-life care requested by their owners.



## Serving Pets in Need

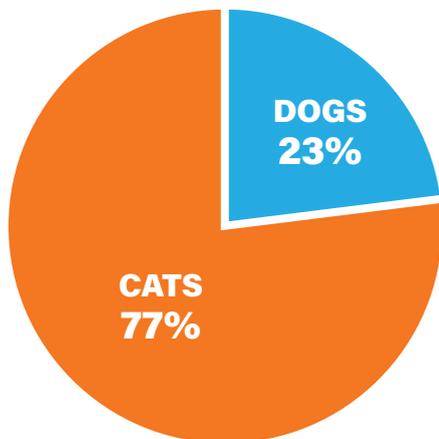
During the fiscal year, 2,973 dogs and cats entered WHS for rehoming, crisis care, or medical care. On average, they stayed with us between 14 and 17 days.

Over 92 percent of animals brought into the shelter were saved:

- 1,839 pets were adopted
- 87 pets were returned to their owners, including 12 pets WHS cared for while their people were in crisis
- 602 were transferred to partners, including 516 cats, through partnerships with the Cat Adoption Team, Oregon Humane Society, and others



What pets did we serve in 2020/21?



## Offering Critical Care

Pet-loving people in our community struggled to get prompt, cost-sensitive medical care. The WHS Spay and Neuter Clinic was there to help. The clinic team performed 3,762 spay and neuter surgeries in 2020-21, including:

- 695 owned pets
- 1,331 community cats
- 212 pets from other rescue groups
- 1,524 WHS shelter pets

Clinic staff performed 151 additional procedures, such as dental cleanings and extractions, amputations, growth removals, and more, for shelter pets—services conservatively valued at over \$24,000.



## Training Furry Friends

So-called “pandemic puppies” moved out of shelters, rescues, and private homes into loving families. But some of those pups came with behaviors their new humans found troubling. A total of 218 dogs attended WHS public classes. These classes were held both virtually and in person as soon as allowed during the pandemic. Classes included:

- Basic and advanced training
- Puppy socialization and training
- Behavior solutions
- Specialty classes

In addition, staff responded to Behavior Helpline inquiries (via phone and email) and assisted more than 81 people.



## Looking Ahead

All told, 52,311 people (including visitors to WHS and the Thrift Store) and 5,550 animals were served by WHS this fiscal year. That represents 16 percent of the households in Marion and Polk counties. We're proud of the work accomplished this fiscal year, thanks to a great team of staff, volunteers, and donors.



Our next report will likely look a little different. We're excited to announce that WHS will merge into OHS in July of 2022. The Salem campus will remain open, and we will continue to offer critical services to our community. The WHS Spay and Neuter Clinic will remain open, as will the downtown WHS Thrift Store. We're committed to transparency, and we will announce changes to critical programs and services if they arise during the merger process.

We look forward to the year to come!



See audited financial reports here.





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