



# A Year for Innovating, With You!



MONTREAL

Love and animals  
in the time of  
coronavirus

Facing the crisis  
and gaining new  
perspective

Thousands are  
mobilizing!

Meet our new head  
of the Investigations  
Division

# A word from the director

In Chinese, “crisis” consists of two characters: 危 and 机. The first means “danger” and the second, “opportunity.” While the global health crisis presents a clear risk to all, it was also an opportunity for us to rethink and renew our practices.

Like everyone, the Montreal SPCA had to adapt to the pandemic and revamp all of its services and procedures to protect its employees, volunteers and the public against COVID-19. The medical equipment shortage has also prompted us to suspend programs that are particularly dear to our hearts, such as our targeted sterilization programs for low-income households and street cats.

However, the crisis was also an opportunity to test new methods. Abandonments by appointment, for instance, have proven that, when pressed, people find many alternatives to dropping their animal off at a shelter. In some cases, healthy animals have been directly rehomed to new adopters. In others, we offered behavioural counseling or food so companions could stay with their families. Over the next few months, we will continue to expand our range of services

to the community, which will allow us to allocate even more resources to animals who truly require sheltering.

Combined with the usual summer peak (when dozens of animals who are injured, cruelly abused or without any other option arrive on our doorstep) and with physical distancing measures, the spring’s backlog made the lockdown lifting a particularly busy period for our teams. But thanks to support from our community—especially the monthly donors who have been particularly generous throughout the crisis—and our innovations for greater efficiency these past months, we will soon be back on track to fully pursue our crucial role in society.

A heartfelt thank you for your love of animals and everything you do by our side!

Élise Desaulniers  
Executive Director



## From January 1 to July 31, 2020



Cats and dogs helped

- 637 dogs
- 2,969 cats



Average length of stay

- 13.6 days for dogs
- 8.5 days for cats



Survival rate\*

- 89.95% for dogs
- 90.80% for cats

\* The Montreal SPCA practises euthanasia solely as a last resort. Only the animals with the most serious behaviour or health problems, or who arrive dying, for whom we can only reduce their suffering, are euthanized. Our organization is one of the most progressive in North America.

# Love and animals in the time of coronavirus



Amélie Martel  
Animal Welfare  
Director

As we all know, the pandemic has not been kind to anyone. Although at the shelter, we have risen to the challenge, our ability to adapt has certainly been put to the test in recent months.

With all the uncertainties and changes facing us in March, we knew the shelter population needed to be kept to a minimum. Thankfully, this happened quite naturally thanks to the many adoption requests from the public. Our network of foster families has also been a crucial element. At the height of the crisis, approximately 340 animals were placed into temporary foster homes. Until adopted, these animals remained nevertheless the Montreal SPCA's responsibility. Yet, it is heartening to me that about a third of these animals were adopted by their foster families, who fell in love with them!

Much reorganization was needed in the shelter in a short period and it had to be done despite our reduced team and absence of volunteers (who were in lockdown). We launched an adoption-by-appointment platform the very first week. We, who love order and efficiency, had to keep moving despite the many obstacles, so our animals could continue passing through the shelter as smoothly and quickly as possible, without compromise to their safety or welfare. **And from these experiences, we certainly have learned how to improve our services!**

Since the adoption and long-stay kennels were completed in 2019, the third and final phase of renovation of the intake kennels will begin soon. These remodeled facilities will further improve the conditions in which we house the animals in our care.

Without you—our fantastic community of donors—the animals we care for would not get a second chance, would not get back on their paws and would not find loving forever homes. Thank you for standing by our side, even in the most trying of times!



MAKE A GIFT

## Facing the crisis and gaining new perspective



Dr. Gabrielle Carrière  
Head Veterinarian

The COVID-19 crisis certainly changed all of our habits, but it was also quick to highlight an obvious fact: even in a pandemic, vulnerable animals' needs cannot be put on hold.

So, all through the crisis, the Montreal SPCA continued to respond to emergencies by taking in injured, sick and abused animals. For two months, our veterinary team performed only the surgeries necessary to ensure our animals' immediate welfare. For instance, although we have spent years raising public awareness about the importance of spaying and neutering

cats, dogs and rabbits, we temporarily suspended these services.

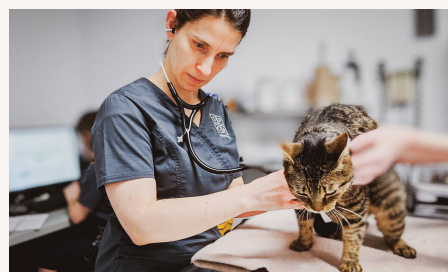
The biggest challenge has been striking a balance between the safety of team members, the public and our animals. We had to limit the number of workers in the clinic yet, at the same time, deal with situations that made social distancing recommendations difficult to follow, like examining an animal or installing a catheter. Inevitably, we postponed non-emergency operations and dreaded the moment when normal activities would resume and we'd have to make up for the accumulated delays.

**Fortunately, many animal lovers—including you!—have responded to our calls for support.**

As a result, today, we have not just caught up, we have had the means to develop new and even more effective ways to care for animals in need. For instance,

the pandemic made our new telemedicine platform a necessity, but we also discovered it is an improvement, as it allows us to support our foster families remotely and thus avoid the animals in their care the needless stress of traveling to the shelter. We will surely continue improving this service, which, thanks to the pandemic, has been adopted for good.

Clearly, we are pulling through this crisis and improving our practices in ways that benefit the animals in our care. Thank you so very much for your precious support that underlies all these efforts!



# Meet our new head of the Investigations Division

Chantal Cayer joined our team at the end of February 2020 as the head of the Investigations Division. In carrying out the Division's mandate of enforcing animal welfare legislation,\* Chantal brings her vast experience as a criminal investigator and police department manager to our team for the great benefit of the animals under our protection.

**What we love about her:** Not only is Chantal a huge animal lover (her family includes a dog, a cat, and a few chickens), she is also extremely thorough and a great listener. She's good at bringing people together and is already proving to be a skilled mentor.

\* **The Montreal SPCA's Investigations Division** is charged with enforcing the provisions of the Criminal Code dealing with crimes against animals (in cases of violence), as well as the provincial animal welfare legislation (for example, in cases of neglect).



*Chantal Cayer  
Head of the  
Investigations  
Division*

I now have the good fortune of doing what I love most: contributing to an inspiring cause I can really get behind!

My arrival coincided with the upheavals of the pandemic. The Investigations Division team's great resiliency was quite apparent to me as a newcomer. Our two investigators, five animal protection officers and two dispatchers had to make many adaptations and quickly, over a short period. Everyone was focused on supporting each other and **determined to better our protégés' welfare. I saw this truly reflects the culture of the Montreal SPCA as a whole.**

The tasks we accomplished in recent months include:

- restructuring the complaints allocation system (prioritization, management and results without undue delay);
- adjusting inspection schedules;
- improving the computer system to better meet the MAPAQ and the criminal

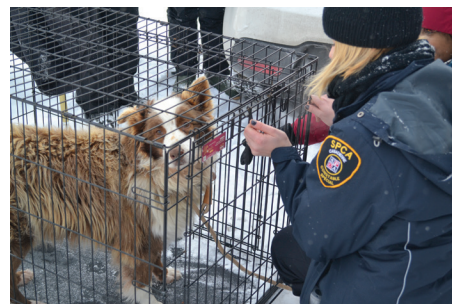
court's requirements and to better equip our animal protection officers;

- launching an ongoing training program for our officers;
- building relationships with police departments (more particularly with the Service de police de la Ville de Montréal; SPVM) to raise their awareness about our work and support them in operations involving animals;
- implementing new measures to improve team and animal safety.

During lockdown, the Investigations Division was only supposed to respond to emergencies. This meant we had to work by phone, to follow up on non-compliance notices requiring veterinary reports, for example. Experiencing this made us realize this work method was actually more efficient and, if kept up, would save us time, travel and money!

In comparison to the same period last year, fewer complaints were filed during lockdown overall, but we received **twice as many complaints of animal abuse.**

Fortunately, we have been operating at full capacity since early summer and are doing everything we can to ensure the safety of mistreated animals whose cases have come to our attention.



**From March 17, 2020  
(start of lockdown  
in Quebec) to  
June 30, 2020:**

- **338** new investigations were opened;
- **658** complaints were processed;
- **83** animals, of various species were visited by our officers;
- **7** convictions were obtained as a result of our investigations

# Introducing our most loyal allies

## For the love of animals

“ Animal cruelty makes me furious! I make a monthly donation to the Montreal SPCA because saving animals from suffering and finding caring families for all the loving beings who have lacked love is most important to me. I grew up with lots animals, and know them to be sensitive and attentive companions. I would fight any battle for them! I have seen all the good they bring to the elderly, to the sick and to children in difficulty. If I were a millionaire, I would build the biggest shelter ever! In the meantime, I donate to the Montreal SPCA because I really appreciate their efforts to raise awareness and foster greater respect for animals. ”

– Marie-Josée Lepage, montly donor



# Thousands are mobilizing!



## Housing crisis

The Montreal SPCA is calling for landlords to show leniency in these uncertain times by renting to animal-owning tenants. On top of income loss and stress caused by the pandemic, there is a general scarcity of rentals, but **finding a home is even more difficult for people who have animals**. Nearly 26,000 signatories joined us in asking landlords to be open-minded and compassionate so that all family members can move together.

Sign and share our latest petitions by visiting [spca.com](https://www.sPCA.com).



## Feline, from head to claw

More than 30 countries have already banned **declawing of cats, a cruel and unjustifiable practice that no longer has a place in modern society**. Nearly 40,000 people have signed our petition to urge the Ordre des médecins vétérinaires du Québec (OMVQ) to ban declawing of cats in our province.



## Carnage of live chicks

Unlike female chicks, males will never lay eggs and therefore the egg industry considers them to be useless. **More than five million male chicks are killed each year in Quebec**. Yet, solutions exist to end this brutal practice. Already, more than 21,000 animal lovers have taken action. If you haven't done so already, please sign our petition to the Fédération des producteurs d'œufs du Québec.

Thank you for being among the 150,000 animal lovers who support our work!

# A second chance, thanks to you!

It's always a great joy to see a family take home a new dog, cat, rabbit or bird, who will be part of their lives. This is especially the case for sick or shy animals, who may require special care and attention.

## Briella,

a 12-year-old dog, seemed very nervous when she first arrived at the shelter. An initial exam revealed that she had an infection in her uterus, a double ear infection, and dental and vision problems. Sterilization was key to treating Briella. Today, she is no longer in pain and is enjoying the good life with her adoptive family.



bodyweight in just two days, a significant drop for kittens who are particularly vulnerable to dehydration. Fortunately, Bella's health improved quickly with probiotics and intestinal parasite treatment and our little Bella gained 100 g in just nine days!

## Tux and Tiger

were found outdoors and brought in to our shelter. Barely a month old, the orphans were covered in filth and huddled together in fright. Our team quickly took in the two very fragile, tiny kittens with gentleness and warmth. Without their mother's care and milk, their chances of survival were dwindling by the hour. Too thin for their age, they had to be placed as quickly as possible with a foster family trained in our neonatal program. There, they were bottle-fed every three hours. Despite the good care of the family looking after them, Tux and Tiger had symptoms of gastroenteritis, which can lead to severe dehydration. Fortunately, thanks to treatment for intestinal parasites, they quickly regained their health.



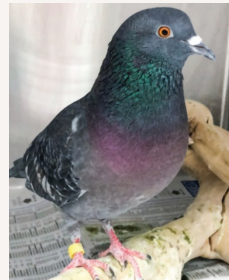
## Bella

was found when she was only three weeks old. As soon as she arrived at the shelter, the kitten was examined by our veterinary team, then placed with a foster family trained in our neonatal program. Despite these measures, Bella lost 10% of her



## Guylaine

No longer able to fly, Guylaine was found downtown in poor shape. An exam revealed that her primary feathers were damaged. As a result, she couldn't fly more than half a meter above the ground and therefore couldn't protect herself from predators. We have taken her "under our wing" while her feathers grow back. She can then safely go back outside.



Your support is crucial, now more than ever! It allows us to take in and care for vulnerable animals, even when the unexpected arises.

Here are some examples of how we use your gifts.

**\$20**

You provide basic vaccines for one animal.

**\$25**

You enable us to assess a dog's behaviour upon arrival.

**\$45**

You cover three days of room and board for one dog.

**\$60**

You pay for the supplies needed to care for three orphaned kittens.

**\$75**

You allow us to sterilize one cat.

If you're able, **opting for monthly donations** is a great way to sustainably help us better care for animals.

Just **\$10 per month** helps us purchase high-performance and cutting-edge equipment to ensure our protégés' welfare! Thank you!



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