

— 2 0 2 1 —

# IMPACT REPORT





# What a year it's been! ✨ ✨ ✨

---



As the pandemic continues to affect our community, compassion has been on my mind lately. So many things are uncertain, but one holds steadfast: your commitment and compassion for pets in need.

Prince once said, "Compassion is an action word with no boundaries." You have brought this quote to life by ensuring our doors stay open as the only open-admission shelter in Buncombe County, taking in 23 species that needed our help in 2021. You make it possible to ensure each animal has the quality of life they deserve – a life worth living.

Asheville Humane Society hit so many milestones in 2021. We face challenges head-on and develop innovative solutions through our multi-pronged approach to saving and protecting every animal in our community. It can be overwhelming to contemplate the sheer number of animals who need our resources and care. They each have their own story, and although we may not be able to erase the scars of the past, together, we can rewrite the future.

I hope you enjoy looking at Asheville Humane Society's incredible impact in 2021. We are excited to face 2022 with you, building on your boundless compassion to rewrite even more pets' stories together.

A handwritten signature in black ink, appearing to read "Jon R. H..." with a stylized flourish at the end.

Interim Executive Director







## QUICK SNAPSHOT

**11,284**

local pets saved  
or supported

**3,576**

animals found a  
loving home





Our volunteer groomer  
Sharon helps the animals look  
and feel their best!

## VOLUNTEERS

Our volunteers inspire us every day! ✨ ✨ ✨

From folding laundry to providing much-needed socialization and enrichment, our volunteers used their unique talents and skills to help animals in need. Volunteers are vital to our mission, and we are so grateful for each person who gave their time to ensure every animal has a life worth living! Due to the pandemic, there were limited volunteer opportunities at the beginning of the year. However, our dedicated team returned with an even greater passion for our mission!

**460**

volunteers

**74,092**

hours donated





## TRAINING COURSES

30

classes hosted

250+

participants

## COMMUNITY RESOURCES

Our public training courses and consultations equip our community to prevent and handle the challenges they face as pet owners. Education reduces the need to surrender due to behavior issues. Currently, we offer three comprehensive, six-week courses at our new training space in River Ridge Marketplace including:

- Puppy Kindergarten
- Canine Manners
- Beyond Basic Manners

**Our courses help dogs and their owners prepare for a paw-some lifetime together!**

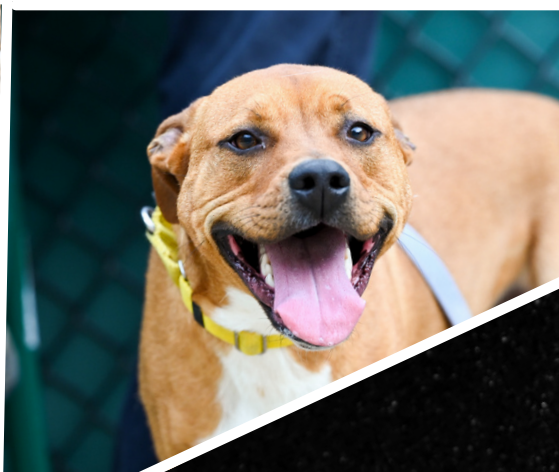




## BEHAVIOR REHABILITATION

### SECOND CHANCES

Over the past year, we have seen more animals with severe behavior issues than ever before. Our dedicated experts apply innovative strategies to address complex challenges that could prevent their adoption, working with them for weeks or even months at a time to ensure they can thrive in a safe, loving home and out in the community.





# Winnie's Story



When Winnie first came to us, she was so fearful she had to be carried outside for potty breaks then carried back indoors and placed in her kennel. Otherwise, she would just freeze and "pancake" to the floor, terrified.

On Hiking Hounds outings, she had to be lifted into the car and carried across bridges during the hike. Everything new was scary! Since Winnie came to us as a stray, we knew nothing about her past. Our staff, volunteers, and behavior team did everything to help and support her!



Once she built her confidence and trust in people, Winnie took every opportunity to climb into someone's lap, give kisses, and beg for belly rubs. And now, she'll never have to be scared again, because she has a new mom of her very own to love and protect her!



## COMMUNITY SOLUTIONS

*Keeping pets with the people who love them* ✨

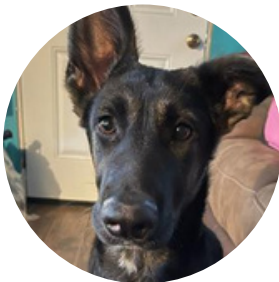
### IT STARTS WITH PREVENTION.

Our Community Solutions program works to increase access to pet services, so families don't have to face the difficult decision of surrendering a pet.

Amid the pandemic, Buncombe County pet owners experienced hardships like never before - we stepped in and provided record-breaking assistance to help them care for and keep their beloved pets.

- **4,645** animal care supplies provided to **2,299** families.
- **300+** services provided to families in need to avoid penalties or the removal of pets.
- **492** lives saved or improved through veterinary assistance vouchers.
- Provided vouchers to spay/neuter **1,169** intact pets.
- **4,102** helpline calls answered
- **113,161** pounds of pet food provided to people and pets in need
- **1,061** days of temporary emergency boarding provided to **33** pets

**6,120** animals in the community received **7,440** services



### HELP FOR ZEUS

We got a call on our helpline from a woman who desperately needed care for her puppy, Zeus. He was given to her by a family member who could no longer care for him, and a few days later, Zeus started to get sick. She couldn't afford the vet visit and treatment, but she was beside herself seeing him suffer.

With our help, she brought Zeus to a clinic where he was diagnosed with parvo, a highly contagious and deadly disease. Thankfully, they were able to begin his treatment right away and he was sent back home with detailed care instructions. A week later his owner messaged us saying, "I have great news! Zeus is doing so well! We're so happy he is back!"



## FOSTER

When an animal needs some time to recover from a sickness or injury – or needs to be socialized – we depend on our network of foster homes.

**1,362** animals fostered by **446** local families



Soy came to us with a severe leg injury. After a medical assessment, she was immediately put into foster to get the care and love she needed in the comfort of a home. Eventually, our medical team decided that her leg needed amputation.

The surgery was a complete success and Soy didn't mind being a tripod kitten one bit!



As she was healing, her foster family realized she had found her forever home with them. With her personality shining through her struggles, Soy's new family renamed her Ruby, "because she is a precious gem."

**Our team works hard to save the lives of neonates like Aiden to ensure that the most vulnerable have everything they need to grow up strong and healthy.**





## RELOCATION

Our Relocation Program sends hundreds of animals to partner shelters across the country each year. Due to the low number of strays in these areas, shelters are willing to place our animals into their care, providing us with more space to take in additional Buncombe County animals. The average length of stay for animals who have been relocated to other shelters is just three days before they're adopted!

### How does our relocation program work?

- 1** A rescue partner is identified and confirms they have space to take in adoptable animals.
- 2** Our Relocation Coordinator works with the partner to discuss what types of animals they have space for and any preferences. For example, Hound dogs are more uncommon in the northeast, and partners in that region are often excited to receive hounds. Our staff then identifies adoptable animals to send.
- 3** Staff then ensures all transport animals have the required medical workups to travel. All the animals are loaded and ready to travel first class on the transport day. With temperature control, spacious crates, clean litter pans (for cats), ice water, calming pheromone spray, and frequent checks, we make sure they are as comfortable as possible!

**586** lives were saved through relocation



## Sarah & Kitten

### WHEN SARAH'S CAT "KITTEN" ESCAPED AND COULDN'T BE FOUND, SHE DESPERATELY HOPED HE WOULD RETURN.

---

Sarah had adopted her new family member from AHS and although she picked out a name for him, he only ever responded to "Kitten" and so it stuck!

"He literally slept in my arms like a teddy bear every night and we adored each other so much," Sarah shared. One night a big gust of wind popped the front door open just enough for Kitten to slip out. "I freaked out and ran after him, which I always thought afterward was my biggest mistake. He's a scaredy-cat! Why did I chase him? To this day, I can still picture so vividly him just bolting into the woods after I was inches from picking him up."

Sarah posted Kitten's picture on social media and around town and even set up a camera to try and find him. "I honestly slept in the living room with the front door propped open hoping he would slip back in. We ended up having to move, but I never lost hope that he was out there trying to find us."

### DAYS TURNED INTO WEEKS, AND WEEKS TURNED INTO YEARS.

Then, nearly three years after Kitten went missing, Sarah got an unexpected call. Kitten had been found as a stray and brought to Asheville Humane by a kind stranger. Our admitting team scanned his microchip and called the number listed. Sarah cried with relief as she heard the news and excitedly drove to the shelter within an hour of receiving our call.

### AS SOON AS THEY SAW EACH OTHER, KITTEN LOUDLY MEOWED IN RECOGNITION AND EXCITEMENT!



"Being reunited two and a half, nearly three years later was the biggest shock! I always knew he would come back I just never imagined what that day would look like.

**NEVER LOSE HOPE FOR OUR LOST FLUFFY ONES. I KNOW IT'S CRAZY, IT SEEMS IMPOSSIBLE, BUT MIRACLES DO HAPPEN."**

---

**1,002**

lost pets were  
reunited with  
their families!





## THRIFT STORE

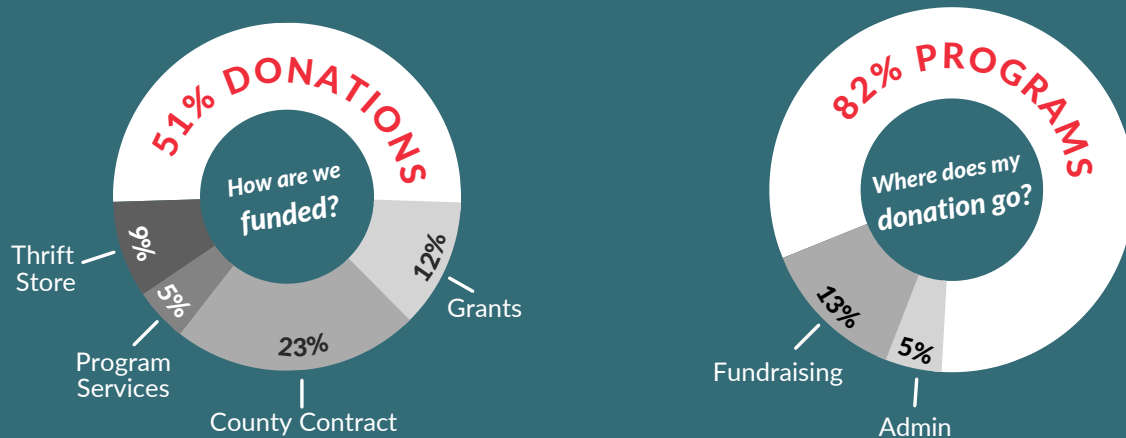
# Not all thrift stores are created equal.

When you shop or donate to our resale boutique, you're helping countless animals as 100% of our proceeds benefit pets in need! This year we moved the thrift store to a new location at River Ridge Shopping Center in East Asheville. This move generated tremendous revenue growth! The earnings brought in from our Thrift Store are essential to running and expanding our programs.

## 2021 FINANCIALS

### WE MAKE EVERY DOLLAR COUNT. HERE'S HOW WE'RE PROVING IT.

We take financial responsibility and transparency seriously here at Asheville Humane Society. We know your trust in us is as valuable as the money you give.



### THIRD-PARTY ENDORSEMENTS



Asheville Humane has earned the highest rating from Charity Navigator, America's premier charity evaluator.





## FINANCIAL & GIFT IN KIND PARTNERS

*The Grey Muzzle Organization*

*Petco Love*

*Subaru of America, Inc.*

*Chewy.com*

*PetSmart Charities, Inc.*

*McGuire, Wood & Bissette, P.A.*

*Tony Stewart Foundation*

*ASPCA*

*Bissell Pet Foundation*

*Prestige Subaru*



**You** make these stories **possible!**





ON BEHALF OF ALL THE ANIMALS,

**THANK YOU!**

