



Pet Access League Society 2013 Annual Report

APRIL 2014

MISSION STATEMENT:

To enhance the lives of Calgarians, through the known human-animal bond, with pet visitation therapy, program development, research, education and collaboration.

BOARD OF DIRECTORS

President Holly Yaschuk
Vice President Mary Vernon
Treasurer Jill Chambers
Secretary Lee Sudrich
Veterinary Director ... Dr. Wanda Vockeroth, DVM
Jodi Flaig Director
Camelia Wong Director
Mary Vernon Director

STAFF

Diana Segboer Executive Director
Joan Andersen Volunteer Coordinator

STATISTICS AS OF DECEMBER 2013

Board Members	7
Total Active Volunteers	332
Clinics	81
Visiting Volunteers	251
Visiting Dogs	241
Visiting Cats	11
Visiting Guinea Pigs	2

PALS OFFICE

3019 21st Street NE, Calgary, AB

Phone 403-250-7257 Fax 403-250-9273

Email: info@palspets.com Website www.palspets.com

Charitable Registration number 10781 1879 RR0001

FACILITIES VISITED:

Carewest Facilities: Colonel Belcher Veterans Care Centre, Dr. Vernon Fanning Centre, Garrison Green, George Boyack Carewest, Glemore Park Carewest, Royal Park Carewest, Sarcee Carewest, Signal Pointe Carewest.

Hospitals: Alberta Children's Hospital, ACH Urgent Care, Foothills Hospital, Peter Lougheed Hospital, Rocky View General Hospital, South Health Campus

Extendicare Facilities: Cedar Villa Extendicare, Hillcrest Extendicare

Intercare Facilities: Brentwood Care Centre, Chinook Care Centre, Millrise Care Centre, Southwood Care Centre.

Other longterm care facilities: Bethany Care Centre, Bethany Harvest Hills, Beverly Centre, Beverly Centre Midnapore, Bow Crest Care Centre, Bow View Manor, Central Park/Mt Royal Care Centre, Scenic Acres Retirement Care Centre, Wentworth Court, Wentworth Residence, Whitehorn Village, Mayfair Care Centre, McKenzie Towne Care Centre, Father Lacombe Nursing Home, Glamorgan Care Centre, Edgemont Retirement Residence

Other: Emily Follensbee School, Ronald McDonald House, Dr. Gordon Townsend School, CYOC Calgary Young Offenders Centre, Story PALS, Rotary Flames House, Autism Society Residence

Special Events and Visits:

Christ Church Blessing of the Animals, Autism Society, Light House, Peter Coyle Place, Mustard Seed, ARBI, Secura Care Homes, Canyon Meadows Retirement Residence, Telus Spark Greatest Hits, Douglasdale School Autism visit, SAIT puppy room, Robert's House, Kerby Centre Classic Life Care, Brenda Strafford, Monterey Place, Eau Claire Retirement Residence, Confederation Park Seniors Community, Sir John Franklin School, Providence, Telus Spark Special Visit, Bethany Harvest Hills Club 36, Rocky Ridge Manor, PREP, King Tower, Staywell Manor, Evergreen Retirement, Newport Harbour Care Centre, Agape Hospice, Bell Street Group (Vecova), ACH Mini Stampede Parade, Hull Stampede Breakfast, ARBI Stampede Breakfast, U of C Puppy Rooms, St Mary's University College Puppy Rooms, St Ambrose University College Puppy Room, Art Market, Shaw Charity Classic, Twas the Night, Dogs and Cats in The Mall, Kerby Centre Senior Fair, Cerebral Palsy Association

President's Message . . .

The 2013-2014 year was another busy year for PALS! Not only am I honoured to be the president of the PALS board of directors, I'm thrilled to be a volunteer with my dog, Chaser for now over 6 years. I look back at this time and we love each and every visit and being involved in such a rewarding organization.

We wish our new Executive Director, Diana, a happy first anniversary – with her refreshing leadership, energy and new ideas she has led PALS in a new direction! She has jumped in with both feet, reinstating our quarterly newsletters, speaking at events including a public relations event at the Kerby Centre and securing new funds from corporate Calgary. She also led the creation of our newest program – the Puppy Rooms at SAIT, the University of Calgary and St. Mary's College. The very long line-ups by stressed-out students show the success of this program.

A huge thank you goes out to Joan Andersen for her continued commitment to PALS and our volunteers and we give a very warm welcome to our newest office greeter, her puppy Bobbi. We also welcome, Linda Street, a long time volunteer and now our newest part-time staff member.

Everything is coming up flowers for PALS! Last spring we conducted a rewarding flower basket fundraiser – this quick and fun-draiser led to over \$2900 raised. We will be bringing this back again this spring! Over the Christmas season, we also sold poinsettias – this second flower fundraiser led to an additional \$805 being raised.

This summer PALS had a great opportunity to host a food service booth at the Shaw Charity Classic – long hours of flipping grilled cheese sandwiches and serving beverages, got us over \$2750. The Alberta Children's Hospital Stampede Parade and the Hull Family Services Stampede Breakfast are two sunny activities

that our volunteers love!

Our ever popular, Dogs & Cats in the Mall raffle and Telus Convention Centre's Art Market booth relief and public relations table were a huge success! PALS was invited back to the Telus SPARK 'Biggest Hits' night – where 100's of big kids gathered to visit our pets. In the spring and fall, we continued with our popular Story PALS program with Calgary Public Library. Our special visits continue at the Mustard Seed and the Golden Age Club.

Christmas came and we were a charity of choice at the Core's Twas the Night shopping event – our PALS table was the biggest draw of the night.

On the Board of Directors front, we engaged our volunteers and facilities and with this input, we finalized our 5 year strategic plan. We then met in September and conducted a board development workshop and reviewed the roles, responsibilities and priorities for the organization.

PALS in the media! Check out the Shaw video showcasing our programs and volunteers on our website.

We look forward to 2014 with new programs at the Calgary International Airport and the Calgary South Health Centre, our Casino fundraiser in May, and our first entry in the charity challenge in the 50th running of the Calgary Marathon and a new webpage to be rolled out very soon.

We saw over 90 new volunteers added to PALS this year – welcome to the PALS family, you will love volunteering with your pets and the interaction with the people we visit. A big thank you to our volunteers both the two and four legged, you have spent 1000's of hours this year giving back – you are the core to our organization.

Looking forward to another rewarding year,

Holly Yaschuk

PALS President



Pet Access League Society
Statement of Financial Position
As at December 31, 2013

	2013	2012
ASSETS		
Current assets		
Cash	\$ 59,460	\$ 111,562
Accounts receivable	785	666
Good and services tax receivable	1,063	230
Prepaid expenses	679	679
	<u>61,987</u>	<u>113,137</u>
Property and equipment (note 3)	<u>1,729</u>	<u>3,700</u>
	<u>\$ 63,716</u>	<u>\$ 116,837</u>
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable and accrued liabilities	\$ 6,636	\$ 3,979
Wages payable	1,997	6,516
	<u>8,633</u>	<u>10,495</u>
Deferred contributions (note 4)		
Related to operations	-	59,400
Related to property and equipment	500	700
	<u>9,133</u>	<u>70,595</u>
Net assets		
Invested in property and equipment	1,229	3,000
Unrestricted	53,354	43,242
	<u>54,583</u>	<u>46,242</u>
	<u>\$ 63,716</u>	<u>\$ 116,837</u>

Pet Access League Society
Statement of Changes in Net Assets
For the Year Ended December 31, 2013

	Invested in property and equipment	Unrestricted	2013	2012
Net assets, beginning of year	\$ 3,000	\$ 43,242	\$ 46,242	\$ 55,376
Excess (deficiency) of revenue over expenses	(1,771)	10,112	8,341	(9,134)
Net assets, end of year	<u>\$ 1,229</u>	<u>\$ 53,354</u>	<u>\$ 54,583</u>	<u>\$ 46,242</u>

Pet Access League Society

Statement of Operations

For the Year Ended December 31, 2013

	2013	2012
Revenue		
Casino	\$ 59,400	\$ 51,089
Donations	33,283	31,095
Grants	30,623	9,437
Fundraising	26,346	11,366
Memberships	2,725	4,438
Interest income	-	641
	<u>152,377</u>	<u>108,066</u>
Expenses		
Salaries and wages	92,827	80,404
Rental	15,600	15,836
Professional fees	11,815	4,989
Fundraising	7,108	3,007
Office expenses	5,430	2,840
Insurance	2,370	1,895
Repairs and maintenance	2,118	387
Telephone	2,107	1,973
Amortization	1,971	1,731
Interest and bank charges	1,211	648
Travel	868	500
Volunteer	452	2,805
Training	159	185
	<u>144,036</u>	<u>117,200</u>
Excess (deficiency) of revenue over expenses	<u>\$ 8,341</u>	<u>\$ (9,134)</u>

Pet Access League Society

Statement of Cash Flows

For the Year Ended December 31, 2013

	2013	2012
OPERATING ACTIVITIES		
Cash receipts from donations, grants and fundraising	\$ 92,658	\$ 127,160
Cash paid to suppliers and employees	(144,760)	(112,963)
	<u>(52,102)</u>	<u>14,197</u>
INVESTING ACTIVITIES		
Purchase of property and equipment	-	(1,502)
INCREASE IN CASH	<u>(52,102)</u>	<u>12,695</u>
Cash, beginning of year	111,562	98,867
Cash, end of year	<u>\$ 59,460</u>	<u>\$ 111,562</u>

Strategic Plan

In October of 2013 PALS finalized the Strategic Plan that had been in the works since August and that will be the guiding tool for growth and sustainable for the organization for the next 3 to 5 years. In order to move forward with the PALS strategic plan, it was important to obtain feedback from some of the most important stakeholders: the volunteers, the clients, and the facility managers. For the volunteers and facility managers, an open-ended questionnaire was used. It was intended to measure three key areas: overall satisfaction, whether PALS mission is being achieved, and whether outcomes can be observed.

The feedback from the stakeholders was so valuable in providing us ways to improve what we do, how we interact with the residents and the volunteers and areas of potential growth.

Below is some of the feedback we received.



"Volunteering should be part of everyone's life. With PALS it becomes an introspective journey into motivation and the reaches of your soul. It has been and will continue to be a growth opportunity." [PALS Volunteer]

"Residents love the visits, look forward to them. Residents always ask when they will be back and many have a 'favorite' dog." [PALS Facility Manager]



"The most important impacts are targeting clients that are often socially isolated and targeting patient that are not appropriate to attend other group programs due to behaviors and benefit from interaction with animals. These interactions are particularly significant for patients that are difficult to engage in other activities, and will show positive interactions such as smiling, laughing and talking." [PALS Facility Manager]



"Through the PALS interactions, patients demonstrate fewer negative behaviors... The PALS program offers patients to receive unconditional acceptance through interactions with pets." [PALS Facility Manager]

"I was a long-term care patient at The Fanning Centre and could not walk. PALS would visit the main seating area, and I could hear that there were animals (dogs), and I wanted to visit, but no staff was available to help me out of bed into a wheelchair. Taught myself to transfer to a wheelchair from a hospital bed, and looked forward to the visits. Motivated me to learn to use a walker and I checked out of The Fanning Centre and adopted a dog. This lovely miracle of a dog helped me learn to walk again, and I vowed to give back to PALS if I could. Also, my Father was one of the first volunteers when the organization started." [PALS Volunteer]



"I feel that twice a month visits are not enough. We always have people coming up to us asking what unit we are going to and how they wish we would go to their families unit." [PALS Volunteer]



Wherever we could be . . . PALS was there!



Dogs and Cats in the Mall
Leilus Spark Biggest Hits

STAMPEDE PARADES

Twas the night

Story PALS

Spring Basket Fundraiser

Shaw Charity Classic
Golf Tournament

**PUPPIES
PROWLS**



