

Second Chance Animal Services, Inc.

2019 Annual Report



Helping 40,000 Pets in a Year



"More Than Just a Shelter"

MISSION STATEMENT

TO provide temporary shelter to stray, abandoned, and surrendered animals for the purpose of finding permanent suitable new homes.

TO provide assistance and financial aid to prevent overpopulation through spaying and neutering programs.

TO support a healthy pet community and responsible animal husbandry by providing reasonably cost general veterinary services, as well as low/no cost general veterinary services to those unable to afford care for their pets.

TO provide low/no cost general veterinary services to animal control agencies, animal shelters and rescues.

TO establish cross-referral networks with local "for profit" veterinary doctors and clinics.

TO provide assistance and information to others whose purposes are consistent with the purpose of Second Chance Animal Shelter, Inc.

OUR VISION

Second Chance Animal Services will be a model shelter for Animal Welfare, addressing the issues of pet over-population, suffering, abuse and euthanasia of healthy adoptable animals locally, state wide, nationally and internationally, by providing services and programs that focus on the correction of the root causes of these issues. We will be the exemplary animal welfare organization, executing exceptional business practices, offering cutting edge veterinary care, services and community based programs that establish Second Chance as the model to revolutionize animal welfare.

BOARD OF DIRECTORS:

Chairman of the Board
President & CEO
Vice President
Treasurer
Secretary
Member
Member

Joe Blancato, Sr.
Sheryl Blancato - founder
Robert White, Esq.
Curtis Schoen
Rebecca Austin
Sara Gasparrini
Heather Gablaski

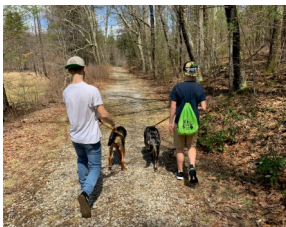




2019 Highlights

Year after year, Second Chance continues to help more and more pets. Here's a glimpse into some of the many ways we improved the lives of over 40,000 pets in 2019:

Dogs Day Out & Cat Pawsitive:



Second Chance introduced two new programs that not only enrich the lives of shelter dogs and cats while they wait to be adopted, but can also shorten their wait. Dogs Day Out gives canine residents the opportunity to go on short field trips with volunteers, promoting them out in public with ADOPT ME bandanas and leashes while giving them a break from the shelter environment. Second Chance was chosen by the Jackson Galaxy Foundation to pilot the Cat

Pawsitive program which introduces positive reinforcement training to cats. Volunteers worked with cats, helping them to maintain and develop social skills, even teaching them tricks. The results of these new programs included happier pets which means shorter shelter stays.

Hurricane Dorian: We were called to action as Hurricane Dorian approached land, delivering much-needed supplies and rescuing cats airlifted from a shelter the storms path. Among the cats rescued were two with considerable medical needs. With three veterinary hospitals, Second Chance was uniquely qualified to help these pets that other organizations had to turn away. Our passionate medical team tended to their needs and they were both adopted.



Combatting Parvo & Helping Pets with Extensive Medical Needs: Our three full-service veterinary hospitals continued to help not only pets at risk with extensive medical needs from other shelters, but also helped pets right here in our local communities. A two hour vaccine clinic was extended beyond eight hours to



ensure every pet in line was protected after a Parvovirus outbreak in Springfield. A dog diagnosed with a cancerous tumor at another vet hospital got a 'second chance' when our subsidized rates made a life-saving surgery more affordable. An orphan kitten born without eyelids was given the critical care he needed to not just survive, but thrive. An injured puppy in an overcrowded shelter came to Second Chance hoping to some day run pain-free and now, after surgery, is helping her new owner with special needs live a better life.



ADOPTION CENTER

"Every Pet Deserves A Second Chance"

2019 Adoption Statistics: ANIMALS ADOPTED 1,536

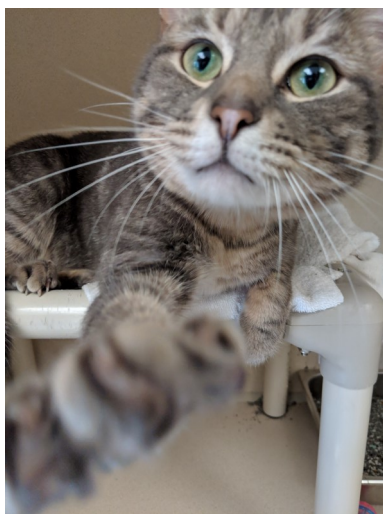


Our adoption statistics represent pets that entered our Adoption Center and were rehomed. They do not include the many pets that were able to stay in their homes through the benefit of Second Chance Animal Services many programs, which is one of the most important measures of our success.

The 1,536 adoptions represent 3.8% of the 40,000 animals that were helped. The remaining of 38,464 or 96.2% were helped through our medical programs

and our community outreach programs. By helping pet owners with the fundamental causes of surrender and abandonment, more and more animals are able to stay in their loving homes instead of enduring the emotional upheaval of being separated from their families with a lack of financial ability to provide for their medical and/or behavioral care. The need to provide temporary sheltering for companion animals will never go away, but we strive to minimize the emotional trauma faced by animals, as well as the families who are forced into surrender as an only option.

As space allows, Second Chance also takes in pets from other shelters, rescues, and animal control to prevent unnecessary euthanasia.



COMMUNITY VETERINARY HOSPITALS



Second Chance employees a staff of 9 fully licensed veterinarians and 22 veterinary technicians who provide the highest level of quality care utilizing the most advanced equipment available. The hospitals are equipped with full in-house blood analysis, digital diagnostic x-ray, digital dental x-ray, ultrasound,

urine analysis as well as state of art hospital management software allowing access to patient records regardless of which location our clients are seen. We are able to offer full array of elective surgeries beyond spay/neuter, including mass removal, orthopedic procedures, dental surgery, and much more, providing patients a full range of veterinary care. An advance care unit in our North Brookfield Hospital can care for critically ill pets.

All three hospitals offer weekly walk-in vaccine clinics. Our North Brookfield and Worcester locations offer a “Spa Day” that provides nail trims and monthly flea treatments for those pets who are difficult for owners to do at home. Spa Day is scheduled to begin at our Springfield location in January 2020.

Hospital pricing is competitive with private veterinary clinics, and we offer subsidizing pricing for qualified households. Subsidized qualifications require pet owners to provide evidence of total household income at or below 150% of the federal poverty level.

Fur-ever Together Keeping Pets and Their Families Together Spay/Neuter Clinic

A total of 6,198 pets were spayed/neutered at our Community Veterinary Hospitals in 2019 (up slightly from 6,162 in 2018) by our medical staff, trained in cutting edge Humane Alliance surgical techniques. The protocol shortens the time animals are under anesthesia during the surgery, reducing the potential risks of anesthesia. The surgical units are equipped with state of the art equipment including heated surgical tables, pulse/ox monitors, Cardell units (for monitoring, recording, and alarming physiological parameters of the animal) and other critical monitoring equipment. Incisions are extremely small, lowering the risk of infection as well as enabling a faster healing time.



PROGRAMS

Project Good Dog

Second Chance is passionate about fostering the bond between humans and animals through innovative programs. Project Good Dog achieves this goal in a unique way. Launched in 2015, it matches dogs with inmates in the pre-release programs of local correctional institutions. 2019 partners included: Worcester County Correctional facility, NCCI Gardner Correctional facility and the Hampden County Sheriff's Department. Inmates and our dogs live together 24/7 in the housing units. The inmates, trained by our staff, help them overcome behavioral issues, enhancing their opportunities for adoption. In addition, the program also helps dogs that might need longer stays at our shelter. Receiving the 24/7 attention better adjusts them to what life will be like in their new forever homes. This keeps our limited foster homes open for shorter stay pets and helps to increase the success of adoption for dogs with behavioral and medical issues.

The program has gained national for the way it also enriches the lives of the inmates, bringing about positive results for the handlers who learn patience, compassion and responsibility. The handlers have embraced the program and are grateful for the opportunity to bond with our animals during their stay. One said *"while I feel like I was able to help my assigned dog get better, it was him that helped me get better. All those hours spent with him have softened that part of me that had become calloused after so many years in prison, and reminded me that caring about and helping others is an important part of being a member of humanity."*

Helping Hands Outreach Program

The "Helping Hands" program provides low cost spay/neuter and veterinary care to rescues, shelters, and municipal facilities assisting about 65 groups.

Feral Cat Spay/Neuter - FAST (Feline Alliance Sterilization Team)

"Spay Worcester," which has focused on the issue of feral cats in the City of Worcester, is now part of our total feral cat services. This program is for feral (wild cats, not house pets) and barn cats. Surgery for the ferals is done weekly at each of our hospitals. Trappers can borrow humane traps to assist caregivers and groups in trapping feral cats for transport to Second Chance.



PROGRAMS (Continued)

Home Bound to the Rescue

Home Bound to the Rescue uses two 26 ft Mobile Units to bring services right to the doorstep of pet owners. Second Chance goes right into elderly and low income housing complexes, to help keep pets healthy and up to date on vaccines. This prevents our seniors from having to choose between their pets needs and putting food on their table. Thanks to a two grants awarded by the Greater Worcester Community Foundation (Jepson Memorial Fund for Brookfield and Leicester Savings Bank Fund) the program continued to provide care in 2019.



Party for Pets Children's Program

Since its inception in 2008, the “Party for Pets” program has been an important part of our educational outreach. The program was created as an extension of the school programs that promote the involvement of children with the plight of homeless pets, but adds an individual theme. Children can be part of helping homeless pets on their birthdays by hosting parties and requesting gifts for the animals instead of themselves. In return, the shelter provides the children with a gift of a t-shirt, lapel pin and animal related party favors for their guests. Designed to increase youth awareness to the plight of shelter pets and instill a profound respect for all animals, it continues to inspire a generation that abhors animal abuse and neglect and has a profound love of animals.

Educational Outreach Program

The Educational Outreach program sends guest speakers to local schools to promote responsible pet ownership and offers tours of our facilities to local school youth groups. In 2019 Second Chance focused on training new educational outreach volunteers to meet the growing number of requests from area schools and groups. Schools use this program in conjunction with their own community service programs, hosting fundraisers or other similar projects to benefit pets in need. Second Chance utilizes therapy dogs at the events, allowing the children a hands-on experience with our trained dogs and their handlers.



Pet Food Pantry

The Pet Food Pantry, established in 2009, and located at our East Brookfield Adoption Center, continues to provide cat and dog food to area human food pantries. The program has grown to provide assistance to 17 food pantries through out the state. This allows pet owners to keep their pets with them during difficult financial times when they cannot afford the cost of food on their own. It is an integral part of our “Surrender Prevention” and community based focus.

EVENTS AND FUNDRAISING

During the year Second Chance holds several major events and takes part in a number of locally sponsored events in the communities that we serve. Our major events in 2019 included:

The 20th ANNUAL DINNER AUCTION

Held in March each year, it is a night of fun together with other animal lovers who support our organization and our efforts to provide the services we do.



7th ANNUAL GOLF TOURNAMENT

An 18 hole, scramble format tournament held at Leicester Country Club in July, provides golfers of all skill levels to compete for great prizes while enjoying a great day on the links.

7th ANNUAL CAR SHOW

In 2019, the Annual Cruise for Critters moved to Westview Farms Creamery and featured a vendor fair, K9 demo, pumpkin picking and handmade ice cream in addition to the popular end-of-season car show.



20th ANNIVERSARY CELEBRATION

In October, Second Chance staff, volunteers and supporters gathered for a gala to mark 20 years of changing the lives of pets in Massachusetts and beyond.



2nd ANNUAL HALLOWEEN BARKTACULAR

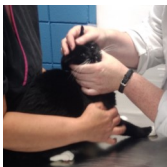
The community-based fundraising event bringing families and pets together to celebrate the spirit of Halloween returned for a second year to Camp Marshall.

MOBILE ADOPTION & EDUCATION EVENTS

Monthly adoption and education days were held at PetSmart in Framingham, Northborough, Hudson, Hadley, Chicopee, and Millbury, and at Petco locations in Holyoke, Shrewsbury, Auburn, and Sturbridge, as well as PT Pet Supply, Klem's and Pet Supply Plus. The events promote awareness of our work as well as showcase adoptable pets. Information is provided to educate owners on the myriad of programs offered to keep their pet healthy and happy.



WELLNESS/VACCINE CLINICS IN THE COMMUNITY



Our mobile vehicles provide medical care as well as vaccine clinics directly to communities where pet owners do not have the ability to reach our physical hospitals.

PIONEERING LIFESAVING PROTOCOL FOR PREMATURELY BORN KITTENS



Second Chance Animal Services published preliminary results of research developing a lifesaving protocol for prematurely born kittens that is dramatically improving the survival rate for helpless young kittens.

Second Chance studied 21 premature orphan kittens, increasing the survival rate at the six-week mark by 33% using the protocol developed by their veterinary staff. This is a remarkable improvement for the fragile underage kitten population facing a survival rate near 0% without the protocol.

Continued study and additions to the protocol are expected to produce even greater success. The survival rate with recent changes has already increased. Further study is expected to advance the protocol, increasing survival rates and the success of these kittens long term.

PETS FOR LIFE

Second Chance continued as the only “Pets for Life” mentorship program in the state of Massachusetts thanks to funding provided by PetSmart Charities and the mentorship of The Humane Society of the United States. The program, providing 500 free spay and neuter surgeries to the underserved residents of Worcester’s zip codes 01608, 01609 and 01610, expanded coverage to include the 01105 and 01108 zip codes in Springfield and the cities of Fitchburg and Leominster. We also supplied food, dishes and other supplies to these residents.

Follow us



@secondchanceanimals



@secondchanceas



@secondchanceas

Visit us at secondchanceanimals.org



A Letter from the President

2019 was a momentous year as we celebrated our 20th anniversary, looking back at where we started and where we are today as we begin to bring to life another new endeavor. It is hard to believe the transformation that Second Chance has undergone in just 20 short years. What started out as a small way to help homeless animals through sheltering quickly grew to include spay/neuter and then focused on the medical needs of pets in the community. Second Chance worked tirelessly to open one, then two, then three full service veterinary hospitals focused on providing access to veterinary care for everyone. These hospitals offer subsidized rates for qualified households to ensure that every pet has a chance at a pain free and healthier life.

Mobile veterinary programs and adoption events remained an integral part of Second Chance. Programs such as Project Good Dog are helping to correct the behavioral needs of dogs to help them on their way to adoption. Homebound to the Rescue was created to meet the needs of the elderly pet owners. The list goes on and on. It is never enough for Second Chance to be satisfied with what we are doing today. We continue to look for more ways to reach every animal that needs help, developing and implementing programs that can bring assistance to the families that love their animals so much.

As 2019 drew to a close, we were excited to announce on Christmas that we had acquired a building to house our fourth veterinary hospital. But this was not just another hospital. It was also a partnership with Bay Path Vocational High School to provide an educational platform for their students. Classrooms would be a part of this building along with our newest hospital. The students would have a real life experience working beside our trained veterinary staff to learn what helping pets in need is all about. It is an exciting new endeavor, one that provides our youth a path to helping pets in need and with a job that will provide fulfillment and feed their passion for the welfare of all animals.

2019 witnessed another milestone as Second Chance helped a record 40,000 pets through the many programs and services that we offer every day. These include adoption, veterinary services, spay/neuter, pet food pantry, and the myriad of other ways that Second Chance is truly making a difference in the lives of pets.

This could not be done without the generous support of our donors who truly care about pets and believe in what we do, a dedicated group of staff and volunteers that help to further the mission, a great Board of Directors providing oversight and guidance and the pet owners who turn to us to help keep their pets healthy, happy and in their loving homes. We are grateful to the partnership of our dedicated staff and volunteers and the supporters who make it possible for us to do what we do. We are committed to truly changing the face of animal welfare. One that recognizes, addresses and fixes the root causes of animal suffering. Simply treating the symptoms is no longer acceptable. We have a moral and ethical responsibility to bring about equality of care to those pet owners who need help the most, whether it be sheltering a homeless animal or caring for an animal who needs help in so many other ways.

Sincerely,
Sheryl Mancato
President and CEO

Second Chance Animal Services, Inc.

ADOPTION CENTER

**111 Young Rd., P.O. Box 136
East Brookfield, MA 01515
Tel. (508) 867-5525 Fax. (508) 867- 5019**



COMMUNITY VETERINARY HOSPITAL

**372 North Main St.
North Brookfield, MA 01535
Tel. (508) 637-1333 Fax. (508) 637-1417**



COMMUNITY VETERINARY HOSPITAL

**67 Mulberry St
Springfield, MA 01109
Tel. (413) 739-2343 Fax. (413) 372-4163**



COMMUNITY VETERINARY HOSPITAL

**831 Main St.
Worcester, MA 01610
Tel. (774) 243-1234 Fax. (774) 207-5493**



ALMOST HOME FACILITY

North Brookfield, MA



**Email: info@secondchanceanimals.org
Website: www.secondchanceanimals.org**