

Second Chance



Animal
Services™



“More Than Just a Shelter”

2020 Annual Report



**Helping 40,000
Pets in a Year
Like No Other**

Our Vision

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

Our Mission

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 Services, Inc.



A LETTER FROM THE PRESIDENT

2020 was a year like no other and one that will not soon be forgotten. At Second Chance, when COVID hit, fear turned into determination which turned into innovation. We couldn't stop helping pets. That meant finding a way to keep everyone safe and still carry on our mission. We hit the pause buttons on a few programs while maintaining critical services for a few weeks as we learned to navigate this new and uncharted territory.

It didn't take long for the determination of our passionate staff to create solutions. Soon almost all programs were back up and running and at nearly full operations. It's been a long year but one that has helped us to come out on the other side with new ways to help pets, to quickly lead the way for others.

Equally amazing was the support we received during this time from those who have grown to know Second Chance. While donations quickly declined as everyone was trying to figure out what was going to happen to them and their own families, there was an overwhelming increase in those rallying behind what we were working to do. It was greatly appreciated and helped our tired team to feel good at the end of the long days.

There were so many emergency surgeries and urgent medical issues that came through our doors as vet hospitals around us closed or limited services. Our hospitals took in as many as we could. The sentiments of appreciation and understanding were truly heartwarming.

I want to thank all of you for your support as we navigated, together, this unprecedented time. It was appreciated and was a much-needed boost to all. We are all excited as we begin to see the light at the end of this long tunnel. We know we have a ways to go, but it is getting brighter.

We are excited by the prospect of being able to do more with the lessons we've learned throughout 2020. New processes, reimagining old ways to new, and working together to be there for the pets that need us most. The voices of animal lovers have always been the strongest when they come together - and now our work together can be stronger than ever as we have all grown closer and our voices stronger, working to ensure that no pet is left behind. Thank you.

Sheryl Blancato

President



Second Chance Animal Services, Inc.

250,000 Pets Helped Since 1999

At the end of 2020, Second Chance quietly passed a remarkable milestone. **We have helped a quarter of a million pets since we began as a small shelter on the side of our founder's porch in 1999.**

Over 16,000 pets have found forever homes.



Almost 60,000 pets have received spay/neuter surgeries.

Over 175,000 more pets have been helped through our veterinary hospitals, pet food pantry, and all the other programs that help keep pets in their homes with the families that love them



Board of Directors

- Joe Blancato, Sr. - Chairman of the Board
- Sheryl Blancato - President
- Rob White, Esq. - Vice President
- Rebecca Austin - Secretary
- Sara Gasparini - Member
- Heather Gablaski - Member



2020 HIGHLIGHTS COVID RESPONSE

Second Chance faced the challenges of a year like no other head on, continuing our long history of innovation. Here's a glimpse of just some of the ways we helped improve the lives of over 40,000 pets.

In mid-March, as the health crisis began to grow dire and many vet hospitals affiliated with schools were shuttering their doors, Second Chance held our ground. We became the essential workers for pets who needed help. We had to be there for pets who needed emergency care, who needed treatment for chronic conditions. We could not let them down.

Day by day, we adjusted our already stringent protocols to continue helping pets. Some programs were temporarily paused and emergency surgeries were directed to our North Brookfield hospital to conserve critical supplies that were becoming difficult to obtain. Day after day throughout the rest of the year, our staff continued to help two to three times the usual number of emergency cases.

RESCUING THE DELAWARE DARLINGS



In September, Second Chance was called to help with what may be Delaware's largest ever animal rescue intake - 183 pets.

Twenty-nine cats that had been living in deplorable conditions found refuge at our Almost Home transport facility while our veterinarians tended to their medical needs. Many of the cats were in need of dental care. Some needed treatment for skin conditions and body sores. Several were underweight. The cats had been through so much. Second Chance made it a priority to help them find homes as "foster to adopt" while they received ongoing care so they could recover at home with their new families. All the cats were quickly adopted.



SO NO PET GOES HUNGRY

Our pet food pantry, established in 2009 and located at our East Brookfield Adoption Center, became a critical program in 2020. The program distributed more dog and cat food than ever to 16 local human food pantries to keep up with the great need of pet owners facing financial struggles and turning to food pantries for help, often for the first time. An integral part of our surrender prevention, this program allows pet owners to keep their pets with them when they cannot afford the cost of food.

EVENTS & FUNDRAISERS

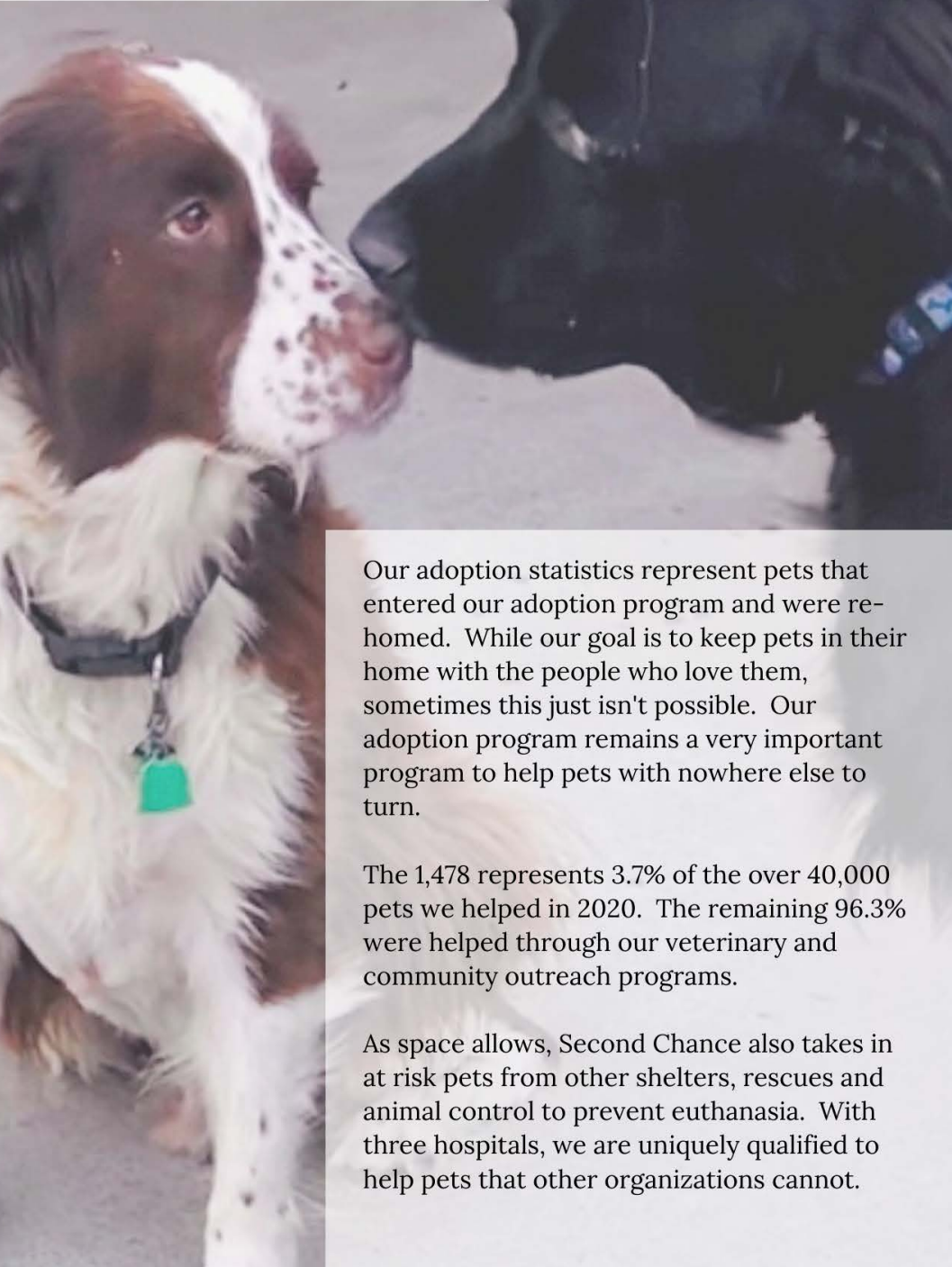
The pandemic broke just weeks from our **21st Annual Dinner Auction**. The event, originally postponed, was held in October in a wildly popular online auction format to help raise much-needed funds for all our programs.

While the 8th Annual Car Show and 3rd Annual Barktacular were cancelled due to capacity restrictions, the **8th Annual Golf Tournament** was held at a new venue - Heritage Golf Course in Charlton.

ADOPTION CENTER

1,478 Animals

Adopted in 2020



Our adoption statistics represent pets that entered our adoption program and were re-homed. While our goal is to keep pets in their home with the people who love them, sometimes this just isn't possible. Our adoption program remains a very important program to help pets with nowhere else to turn.

The 1,478 represents 3.7% of the over 40,000 pets we helped in 2020. The remaining 96.3% were helped through our veterinary and community outreach programs.

As space allows, Second Chance also takes in at risk pets from other shelters, rescues and animal control to prevent euthanasia. With three hospitals, we are uniquely qualified to help pets that other organizations cannot.



COMMUNITY VETERINARY HOSPITALS

**North Brookfield
Springfield
Worcester**

*Helping to keep pets in their homes
with the people who love them.*

Hospitals are open to all, providing access to the highest-quality veterinary care to underserved communities with subsidized rates for qualified pet owners.

Second Chance employs a staff of 10 fully-licensed veterinarians and 21 veterinary technicians to provide the highest level of quality care using the most-advanced equipment available. Our hospitals are equipped to provide complete veterinary care from routine wellness to chronic and emergency care with full in-house blood analysis, digital diagnostic & dental x-ray, ultrasound, urine analysis and state of the art hospital management software providing access to patient records across all locations.

We offer a full array of elective surgeries beyond spay/neuter including mass removal, orthopedic procedures, dental surgery and more to provide patients a full range of veterinary care. An advance care unit at our North Brookfield hospital can care for critically ill pets.

Hospital pricing is competitive with private veterinary clinics. Subsidized qualifications require pet owners to provide proof of total household income at our below 150% of the federal poverty level.

PROGRAMS

SPAY/NEUTER SERVICES

A total of 4,726 pets received spay/neuter services at our Community Veterinary Hospitals in 2020. The marked decrease from 6,192 pets in 2019 can be attributed to the programs pause due to COVID and to conserve critical supplies during the initial outbreak. Our surgery staff is trained in cutting edge Humane Alliance techniques. The protocol reduces the time pets are under anesthesia, reducing the risk of complications. State of the art surgical suites are equipped with heated surgical tables, pulse/ox monitors, Cardell units to monitor, record and alert staff to changes in patient's physiological parameters. Incisions are extremely small, leading to faster healing and reducing the risk of infection.

VACCINE CLINICS

Weekly vaccine clinics offered in our hospitals were put on hold briefly during the initial COVID outbreak. As supplies became more readily available, we resumed hospital vaccine clinics with a new pre-registration format that has worked so well, it's now permanent.

Vaccine clinics in the community were put on hold due to COVID. In late 2020, we piloted the pre-registration process to resume this important program that brings lifesaving vaccines directly to the communities where pet owners don't have the ability to reach our physical hospitals.

HOMEBOUND TO THE RESCUE

Homebound to the Rescue, a program that brings veterinary services to the doorsteps of pet owners utilizing our 26 foot mobile units, received grants from the Banfield Foundation and the Greater Worcester Community Foundation (Jepson Memorial Fund for Brookfield and Leicester Savings Bank Fund.) The program, which goes right into elderly and low-income housing complexes to help keep pets healthy and up-to-date on vaccines, was put on hold in 2020 due to COVID and is resuming in 2021.

PROGRAMS

HELPING HANDS OUTREACH

The Helping Hands program provides low-cost spay/neuter and veterinary care to rescues, shelters and municipal facilities assisting 32 groups in 2020.

F.A.S.T. PROGRAM FOR FERAL & BARN CATS

F.A.S.T. (Feline Alliance Sterilization Team) program provides spay/neuter and vaccine services for feral and barn cats to help safeguard the health of our feline community. Spay Worcester, focused on the feral cats in the City of Worcester, is now part of our feral cats services. This program is for feral (wild cats, not house pets) and barn cats. Surgery for ferals is offered weekly at all hospitals. Traps are available for loan, to assist trappers and caregivers in transport to Second Chance.

PROJECT GOOD DOG

This nationally-acclaimed program has been matching behaviorally-needy dogs with inmates in pre-release programs at local correctional institutions since 2015, providing 24/7 care and training for dogs to help them become more adoptable while giving handlers the opportunity to learn patience, compassion and responsibility. 23 dogs graduated from the program in 2020 offered at the Worcester County Sheriff's Office and Hampden County Sheriff's Department. The Hampden County program was indefinitely put on hold in April to make room for First Responder Recovery Home for frontline workers with COVID-19.

MOBILE ADOPTION & EDUCATION EVENTS

Our 26 foot mobile units promote awareness of all our programs helping pets in need while showcasing pets in search of a home in locations throughout Massachusetts. Events were put on hold in response to COVID-19 and resumed later in the year as transports resumed.

PROGRAMS

EDUCATIONAL OUTREACH

Our Educational Outreach Program, which sends guest speakers into schools to promote responsible pet ownership and offers tours of our facilities to local youth groups, had just held our first event at Warren Elementary School before COVID forced schools to turn to remote learning. Our program volunteers continued to work remotely with area Scout leaders to help create alternative pet related badge plans. There is a lengthy waiting list for tours and visits when restrictions are lifted.

PARTY FOR PETS - CHILDREN'S PROGRAM

Party for Pets, an important part of our Educational Outreach Program created in 2008 to promote the involvement of children in the plight of homeless pets, continued throughout 2020. As birthday parties changed to accommodate COVID restrictions, many of children collected gifts for pets in need instead of themselves at drive-by birthday parties. Designed to increase youth awareness for the plight of shelter pets and foster a profound respect for all animals, it continues to inspire a new generation that abhors animal abuse and neglect and has a profound love for animals.

COVID CAN'T STOP THE FUTURE OF ANIMAL WELFARE

**~An update on the
Southbridge
Community
Veterinary Hospital**



Construction continued throughout the year on the future home of the Southbridge Community Veterinary Hospital & Bay Path Veterinary Educational Center. Our fourth hospital will not only help pets in a very underserved community, but will provide a learning lab and real-world experience for Bay Path Vocational Technical High School students planning a future caring for animals.

The hospital is expected to open in the summer of 2021 and the Bay Path veterinary science program is expected to begin in the fall of 2021.

Second Chance Animal Services, Inc.

Adoption Center
111 Young Road, PO Box 136
East Brookfield, MA 01515
508-867-5525



N Brookfield Community Veterinary Hospital
372 N Main Street
N Brookfield, MA 01535
508-637-1333



Springfield Community Veterinary Hospital
67 Mulberry Street
Springfield, MA 01105
413-739-2343



Worcester Community Veterinary Hospital
831 Main Street
Worcester, MA 01610
774-243-1234



Almost Home Facility
N Brookfield, MA



Connect With Second Chance



@secondchanceanimals



@secondchanceas



@secondchanceas

Visit us at secondchanceanimals.org