

WINTER 2020



CREATING BETTER TOMORROWS

Rosie



Olive
Adopted in November



Mr. Baggins
Adopted in November



Pluto
Adopted in December



Henni
Adopted in November

"Olive is doing great! She runs around like she has been here for years! My girls have been great with her and love Olive dearly. Olive's favorite thing to do is to climb in someone's lap and take a nap. I appreciate all the communication and help from the Blue Ridge Humane Society, everyone has been super helpful and kind. We all thank you for bringing Olive into our family."

Finding happy new homes and creating new families hasn't stopped because of the global pandemic. BRHS staff facilitate adoptions digitally, as well as provide follow-up services and consults for adopters and their new pets. Find your new family member on our website!

A Tale About a Tail

Cats may have nine lives but tails have only one. Poor Harry learned this the hard way when his tail got accidentally stuck in a door. Not knowing the full extent of the injury, Harry's owner Debra tried to get an appointment at a local vet only to find a long wait time. With the expense of an emergency visit and treatment difficult, she reached out to the Blue Ridge Humane Society **Emergency Vet Assistance Program**. We were able to provide aid so Harry could get checked out. Due to the severity of the injury, poor Harry did lose part of his tail, but thanks to his owner doing everything she could and with the aid from our Emergency Vet Assistance Program, he didn't have to lose his life.

Debra shares: "Thank you! I cannot put into words the heartfelt appreciation I have for you, Blue Ridge Humane, and for everybody else that had anything to do with helping my Harry. I was at such a total loss on what I was going to do. He's more to me than just a pet, he's my family. I don't think it's possible to love him any more than I already do. Please accept my heartfelt gratitude."



You can help cats like Harry with a contribution to Blue Ridge Humane Society! Visit our website at www.blueridgehumane.org, click the Donate bone, mail a donation, or stop by and see us!

Open Hearts and Warm Laps Wanted

The benefits of having a higher percentage of animals in foster families are both empirical and statistical. Knowing there are laps cuddling cats and dogs at night warms the heart, backed up by the data of healthier animals and more successful adoptions, with a 73% decrease in animal returns since the majority of animals have been in foster care over the past year.

You can be a part of this lifesaving, hands-on work by joining our foster family. We provide training, supplies, and lots of support! You provide love, time, and a little space. Together we save lives!

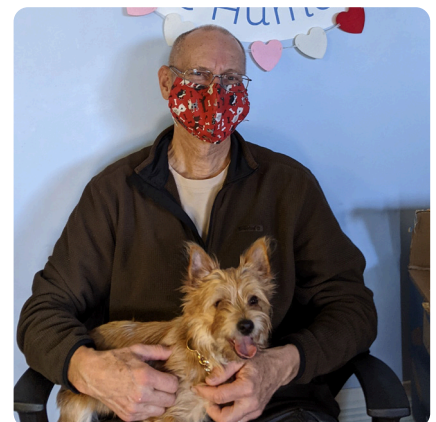
Contact Morgan, Foster Coordinator, at foster@blueridgehumane.org to learn more or with questions, or sign up at www.blueridgehumane.org/foster.



Deb volunteers at the Thrift Store during a "pricing party" to inspect, price, and get merchandise donations on the floor for resale.



Pam helps at the SNIP program, cleaning and sanitizing pet carriers in between animal drop-offs and pick-ups.



Tony assists at the Low-Cost Vaccine Clinics, adding needed extra caring hands.

2020 and COVID—A Year of Change at BRHS

When you think of volunteering at Blue Ridge Humane Society, what usually comes to mind is walking dogs, cuddling cats, and passing out treats. However, the role of the Blue Ridge Humane volunteer has always extended beyond that scope, including the dedicated Thrift Store volunteers filling regular shifts as cashiers, sorters, pricers, and stockers.

March 2020 brought activity to a screeching halt as the coronavirus crept into our community. Shifts were suspended as the Adoption Center and Thrift Store closed to the public. While the world hit pause, our work never stopped. New protocols were created, safety net programs became even more vital, and plans were developed to welcome volunteers back, albeit in very different ways than before.

Community programs, specifically **Pet Food Assistance**, saw exponential growth almost immediately in the skyrocketing needs of local pets. To keep pets in their loving homes, we've consistently provided pet food to food pantries, but 2020 saw a 37% increase in demand. We also added free pet food giveaways, feeding 2,872 animals! In order to keep up with demand, the Kibble Crew was created to prep pet food into smaller bags for distribution. Starting as a once a week, single group of five, the Kibble Crew has now grown to multiple shifts each week.

"After our Kibble Crew shift one day, we saw the van packed to the brim with all the food we had just bagged, and I think we all realized, maybe for the first time, exactly how much of an impact our efforts have made. It felt really, really good."

Dianne, Kibble Crew Volunteer

As programs reopened, the **Spay/Neuter Incentive Program (SNIP)** began working through the backlog of postponed surgeries, as well as requests for new appointments. Schedule adjustments and usage requirements added complexity and overloaded staff so a plea for help went out. Volunteers stepped up and with three new positions filled, we have been able to work on the backlog that COVID created.

"It has been amazing to watch the crew at the store pull together and think of different ways to make things work. There is also laughter to be found which makes it easier. Everyone there is doing something different than they signed up for. Yes, it can be a challenge, but it's not boring."

Deb, Thrift Store Volunteer

The **Thrift Store** is an incredible example of the power of our volunteers—the store is almost entirely volunteer run! To re-open, we got creative and put out the call to help fill regular and new positions that our COVID procedures required. Volunteers helped direct traffic during donation drop-offs, monitored occupancy, and kindly enforced mask-wearing.

The **Adoption Center** saw a complete shift in format. Foreseeing that stay-at-home orders were coming and the capacity to care for animals at the Adoption Center would be drastically reduced, we moved to get all of our animals adopted or into foster homes. Like shelters across the country, we soon realized that foster-centered processes would become the new normal for providing homes for animals instead of mass sheltering. Our initial call for fosters was easily met, and as time has passed, we now have on average 70% of animals in foster homes at any given time.

Fostering has always been an important part of animal care. It gives an animal a break from the shelter environment and provides extra attention with medical treatments or recovery. In the case of neonates, fostering literally saves their lives until they are strong and old enough to be adopted. Fosters learn more about an animal to pass on to the adopters, resulting in a better fit and smoother transition into the home.

"I cannot thank our volunteers enough for everything they have done this year. The support that I feel from this amazing community of people makes a huge difference in my day. Their dedication, compassion, and positive attitude are inspirational. Thank you, thank you, thank you!"

Megan, Community Programs Manager

NOTE: Concerns about health and safety did reduce the number of volunteers who were able to fill exposed public positions. We understand this concern and always want our volunteers to feel safe. While we miss our full slate of volunteers, we'll be excited to welcome them back when the time is right!

If you are interested in volunteering and making a life-saving impact, contact Natalie at volunteer@blueridgehumane.org or visit our Volunteer page on our website under Get Involved.

"Volunteering this year opened my eyes to so many areas outside of animal work where I could contribute and still add value. And who knew pricing parties at the Thrift Store could be so much fun!"

Kelly, All Around Volunteer

OUR COMMUNITY IMPACT 2020



776

Second chances provided through adoption and transfer



10

Average number of days an animal is with Blue Ridge Humane before adoption



30,723

Pounds of pet food provided to local food banks for pets in need



2,872

Animals fed through pet food giveaways



302

Volunteers contributing 26,698 hours, an increase of 25% over 2019



12.8

Full-time equivalent positions filled instead by volunteer hours



561

Animals fostered by 113 foster families, with 85 new fosters in 2020



113

Low-cost vaccinations provided for local pets



141

Families helped with Emergency Vet Assistance



80

Pets reunited with their families through our Lost/Found programming



754

Spay/Neuter surgeries through the SNIP program with 559 rabies vaccinations administered

People often measure an organization's success by its statistics and data. This year, our numbers tell the story of hundreds of pets and owners who received much-needed care they may not have received elsewhere. It's important to remember, though, that behind each of those numbers is an individual pet, a life that needed shelter, food, warmth, comfort, and love. This year we remained steadfast in our efforts to provide meaningful and purposeful connections with the lives of all the people and animals we touched. No matter what life throws at us, the one constant Blue Ridge Humane Society remains committed to is enhancing the quality of life for animals in our care and for pets in our community.

-Angela Prodrick, Executive Director

Pet Owner Resources

Our **Beyond Adoptions** philosophy means that we are here to help you and your pet, regardless of whether you adopted from Blue Ridge Humane or not. Even if it seems like there is nowhere else to turn, we hope you reach out.

Pet Helpline: Call or text (828) 393-5832 24 hours a day, 7 days a week, and get advice from our experts.

Pet Behavior Support: Our Behavior Manager offers complimentary consultations for behavior issues with your pet, as well as referrals for continued support. Contact Crystal at behavior@blueridgehumane.org or via the Helpline at (828) 393-5832.

Lost & Found: Text our Lost Pet Hotline at (833) 786-0730 to immediately start receiving text messages to help find your lost pet. Contact our Pet Resource Counselor at lostfound@blueridgehumane.org for assistance with lost and found animals, as well as checking the Resources section on our website.

Be a Part of Our 2021 Numbers!

Volunteer: Fill one of the vital volunteer roles and make a positive impact on animal welfare!

Foster: Open your heart to an animal who needs some TLC, a break, or extra care. Training, supplies, and support provided.

Donate: A one-time or monthly monetary, supply or merchandise donation directly keeps us going!

Shop: Stop by the Blue Ridge Humane Society Thrift Store and shop for a cause!



"I am especially pleased because of the recent news I heard about your organization helping needy people feed their pets with handing pet food out. I am able to take care of Buddy but know that if times were tough for me, I would be very upset if I could not provide all the things he is accustomed to."

BRHS Donor

Shining Bright in a Dark Year

Blue Ridge Humane Society's solid financial health and its commitment to accountability and transparency earned several distinctions during the past year.

Charity Navigator is the largest charity evaluator in America, guiding intelligent giving by evaluating charities against strict metrics. A 4-star rating is the highest level assigned by Charity Navigator. In 2020 Blue Ridge Humane Society received this coveted 4-star rating.

"Two years ago, when I stepped into my role as Executive Director, one of my goals was to earn a 4-star rating on Charity Navigator in order to demonstrate our commitment to transparency and accountability," shares Angela Prodrick, Blue Ridge Humane Executive Director. "We make it a top priority to be responsible stewards of the resources our community so graciously donates to us. We pride ourselves on the fact that our neighbors can give to us with confidence, knowing that their gifts go directly to our lifesaving mission."

Blue Ridge Humane Society also reached the milestone of becoming **Living Wage Certified** with WNC-based Just Economics in December of 2020. Living Wage Certification means BRHS actively pays and is committed to paying a living wage to our employees, demonstrating once again the commitment to being an organization of integrity and leadership. Benefits of paying a living wage increase the quality of job applicants and employee retention.

Finally, Blue Ridge Humane also achieved the **GuideStar** Platinum Seal of Transparency. GuideStar allows non-profits to provide qualitative information about goals, strategies, vision, and program metrics to show progress made toward their mission in addition to basic IRS information. This credential again shows our dedication to responsible and results-driven operations.



Staff Combine Knowledge and Passion

The animal sheltering industry has advanced from the days of "the pound" staffed by well-meaning animal lovers to a professional vocation. Blue Ridge Humane takes pride in hiring qualified staff to fill all paid positions. By ensuring that new hires already possess advanced skills, and then offering opportunities for continuing education, we can provide the highest level of animal care, services, and resources.

Meet three of our incredibly knowledgeable staff members at the Adoption Center:

Alli Conrod, Quality Care Manager, oversees the medical needs for animals in our care as well as assists with community medical programs. Alli is a Certified Veterinary Assistant through the ASPCA; she completed her Graduate Certificate in Shelter Medicine and "Compassion Fatigue Strategies" through the University of Florida. Alli is also "Fear Free" certified.

Whitney Drake, Adoption Program Manager, credentials include Certified Dog Trainer by the Victoria Stilwell Academy for Dog Training & Behavior; and completion of the Mediation Center's "Conflict Resolution for Managers," and "Compassion Fatigue Strategies" from the University of Florida, all building on her background education in Animal Sciences and Biology.

Crystal Tysz, Behavior Manager, oversees animal assessment, training plans, enrichment, and more while also providing community pet behavior support. Crystal is a Certified Professional Dog Trainer, Knowledge-Assessed from the Certification Council for Professional Dog Trainers.® She has completed extensive coursework: "Compassion Fatigue Strategies" from the University of Florida; Shelter Dog Behavior Mentorship; Defensive Dog Handling; Shelter Behavior Workshop; Aggression in Dogs Conference; HSUS Animal Care Expo; and "Fear Free" Certification.

We hope that spotlighting the significant qualifications of our staff highlights that Blue Ridge Humane is committed to achieving the highest level of care for the animals in our community.



1214 Greenville Highway
Hendersonville, NC 28792



Adoption Center

88 Centipede Lane
Hendersonville, NC 28792

Thrift Store

1214 Greenville Highway
Hendersonville, NC 28792

Administration

100-B Chadwick Square Court
Hendersonville, NC 28739

(828) 692-2639

www.blueridgehumane.org



Strut Your Mutt

5K & 1 Mile Furry Scurry

presented by Hunter Subaru

9am, Saturday, June 26

Bill Moore Community Park
Fletcher, NC

Walk, run, strut, or scurry with or
without your furry friend along the flat
and scenic route!

Sign Up Online!

Giving Back, One Pet at a Time



Founded on March 1, 1940, the Hunter Automotive Group has been serving Hendersonville for three quarters of a century and has cultivated deep roots in the community over the years. Cousins Tom and Randy Hunter are the owners and operators of Hunter Auto Group which

encompasses Hunter Subaru, Hyundai, Hunter Nissan, Hunter Volvo, Hunter Powersports and 1st Choice Auto Centers.

"Like my father always said, 'You have to give back to your community what it gives you.' We are so blessed to be part of this community and to be able to give back to the place that raised us," said Tom Hunter.

Blue Ridge Humane Society is grateful to count Hunter Subaru and Hunter Automotive Group in the members of our community who support our work year after year. Thank you for helping save animals and giving the gift of second chances!

Learn more about Hunter Subaru at www.huntersubaru.com and let them know you appreciate their support of BRHS!

Visit www.blueridgehumane.org for info, registration, and more
calendar listings for all our events and activities!