



NATIONAL SERVICE DOGS

EMPOWERING PEOPLE TO REACH THEIR FULL
POTENTIAL WITH STRATEGICALLY TRAINED AND
CERTIFIED SERVICE DOGS!

TEAM SPOTLIGHT

NSD NEVILLE AND SEAN: PTSD SERVICE DOG TEAM

"THE MAIN THING IS, HE
KEEPS ME GROUNDED"
-SEAN

PTSD Service Dogs:
Provide Reality Affirmation and Redirection
Suppress Hyper Vigilance
Promote Integration and Activity



In 2011, NSD became the first ADI accredited service dog organization in Canada to launch a PTSD Service Dog Program to assist veterans and first responders with long term Post-Traumatic Stress Disorder. Certified Service Dogs for PTSD ground their partners in reality, assist them with sleep routines and help them to reconnect with their families and re-engage in activities of daily living.

NSD graduates Sean and Neville hit the ground running in May 2018 as they embarked on a vacation to Newfoundland shortly after they were matched.

According to Sean, "The main thing is, he keeps me grounded."

If Neville sees Sean leaning over with his elbows on his knees, Neville will come over and give him a nudge, helping to keep him grounded in reality and redirecting him to more positive thoughts and activities. Nightmare interruption is an integral part of his role and he gently wakes Sean when he's having a bad dream or provides deep pressure and a reassuring presence if Sean is restless at night.

Thank you to Jack's Snooker Club, Wounded Warriors Canada for helping to sponsor Sean and NSD Neville.

Watch Sean and Neville's story @UPS on facebook.

#INTHISTOGETHER



NATIONAL SERVICE DOGS

A MESSAGE FROM OUR BOARD CHAIR AND ED

Every National Service Dog is a purveyor of unconditional love, physical and emotional support and friendship; not only for our clients, but for our staff and volunteers.

Together, we are motivated by the vision of a world where individuals with mental health challenges and disabilities can integrate into society with confidence, ease and acceptance.

In 2018, we were proud to have achieved both our operational and fundraising goals, with 39 new dogs placed across our four programs and \$966,858 raised. Through 2018 we took the time we needed to reflect on NSD's organizational structure and made changes to our Client Service and Puppy Development Program and as we move forward we will continue this process in order to strengthen NSD's core infrastructure and capacity to service our existing and future clients.

NSD is committed to excellence, transparency and good governance and through the re-accreditation process with both Assistance Dogs International and Imagine Canada our hard work was reaffirmed by both agencies.

We continue to evaluate opportunities to enhance our programs and have committed to strengthening our breeding program over the coming year by joining the ABC Breeding Cooperative through Assistance Dogs International. Additionally, we are committed to the ongoing training of our team of professionals who are certified in mental health first aid and re-certified in CPR and first aid this year. NSD staff have also received training in Applied Suicide Intervention Skills Training (ASIST), interview skills training and trauma in order to give them the tools they need to support our clients, volunteers and their own self-care.

With the help of nearly 4000 stakeholders; including donors, volunteers and staff, we are able to provide life changing Service and Facility Dogs at no charge to the individuals, families and agencies that rely on them every day. To everyone who gives so generously of their time and money we wish to thank you for being part of our journey to restore hope and empower people to live their lives to the fullest.

Sincerely,

Alison Archambault
Board Chair

Danielle Forbes
Executive Director



AN OVERVIEW

2018 AT A GLANCE



39 New Dogs placed with clients across Canada



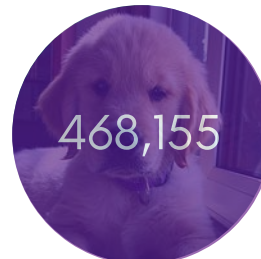
Achieved re-accreditation with ADI and Imagine Canada



42 puppies were born through NSD's Breeding Program



225 Clients Serviced



503 Volunteers donated 468,155 hours



\$966,858 total revenue generated

OUR IMPACT

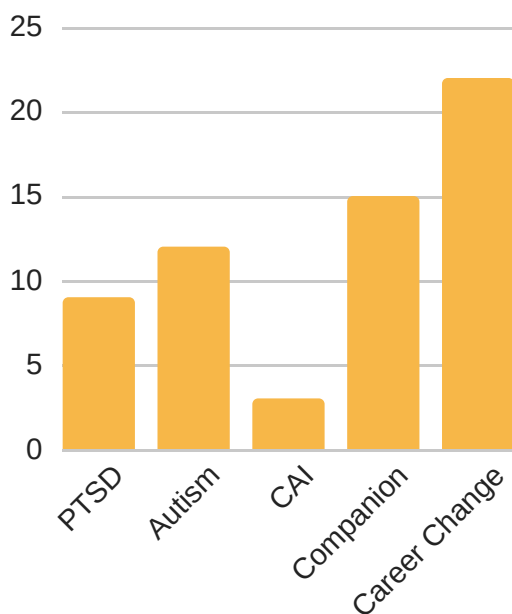
At National Service Dogs everything we do is geared toward empowering people through our life changing dogs. Our Autism Service Dog, PTSD Service Dog, Companion Dog and Canine Assisted Intervention Dog Programs allow us to impact the lives of a diverse group of Canadians.

Certified Service Dogs for Autism increase safety levels, improve socialization, help suppress behavioural outburst, assist with transitions and provide children with unconditional love and friendship.

Certified Service Dogs for PTSD promote Integration and Activity, Suppress Hyper Vigilance and provide Reality Affirmation and Redirection. Through grounding nudges, the creation of more personal space and alerting and assisting with nightmares, PTSD Service Dogs help individuals create positive daily routines and help them re-engage with their families and communities.

Certified Facility Dogs – Canine Assisted Interventions
CAI Dogs are matched with treatment professionals from a variety of disciplines to work as partners in therapy to address Health and Wellness in communities across Canada. The opportunities to integrate CAI Dogs into a variety of treatment plans are numerous, from mental health, addictions, literacy, physical therapy and more.

Companion Dogs
National Service Dogs recognizes the special bonds that develop between dogs and their families. The therapeutic value of pets is well documented and many people have experienced decreased stress and anxiety, increased psychological well being, increased opportunities for exercise, and increased opportunities for social interaction. Our Companion Dogs may not be certified for public access, but their impact on the children they support can be just as profound and empowering.



THE NUMBERS

A total of 61 dogs entered Advanced Training in 2018. 21 graduated as Certified Service Dogs, 3 Canine Assisted Intervention, 15 were designated Companion Dogs and 22 were released into our Career Change program. Our world-class breeding program produced seven litters of puppies, a grand total of 42 puppies. Dogs are bred for the temperament and physicality necessary to be accredited working dogs.



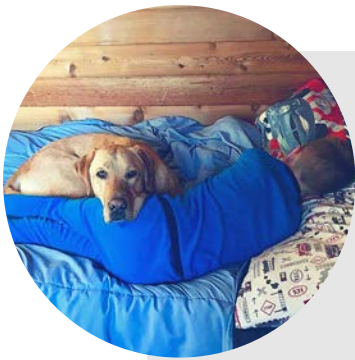
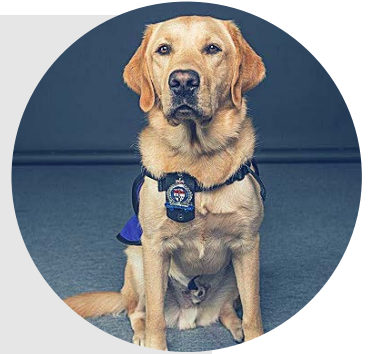
OUR TEAMS

NSD West and Ottawa Police Services, 2018 CAI Dog Graduate

NSD Facility Dog West began his work with the Victim Crisis Unit of Ottawa Police Services in the fall of 2018. Each day he dons his cape and his badge and assists victims and witnesses of trauma.

"West's calming presence, reassuring nudges and "visits" can reduce someone's heart rate and reduce their blood pressure. He will make it easier for children and adults to tell their stories and give them something tangible to hold and hug during a difficult time." Ottawa Police Services

You can follow NSD West's adventures on twitter @K9West3



Lukas and NSD Corby, 2018 Autism Dog Graduates

Each year our life changing Certified Service Dogs impact the lives of their partners and by extension their families. Autism Service Dogs, like NSD Corby, provide light or deep pressure, helping children, like Lukas, fall asleep and reduce their anxiety overnight; helping the entire family get the rest they need to meet the coming day. "Corby has made our family whole and we are very happy and grateful to all of you!" Lisa K

Clare, Neve and NSD Shasta, 2018 Companion Dog Graduate

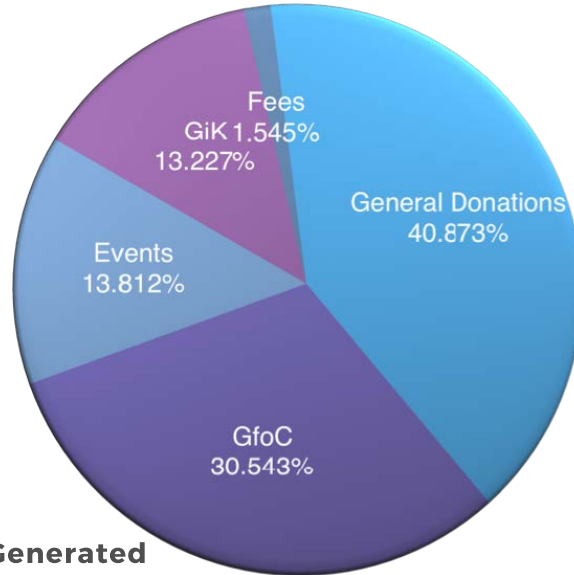
When Clare and Neve saw Shasta they immediately fell in love with her. Shasta is a warm, affectionate, gentle, loving dog that has changed our lives forever. We enjoy taking her for walks, throwing the ball for her, playing tag with her, getting big licks from her, and coming home to see her big smile. We are so thankful to National Service Dogs for bringing Shasta into our lives.

Ryan, Sarah, Clare, Neve & Shasta



ONE DOG -
ONE LIFE AT A TIME

FUNDRAISING & PARTNERSHIPS



\$966,858
Total Revenue Generated

\$395,182

General Donations

\$295,309

Gifts from other Charities

\$133,544

Events

\$127,889

Gifts In Kind

\$14,934

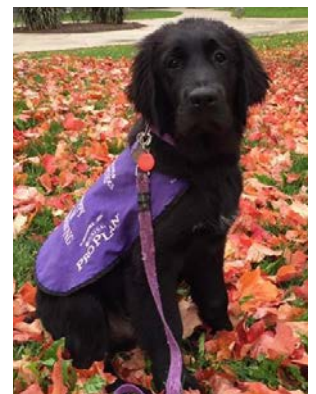
Fees

NSD'S ANNUAL BUDGET IS SUPPORTED BY ANNUAL FUNDRAISERS, PRIVATE DONORS, SERVICE CLUBS, FOUNDATIONS, AND CORPORATE FRIENDS. NSD RECEIVES NO GOVERNMENT FUNDING.

We are grateful for the generous support of all of our over 3100 donors. Together we are able to provide our life changing dogs at no charge to our clients. We have a reputation for creating great working teams and that carries over to our team of community partners as well. These partners champion our mission, provide national exposure and amplify our message in an effort to serve more Canadians.



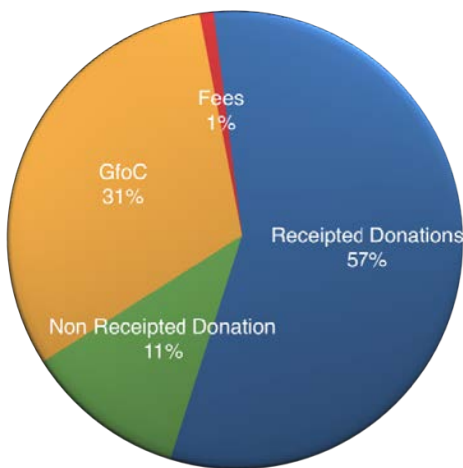
Additional thanks to the Rear Admiral Boyle, The Moir Family, L. Deeks, The Spoeri Family, The Millar Family, Raycor Mechanical Services Inc., TransCanada Pipelines Ltd., Stogryn Sales Limited, Jack's Snooker Club, Toronto and Area Road Builders Association, PetValu – Orangeville and Brantford, Attitude and Ideas Inc., Ward Family Foundation, Fitzhenry Foundation, Gary Bluestein Charitable Foundation, FK Morrow Foundation, Minto Foundation, Henry and Berenice Kaufmann Foundation, La Fondation Emmanuelle Gattuso, IODE – Eldon House Chapter, IEBW Local 258



DONOR ACCOUNTABILITY

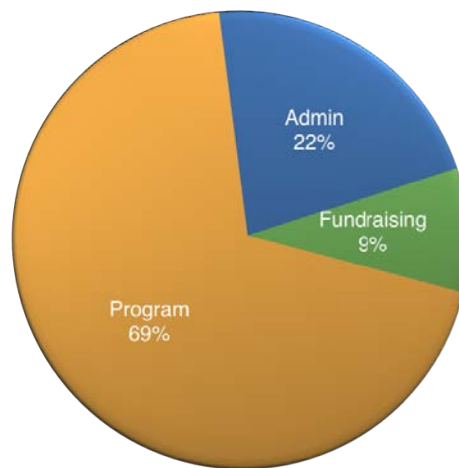
NSD is proud to have been accredited by Imagine Canada's Standards Program since 2013. Accreditation is awarded to charities that demonstrate excellence in five key areas: board governance; financial accountability and transparency; fundraising; staff management and volunteer involvement.

REVENUE

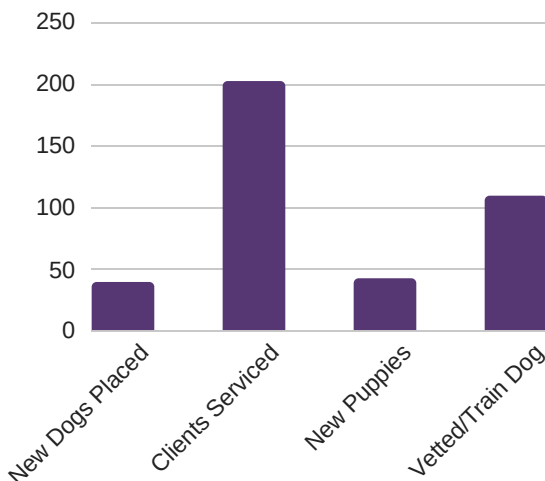


\$966,858
Total Revenue Generated

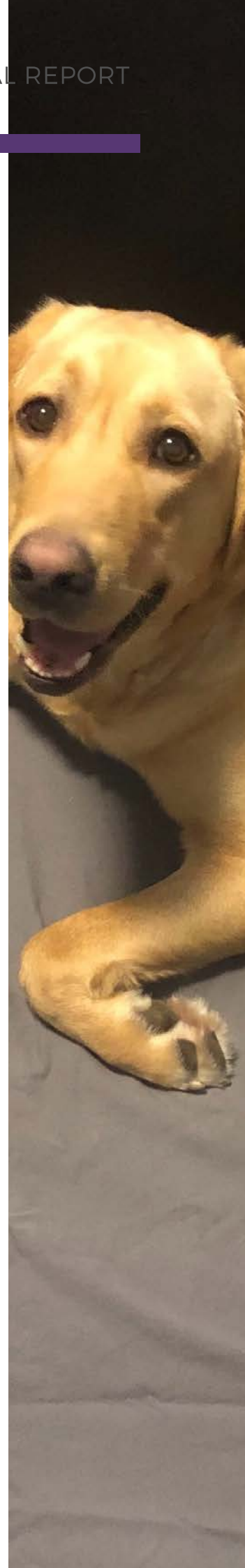
EXPENDITURE



\$973,155
Total Expenditure



- 39 new dogs placed
- 202 clients serviced
- 42 new puppies born
- 109 dogs vetted and trained



FINANCIALS

NATIONAL SERVICE DOG TRAINING CENTRE INC.
STATEMENT OF OPERATIONS AND NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2018
 (With comparative figures for 2017)

| | 2018 | % | 2017 (note 9) | % |
|--|-------------------|--------------|-------------------|--------------|
| REVENUE | | | | |
| General donations (note 4) | \$ 395,182 | 40.9 | \$ 332,769 | 39.9 |
| Contributions from other registered charities | 295,309 | 30.5 | 180,063 | 21.6 |
| Events | 133,544 | 13.8 | 131,804 | 15.8 |
| Gifts-in-kind | 127,889 | 13.2 | 118,645 | 14.2 |
| Fees | 14,934 | 1.5 | 69,931 | 8.4 |
| | <u>966,858</u> | <u>100.0</u> | <u>833,212</u> | <u>100.0</u> |
| EXPENDITURE | | | | |
| Wages and benefits | 476,595 | 49.3 | 380,179 | 45.6 |
| Supplies, gifts-in-kind | 127,889 | 13.2 | 118,645 | 14.2 |
| Animal care | 102,696 | 10.6 | 84,682 | 10.2 |
| Consulting | 77,554 | 8.0 | 28,875 | 3.5 |
| General | 54,717 | 5.7 | 64,180 | 7.7 |
| Occupancy costs | 48,664 | 5.0 | 43,925 | 5.3 |
| Client services | 40,522 | 4.2 | 41,134 | 4.9 |
| Marketing and fundraising material | 24,789 | 2.6 | 20,437 | 2.5 |
| Amortization (note 9) | 14,556 | 1.5 | 17,869 | 2.1 |
| Interest on long-term debt (note 5) | 5,173 | 0.5 | 4,466 | 0.5 |
| | <u>973,155</u> | <u>100.7</u> | <u>804,392</u> | <u>96.5</u> |
| EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURE | <u>(6,297)</u> | <u>(0.7)</u> | <u>28,820</u> | <u>3.5</u> |
| NET ASSETS, beginning | <u>341,886</u> | | <u>313,066</u> | |
| NET ASSETS, ending | <u>\$ 335,589</u> | | <u>\$ 341,886</u> | |

NATIONAL SERVICE DOG TRAINING CENTRE INC.
 (Incorporated under the laws of Canada)
STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2018
 (With comparative figures as at 2017)

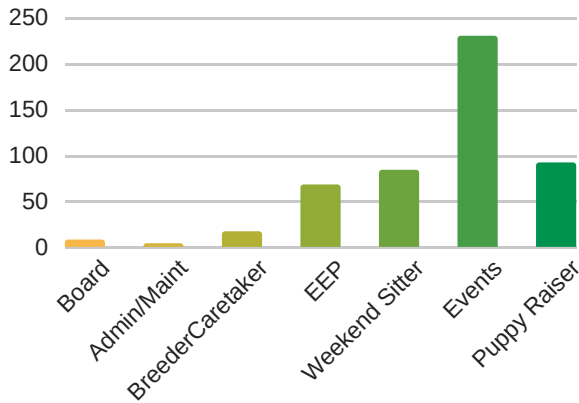
| | 2018 | 2017 (note 9) |
|---|-------------------|-------------------|
| ASSETS | | |
| CURRENT | | |
| Bank | \$ 312,729 | \$ 314,374 |
| Temporary investments | 130 | 2,224 |
| Government remittances recoverable | 16,442 | 6,545 |
| | <u>329,301</u> | <u>323,143</u> |
| PROPERTY AND EQUIPMENT (note 3) | <u>454,615</u> | <u>469,174</u> |
| | <u>\$ 783,916</u> | <u>\$ 792,317</u> |
| LIABILITIES | | |
| CURRENT | | |
| Accounts, payable and accrued | \$ 45,477 | \$ 32,644 |
| Deferred revenue (note 4) | 159,000 | 165,000 |
| Scheduled repayments of long-term debt due within one year (note 5) | 9,326 | 8,915 |
| | <u>213,803</u> | <u>206,559</u> |
| DEFERRED REVENUE (note 4) | <u>132,500</u> | <u>132,500</u> |
| LONG-TERM DEBT (note 5) | <u>102,024</u> | <u>111,372</u> |
| | <u>448,327</u> | <u>450,431</u> |
| ORGANIZATION'S NET ASSETS | | |
| NET ASSETS | <u>335,589</u> | <u>341,886</u> |
| | <u>\$ 783,916</u> | <u>\$ 792,317</u> |

NOTE: ALL FIGURES ARE BASED ON OUR YEAR 2018 FINANCIAL STATEMENT AND AUDITOR'S REPORT BY RACOLTA JENSEN LLP.

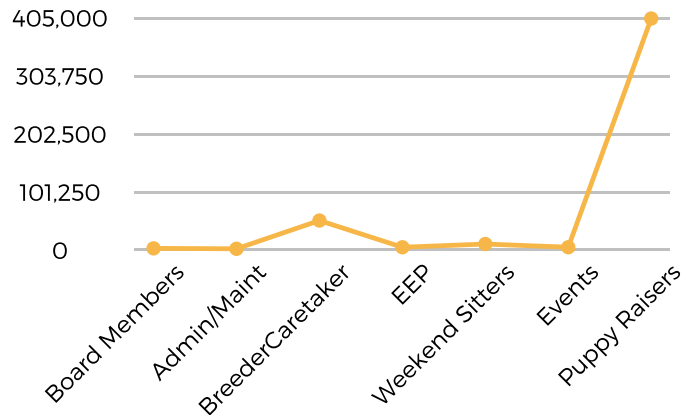


VOLUNTEER IMPACT

NUMBER OF VOLUNTEERS



VOLUNTEER HOURS



VOLUNTEERS ARE THE LIFEBLOOD OF OUR ORGANIZATION. IN 2018, 503 VOLUNTEERS DONATED 468,155 HOURS

Volunteers are the lifeblood of our organization.

NSD was founded on volunteerism and our volunteers are involved in every aspect of NSD’s operations. We are always looking at ways to improve the volunteer experience and we look forward to continuing to engage our dedicated volunteers to evolve the volunteer experience.

Please consider lending your support through one of our Volunteer Opportunities:

- Administration: Volunteers assist with tax receipting, filing, mail outs, and other administrative duties
- Building and Yard Maintenance: Volunteers assist with general painting and repairs, electrical and plumbing work, lawn mowing, and gardening
- Fundraising: Volunteers work with NSD staff to help ensure the success of various fundraising events
- Community Outreach: Volunteers assist with providing talks and demonstrations to various community groups, such as service clubs, schools, camps, and churches
- Evening Enrichment Program: Volunteers help exercise, groom, and massage the dogs in Advanced Training
- Weekend Sitting: Volunteers provide a relaxing weekend for a dog in Advanced Training
- Puppy Raising: Volunteers provide basic obedience and socialization training for NSD puppies from approximately eight weeks of age to 18 months of age



FOR MORE INFORMATION ON VOLUNTEERING, VISIT WWW.NSD.ON.CA/VOLUNTEER/VOLUNTEER-OPPORTUNITIES/

LEADING THE WAY

NSD is an industry leader in the provision of Service Dogs to Canadians.

As an Accredited Member of Assistance Dogs International (ADI), NSD works to internationally recognized standards and participates in the international dialog on assistance dog best practices and issues impacting the industry.

NSD is also a founding member of the Canadian Association of Guide and Assistance Dog Schools. Member programs work cooperatively to address issues effecting Assistance Dog Users across Canada and to provide our programs and staff with a platform to share information to better serve our clients.

NSD has been an accredited member of Imagine Canada's Standards of Excellence Program since 2013. NSD believes in Imagine Canada's mission "to build excellence within Canada's charities and non-profits through common standards of practice and to strengthen confidence in the sector" and shares their goal of "strengthening public confidence in individual charitable and non-profit organizations and the sector as a whole."



IN 2018 NSD SUCCESSFULLY ACHIEVED RE-ACCREDITATION STATUS WITH BOTH ADI AND IMAGINE CANADA



GET INVOLVED MAKE A DIFFERENCE

STAY CONNECTED



natlservicedogs



national.service.dogs



@NatlServiceDogs



nsd.on.ca



HOW YOU CAN MAKE A DIFFERENCE

Make a General Donation
Online: www.nsd.on.ca
Phone: 519-623-4188 ext 10
Mail: 1286 Cedar Creek Road
Cambridge, Ontario N1R 5S5

Sign up for monthly giving

Sponsor a Puppy
\$1,500 Sponsors a puppy's first year (includes veterinary care and training)

Sponsor a Kennel
\$2,000 Sponsors an existing kennel for one year (donor's name will be displayed)

Sponsor a Team
\$10,000 Sponsors a Certified Service Dog Team

Sponsor a Team Training Class
\$10,000 -Sponsors a group of NSD families and clients while they attend an intense one week course to learn how to care for and work with their new service dog. The sponsorship includes the costs incurred during the in-home portion of placing the dogs.

National Service Dogs
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