



ANNUAL REPORT

NATIONAL SERVICE DOGS
2022



Empowering people to reach
their full potential with
strategically trained and certified
service and facility dogs!

TEAM SPOTLIGHT

CAMBRIDGE MEMORIAL HOSPITAL & NSD EMBER PEER SUPPORT FACILITY DOG PROGRAM



Peer Support Facility Dogs provide goal directed interventions that can help staff with improvement in their physical, social, emotional or cognitive state. Ember offers stress release, provides mental health support and provides emotional comfort. The impact of Ember's presence was felt immediately. "I wish every unit had their own dog," joked Janine Kalmar, charge nurse of one of CMH's medical unit. "Our jobs have become so stressful since the pandemic started. When she's on the unit, we take our turns and get what we need from her. It helps us take a moment to breathe and shut out the noise and chaos around us. I'm so grateful that we have her."

"As health care providers, we face many challenges and daily stress that can impact our mental health and wellbeing. A facility dog would be another means to support our staff's mental health. Not only does Ember now provide comfort, she also opens the door to positive conversations around mental health," added Patrick Gaskin, president and CEO of Cambridge Memorial Hospital

According to studies, RNs reported improved mood and a decrease in Total Mood Disturbance(TMD) after interacting with the dog. The capacity of therapy/facility dogs to positively impact the mood of RNs represents a non-pharmacological and cost-effective method that can extend to other healthcare providers, patients, and visitors.

(The Impact of Therapy Dogs on Nursing Staff Mood in the Emergency Department a Pilot Study, Jessica Santos)

Special thanks to Merck Animal Health, the Tenaquip Foundation and the Ross & Doris Dixon Charitable Foundation for supporting NSD Ember's placement.

NATIONAL SERVICE DOGS

A MESSAGE FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR

The special relationship between dogs and humans has long been explored. We know dogs can improve physical health, reduce stress and develop self-esteem. They help increase our opportunities to socialize and improve concentration. Through the unique nature of our work, we have seen these core benefits amplified and the magic of the human-animal bond rise to unexpected heights. 100% of our service dog clients tell us their NSD Service Dog contributed to their ability to go on public outings and engage with their community.

We entered 2022 empowered with renewed energy and a strong sense of direction.

We were thrilled to welcome our community back to our in-person Easter Egg Hunt for Dogs. We launched the new National Service Dogs (NSD) Education Centre in downtown Kitchener, Ontario. This 2,600 square-foot training space not only hosts the staff, volunteers and dogs in NSD University but all stages of puppy classes and client team training sessions. As we worked through 2022 to reconnect with our stakeholders and the greater community, the new Education Centre was the perfect space to welcome community partners as well as our local Chamber of Commerce at our inaugural hosting of a

“Business-After-5” event. Ongoing tours and community education opportunities such as Pet First Aid courses, Mental Health and Suicide Intervention training and community education around mental health, accessibility, PTSD and Autism will make the space a cornerstone to deliver on our strategic promises.

As part of our Board of Directors' commitment to good governance, we continued to provide strategic oversight to NSD's activities in 2022 and finalized the “Vision 2025” goals. Going forward, we will seek to become a more “citizen-centric” organization, renewing focus on the overall well-being of our community of staff, volunteers, clients and dogs.

To everyone who gives so generously of their time, talents and funds - thank you for being part of our journey to restore hope and empower people to live their lives to the fullest. Together, we are enriching the quality of life and enhancing the independence of individuals across Canada.

With Gratitude,

Alison Archambault
Board President

Danielle Forbes
Executive Director, Co-Founder



AN OVERVIEW

2022 AT A GLANCE



19
DOGS

19 new dogs placed with clients across Canada



41
PUPPIES

41 new puppies entered the program; including 10 received via the ABC Breeding Cooperative and other ADI partners



150
CLIENTS

150 clients serviced in person and via virtual classrooms and certification processes



314
VOLUNTEERS

314 volunteers donated 322,229 hours of service



\$1,322,784
DOLLARS

\$1,322,784 in total revenue



1
NEW SPACE

Opened the NSD Education Centre in downtown Kitchener, providing an easily accessible place for NSD University, puppy classes and community events.

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, Skilled 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 outbursts, 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 are currently deployed in three sectors; education, justice, and peer support within the first responder community. Together with their skilled, professional handlers, facility dogs dramatically impact the mental health, well-being and level of engagement with programs and communities for the individuals they support.

Skilled Companion Dogs help to decrease stress and anxiety, increase psychological well-being, increase opportunities for exercise, and increase opportunities for social interaction, not just for the children they are matched with but for the entire family. Although skilled companion dogs may not be certified for public access, their impact on the children and families they support can be just as profound and empowering.



THE NUMBERS

2022 was a rebuilding year for NSD. The last of our COVID puppies entered the program. These dogs' early development opportunities were impacted by COVID restrictions in 2021/2020, and as a result, we had fewer dogs available for deployment as service or facility dogs. Across 2022 new puppies entering the program returned to normal socialization and training opportunities, and we expect this return to normal to be reflected in our graduate numbers by 2024. Together in 2022, we matched 8 Service Dog Teams, 3 Canine Assisted Intervention Teams, 8 Skilled Companion Dog Teams, welcomed 41 new puppies into the program and provided veterinary care for over 80 dogs. We wish to thank our NSD family of staff, volunteers and donors for making 2022 a success.

A SPECIAL THANK YOU

A special thank you to Dogtopia Foundation Canada and the support received through their franchises across Canada for sponsoring a number of our puppies in training in 2022. Also, thank you to the Cambridge Bingo and Gaming Association for helping us offset the costs of veterinary care for our dogs in training.

OUR TEAMS



Certified Autism Service Dog Team - Landon & NSD Sandy

“Sandy gives me company and makes me happy, even when I’m feeling sad. I love that she gives me cuddles in bed. She makes life more fun. She makes me feel comfortable in public and she makes me feel more confident and independent. Thank you NSD for Sandy and Lola, they are my bestest friends!”

Special thanks to the Elliott Family Foundation, Kiwanis Club of Brampton for their generous support of our Autism Service Dog Program.

Certified PTSD Service Dog Team - Lawrence & NSD Roxy

“NSD has changed our lives. Not just me but my son and my wife too. Me and my wife can go out for dinner now. It sounds almost irrelevant, but we never did. And when you don’t do something, it’s not normal anymore and becomes harder and harder to do, but we’ll go to a restaurant, and I have a dog there and can stroke her head to stay in the moment.

Roxy and I have been a team for a few months now, and she comes with me to work every day. She picks up on so much! I can be sitting at my desk and not even realize it, and all the sudden, she’s in my lap. And then I realize, oh, this is what I’m doing, and it’s wonderful. It’s absolutely life-changing!”

Special thanks to Wounded Warriors Canada, The Donner Canadian Foundation and the Moir Family for their generous support of our PTSD Service Dog Program



Skilled Companion Dog Team - Julian & NSD Rawz

“Julian really has a lot of fun with Rawz. He loves to play ball hockey with her out on the driveway, but mostly she’s just a great companion for all of us! She’s very comforting, she really reduces Julian’s anxiety. When he’s having some outbursts, she’s really good at helping him to stay calm and to just refocus his energy. She just has this knack for being around Julian when he needs her.”

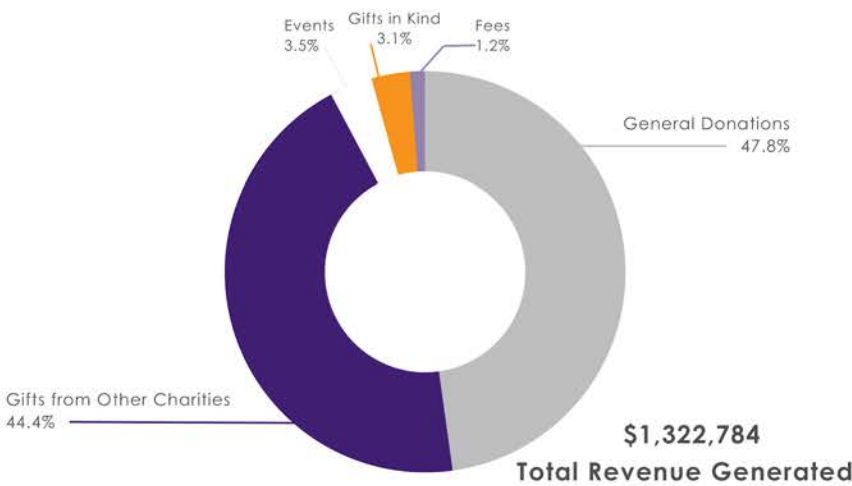
Special thanks to Rawz Natural Pet Food for their generous support of our Skilled Companion Dog Program.

DONOR ACCOUNTABILITY

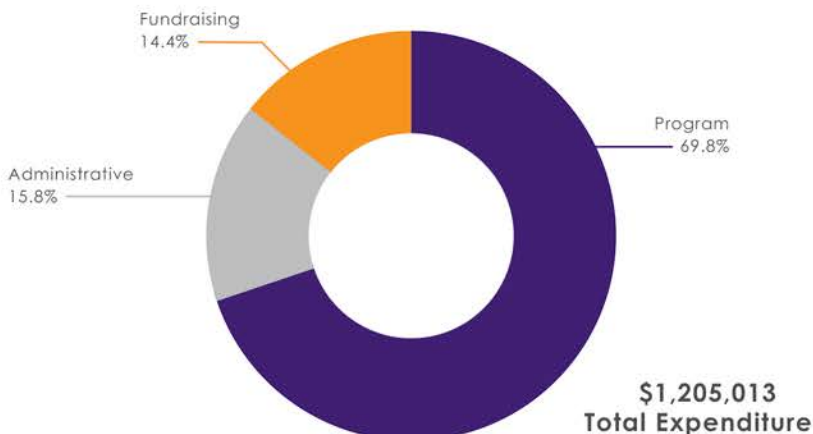
Each year thousands of individual donors make direct contributions to NSD's Programs and we are incredibly grateful for their support. In 2022, we were honoured to be the recipient of several major legacy gifts. Legacy gifts give NSD the confidence to build out our infrastructure and strengthen and grow our programs. In June 2022 NSD's Education Centre opened thanks to our generous legacy donors. The ED Centre quickly became the hub for NSD's daily doggie activities and the deployment of Service and Facility Dogs across Canada. The additional space also made NSD more accessible to members of our community and throughout the summer and fall we hosted tours for service clubs, community partners and a Business After 5 with our local Chamber of Commerce.

Capital Campaign: Thank you to our partners at Wounded Warriors Canada, Fastenal Canada, The Canadian Tilling Foundation and The Ward Family Foundation for supporting our capital campaign to open our new Education Centre in Kitchener.

REVENUE



EXPENDITURE



41 NEW PUPPIES



81 DOGS VETTED AND DEVELOPED



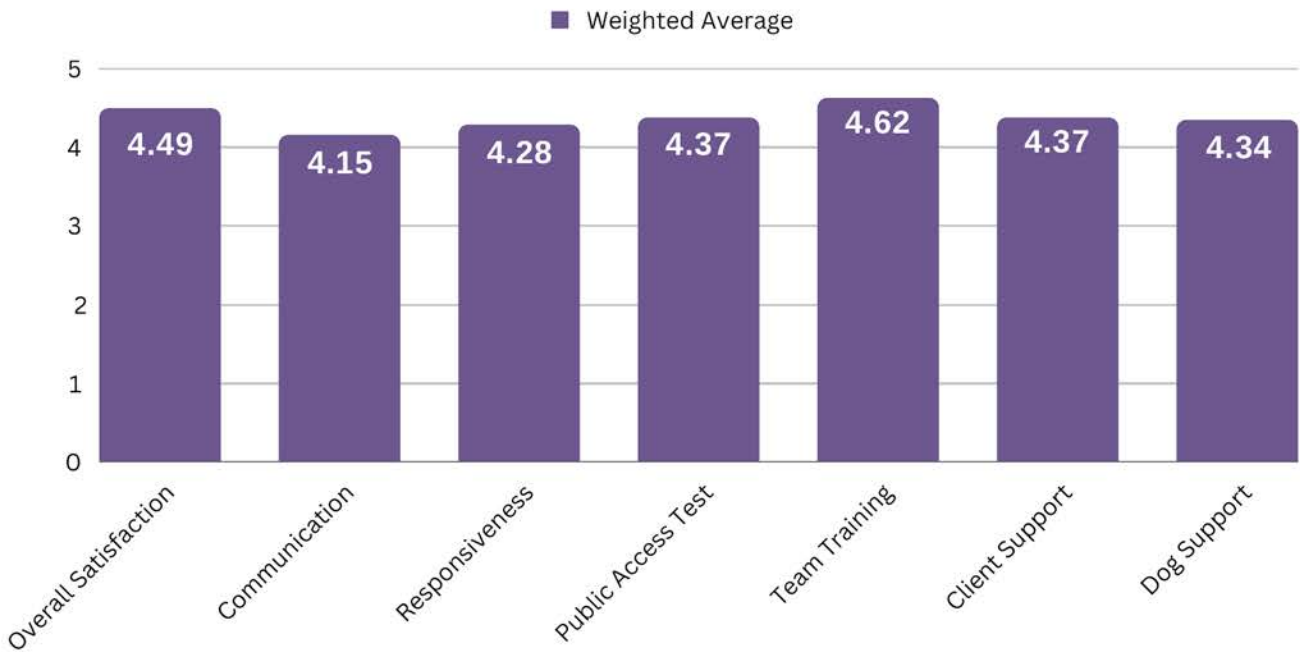
19 NEW DOGS PLACED



150 CLIENTS SERVICED

DONOR ACCOUNTABILITY

Your gifts of time and money are truly helping Canadians – every day. NSD retains ownership of all our working service and facility dogs and provides ongoing support services to clients throughout the dog's career. Our clients work hard to maintain their dog's training and certification status, and we are proud of their success. Feedback from our client survey showed that NSD clients are "very satisfied" with the ongoing support services they receive from the NSD Team and gave us an average approval rating of 87.4%.



According to one client;

“NSD Scotty is happy and doing well. Even happier is my son Matthew, who woke to slobbery wet kisses.... I haven't seen him wake up smiling from ear to ear in such a long time. Scotty is a perfect match. Thanks to everyone at NSD.”

As part of their journey, you are truly changing lives – one dog at a time. On behalf of NSD's clients, dogs and team, we wish to thank everyone who contributed so generously.

FINANCIALS

NSD is proud to be an accredited member of Imagine Canada's Standards Program. Accreditation is awarded to charities that can demonstrate excellence in five key areas: board governance; financial accountability and transparency; fundraising; staff management, and volunteer involvement. You can review over a decade of our financial reporting at <http://nsd.on.ca/policies-reports/>, including links to our CRA Charity Returns.

NATIONAL SERVICE DOG TRAINING CENTRE INC.
STATEMENT OF OPERATIONS AND NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2022
(With comparative figures for 2021)

	2022	%	2021	%
REVENUE				
General donations (note 4)	\$ 632,408	47.8	\$ 611,622	49.5
Contributions from other registered charities	587,601	44.4	482,197	39.1
Events	45,588	3.4	67,107	5.4
Gifts-in-kind	41,145	3.1	44,571	3.6
Fees	16,042	1.2	29,152	2.4
	<u>1,322,784</u>	<u>100.0</u>	<u>1,234,629</u>	<u>100.0</u>
EXPENDITURE				
Wages and benefits	755,353	57.1	606,192	49.1
Animal care	120,312	9.1	99,409	8.1
Supplies, gifts-in-kind	41,145	3.1	44,571	3.6
Occupancy and operating costs	119,365	9.0	55,172	4.5
Client services	53,144	2.5	22,052	1.8
General	63,024	4.8	32,631	2.6
Consulting	22,867	1.7	24,946	2.0
Marketing and fundraising material	82,469	2.5	22,587	1.8
Amortization of tangible assets	17,334	1.3	16,896	1.4
Interest on long-term debt	-	-	3,804	0.3
	<u>1,205,013</u>	<u>91.1</u>	<u>928,260</u>	<u>75.2</u>
EARNINGS (LOSS) BEFORE THE FOLLOWING	117,771	8.9	306,369	24.8
CANADA EMERGENCY WAGE SUBSIDY	-	-	50,611	4.1
FORGIVENESS OF LONG-TERM DEBT	-	-	10,000	0.8
EXCESS OF REVENUE OVER EXPENDITURE	117,771	8.9	366,980	29.7
NET ASSETS, beginning	785,724		418,744	
NET ASSETS, ending	\$ 903,495		\$ 785,724	

NATIONAL SERVICE DOG TRAINING CENTRE INC.
(Incorporated under the laws of Canada)
STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2022
(With comparative figures as at 2021)

	2022	2021
ASSETS		
CURRENT		
Bank (note 2)	\$ 699,970	\$ 588,858
Receivables	41,500	-
Investments	-	162
Prepaid expenses	11,039	-
Government remittances recoverable	27,088	15,385
	<u>779,607</u>	<u>604,405</u>
PROPERTY AND EQUIPMENT (note 3)	457,889	459,009
	<u>\$ 1,237,496</u>	<u>\$ 1,063,414</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued	\$ 60,501	\$ 44,190
Deferred revenue (note 4)	141,000	71,000
	<u>201,501</u>	<u>115,190</u>
DEFERRED REVENUE (note 4)	132,500	162,500
	<u>334,001</u>	<u>277,690</u>
CONTINGENT LIABILITIES (note 5)		
ORGANIZATION'S NET ASSETS		
NET ASSETS	903,495	785,724
	<u>\$ 1,237,496</u>	<u>\$ 1,063,414</u>



NOTE: EVERY YEAR, NSD RECEIVES GIFT IN KIND (GIK) DONATIONS IN SUPPORT OF OUR ANIMAL HEALTH PROTOCOLS AND FUNDRAISING EVENTS. WE ARE GRATEFUL FOR THE ANNUAL SUPPORT RECEIVED FROM ELANCO ANIMAL HEALTH, BOEHRINGER INGELHEIM CANADA, NESTLE PURINA, MILKBONE, AND BENNY BULLY'S. ALL FIGURES ARE BASED ON OUR 2022 FINANCIAL STATEMENT AND AUDITOR'S REPORT BY RACOLTA JENSEN LLP.

FOR A COPY OF THE FULL REPORT PLEASE VISIT [HTTP://WWW.NSD.ON.CA/ABOUT/POLICIES-REPORTS/](http://www.nsd.on.ca/about/policies-reports/)

PARTNERSHIPS

BENEFACTORS



We are grateful for WWC's dedication to the mental health of our veterans and first responders #InThisTogether

We are grateful for the generous support of all of our amazing 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.

VISIONARY



ELLIOTT FAMILY FOUNDATION

CHAMPION



PARTNER



THE TENAQUIP FOUNDATION



Walker Wood Foundation
Ward Family Foundation

FRIEND

A. Saperia, 1st (CAV)Canadian Army Veterans Harry Watts Memorial Ride, 1st CAV Ortona Unit, 24 Good Deeds, Abundance Canada, Baker Tilly Windsor LLP, Benny Bully's, Beutel Goodman Charitable Foundation, Bowen Windows, Cambridge Shrine Club In Trust, CN Employees & Pensioners Community Fund, Cowan Foundation, Dare, D-Day Wear by Attitude & Ideas INC, Forbes Family, Gary Bluestein Charitable Foundation, Hickson United Church Board of Stewards, Hussey Family, DS Integrated Digital Solutions, Marti Wisniewski, MilkBone, Nestle Purina, North East Newmarket Vet Services, Order of the Eastern Star, Oxford County Veterinary Clinic, Pet Valu Orangeville, Pure Source, Raymond James Canada Foundation, Rens Pets, Re-Source Thrift Shop, Rideau Lakes Golf and Country Club, Royal Canadian Legion Branch 375, Team West at Ottawa Police Service, The Beckett Project, The Brian and Heather Semkowski Family Foundation, The Optimist Club of Kitchener Waterloo, The Ross & Doris Dixon Charitable Foundation, Toyota Motor Manufacturing Canada Inc, Trigger Industries INC, Wellington Laboratories INC

VOLUNTEER IMPACT

NSD was founded on volunteerism. Today NSD continues to rely on the generosity and passion of our volunteers to deploy qualified service, facility and skilled companion dogs to the Canadians we are proud to serve. In 2022, 103 new volunteers joined the NSD team, and we were thrilled to be able to host our volunteers at the new Education Centre for events, puppy classes and pet first aid courses. Our fall volunteer appreciation event was a hit with everything from puppy parties, massage room, BBQ, vendors and educational opportunities.



In response to feedback from our annual volunteer surveys, NSD took steps to further enhance our volunteer experience through 2023. In addition to our popular:

- "Trainer Tuesday," social media posts
- monthly email updates, quarterly newsletters and
- Knowledge Nibbles

We will be adding the following:

- Info Snacks introduced as a companion to Knowledge Nibbles
- Volunteer Social Hours and peer-to-peer engagements
- Grief & Loss Support Programming and Resource Library
- Raiser Respite program

We wish to extend our heartfelt thanks to the hundreds of past and present volunteers who have contributed their time and hearts to NSD's mission.

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

Breeder Caretaker

Volunteers care for a breeder, including transportation to appointments and possibly whelping a litter of puppies.

Puppy Raiser

Volunteers provide basic obedience and socialization training for NSD puppies from approximately eight weeks of age to 14 -16 months of age.

Adult Raiser

Volunteers fine-tune skills and continue socialization training for NSD dogs from approximately 14 - 16 months of age until they find their forever families.

Puppy Sitter

Volunteers support our raisers by caring for dogs when they are on vacation or need a break.

Doggy Carpool Driver

Volunteers transport dogs from adult raiser homes to the NSD training centre.

Administrative Support

Volunteers assist with tax receipting, filing, mailouts, and other administrative duties.

Events/Fundraising

Volunteers work with NSD staff to help ensure the success of various fundraising events.

Property Maintenance

Volunteers assist with general painting and repairs, electrical and plumbing work, lawn mowing, and gardening.

LEADING THE WAY

NSD is an industry leader in the provision of service and facility dogs to Canadians.

As an accredited member of Assistance Dogs International (ADI), NSD works to internationally recognized standards and participates in the international dialogue 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 affecting 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 2023 NSD WILL UNDERGO
REACCREDITATION WITH ADI.**



Assistance Dogs
INTERNATIONAL
ACCREDITED MEMBER



CANADIAN
ASSOCIATION
OF GUIDE &
ASSISTANCE
DOG SCHOOLS



MAKE A DIFFERENCE

Become a Sponsor

Puppy Sponsorship | \$1,500

Sponsor a puppy's first year of veterinary care and training & have the opportunity to name a future NSD Service Dog!

Puppy Class Sponsorship | \$2,000

Sponsor the costs of hosting classes for our puppies in training.

Breeder Sponsorship | \$3,000

Sponsor the costs associated with breeding a litter of puppies: including health screenings, x-rays, whelping home materials and food costs, & have the opportunity to name a future Service Dog from the litter you sponsor!

NSD University Sponsorship | \$5,000

Sponsor the costs associated with training one class of service and facility dogs at NSD University.

Team Sponsorship | \$10,000

Sponsor a team from our Autism Service Dog, PTSD Service Dog, Skilled Companion Dog or CAI programs. Sponsorship covers the costs associated with team training, placements, and follow-up for the working life of the Service Dog.

Become a Partner in Hope

Become a Partner in Hope today and help us welcome new puppies to our training program, provide follow-up support to service and facility dog teams across the country, and deploy new life-changing dogs out to individuals and families who need them in 2022. Every contribution, regardless of size, helps us achieve our goals, whether it's a one-time or monthly donation. Monthly contributions help us build financial security that will allow us to confidently plan NSD's future.

[Become a Partner in Hope today!](#)



Please make cheques payable to National Service Dogs
By mail: 1286 Cedar Creek Rd., Cambridge, ON N1R 5S5
For gifts of stock, Legacy gifts and general donation inquiries,
please contact Lynne by Email: Lynne@nsd.on.ca or
By Phone: 519-623-4188 Ext. 110

LOOKING FORWARD

NSD has an exciting 2023 on the horizon. Watch for the grand opening of our newly renovated kennel at the Cedar Creek Rd location, thanks to funding provided by the Ontario Trillium Foundation (OTF). This re-imagined space is bright, airy, and the perfect environment for training our life-changing canines. NSD is also looking forward to deploying over 20 new teams through NSD University and Companion College while continuing to provide support services to existing graduates across Canada. We will also be welcoming 40+ new puppies into the program to ensure the next generation of service dog graduates.

Please consider joining in our journey in 2023 by participating in Paws in Motion starting July 1st, subscribing to our quarterly newsletter, or following us on social media.

Subscribe to our newsletter at <https://bit.ly/NSDNewsletter>



STAY CONNECTED

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-  National Service Dogs
-  [nsd.on.ca](https://www.nsd.on.ca)

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