



ANNUAL REPORT

NATIONAL SERVICE DOGS



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

TEAM SPOTLIGHT

NSD IGGY, NSD JERSEY AND BOOST

NSD IGGY AND JERSEY WERE SPECIALLY TRAINED AND PROVIDE COMFORT AND SUPPORT TO CHILDREN AND YOUTH IN:

- the forensic interview
- the medical examination
- counselling and court preparation sessions
- while testifying in court



NSD Iggy & NSD Jersey - Facility Dogs - Boost Child and Youth Advocacy Centre

The Boost Accredited Reliable K9s (BARK) Program provides additional support to children and youth through the use of accredited facility dogs. NSD Iggy and Jersey were specially trained and provide comfort and support to children and youth in:

- the forensic interview;
- the medical examination;
- counselling and court preparation sessions, and;
- while testifying in court.

For children/youth who have experienced abuse and/or trauma, navigating our justice system can be lengthy and very challenging. Facility dogs help to keep children and youth calm and centred throughout their testimony. They provide comfort and support during what can be a stressful and difficult experience. Children who are less anxious are more likely to provide candid and accurate testimony.

NSD Iggy and the Team at Boost were the recipients of a Public Service Award from the Ontario Psychological Association in November 2017 and to the children he helps each day he is a true super hero!

This team is sponsored and championed by Canadian Pet Expo



NATIONAL SERVICE DOGS

A MESSAGE FROM OUR BOARD CHAIR AND ED

As we reflect on National Service Dog's 22nd year of operations, we have so much to be proud of. Our 264 clients and their families have new hope for a brighter future thanks to our specially trained and certified service dogs, facility dogs and companion dogs. With the help of 484 committed volunteers working across every aspect of NSD's operations, our dedicated staff were able to keep the 121 dogs in our care healthy, happy and on track in their training and successfully deploy 33 assistance dogs across 4 programs.

The organization finished the year in a fiscally enviable position, though outcomes were not fully aligned with our 2017 goals. As a mature organization, we paused to review the organizational structure of NSD to understand how work was being done and where we could improve our processes and workflows. We also invested in learning and development through Applied Suicide Intervention Skills Training and team-building activities for staff and volunteers. We plan to continue to engage our team to evolve the overall NSD experience. We appreciate our volunteers' and employees' support as we undertook this exercise and are proud to say, we came out the other side stronger than ever!

The health and safety of our dogs starts at their birth and remains a top priority for us during their entire lives. We take this responsibility very seriously. This year, we continued to work closely with Dr. Jackie Bowcott to ensure our medical protocols aligned with or exceeded industry standards.

The service dog industry is rapidly changing in response to client, medical, regulatory and public needs and expectations. We are committed to ensuring individuals that would benefit from the support of certified service dogs have access to the expertise and professionalism of accredited organizations. It's through this commitment that we continued our involvement in the Federal Government's Canadian General Standards Board and worked with service dog providers in Alberta to help the province develop standards and testing mechanisms to support their provincial Service Dog Act.

As 2018 rolls forward we are looking forward to reflecting on our core business and our future strategic path. The need for our life changing service dogs is extraordinary and growing NSD to meet those needs will require an extraordinary effort. We appreciate the expertise and the passion of all of our stakeholders and know that together we can continue to improve and expand on NSD's ability to empower people to reach their full potential.

Sincerely,

Alison Archambault
Board Chair

Danielle Forbes
Executive Director



AN OVERVIEW

2017 AT A GLANCE



523,544

Volunteers donated 523,544 hours through Puppy Raising, Evening Enrichment, Weekend Sitting, events, maintenance/office support and Board Members.



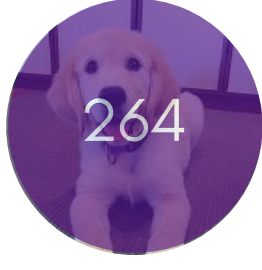
76%

76% of NSD dogs were placed across all four programs.



48

48 puppies were born through NSD's Breeding Program



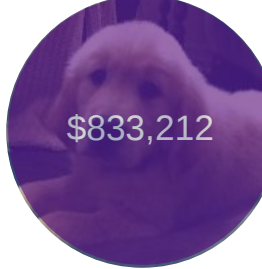
264

264 Clients Serviced



33

33 New Dogs placed with clients across Canada



\$833,212

\$833,212 total revenue generated

OUR IMPACT

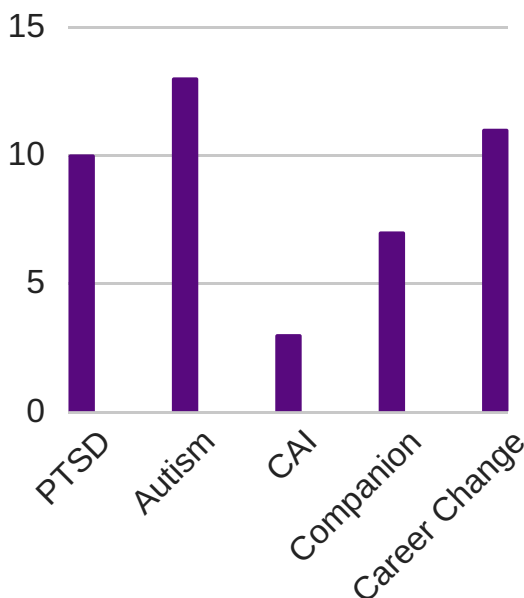
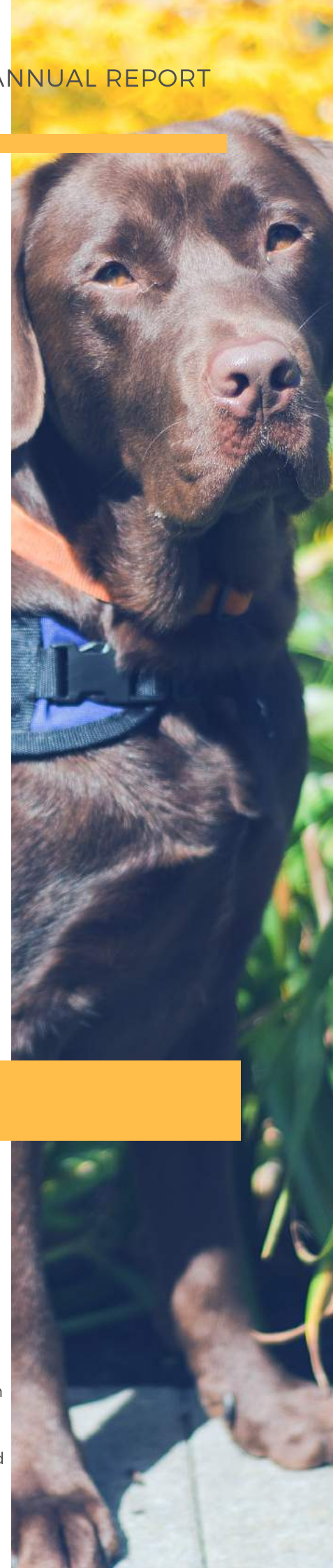
At National Service Dogs everything we do is geared toward empowering people through our life changing dogs. Our Autism Service Dog, PTSD Service Dog, Companion Dog and Canine Assisted Intervention Dog Programs allow us to impact the lives of a diverse group of Canadians.

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 45 dogs entered Advanced Training in 2017. 23 graduated as Certified Service Dogs, 3 Canine Assisted Intervention, 7 were designated Companion Dogs and 11 were released into our Career Change program and one was career changed to go work for the Ministry of Natural Resources. Our world-class breeding program produced seven litters of puppies, a grand total of 48 puppies, Dogs are bred for the temperament and physicality necessary to be accredited working dogs.

OUR TEAMS

Easton and NSD GeeGee

"NSD GeeGee is such a cuddly girl. Her boy sleeps so soundly with her!"
"Spent the last 9 days camping - Easton NEVER slept well in the trailer (literally awake almost all night). We had a wonderful and restful time with GeeGee!"



Jim and NSD Lucky

"NSD Lucky is a vigilant presence that grounds Jim and gives him the confidence to speak publically about PTSD and veteran's issues. She helps him reconnect to his community and engage more fully in everyday activities."



NSD Uno & Liisa

"NSD Uno is brilliant! He has settled in wonderfully to his job with me, and is also happily adjusted to our home life. He's out working daily with a variety of students, and has had an impact from day one. If I could tell you how positive an effect Uno is having, it would take up a lifetime."
~ Liisa, SEED Education Strategies & Solutions



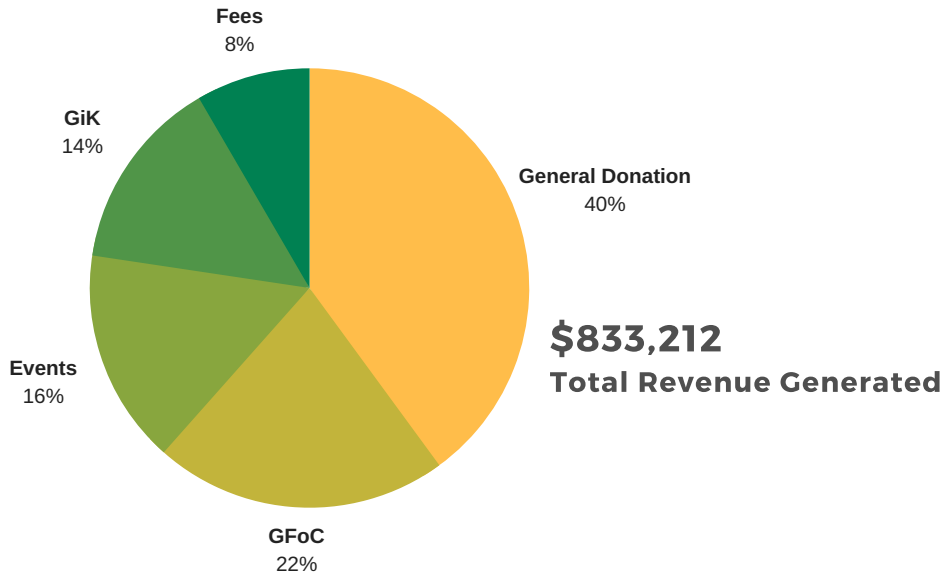
Ella, Mara and NSD Ozzie

"We are absolutely in love with Ozzie! I cannot tell you how amazing the bond already is! He is with Mara each night and he waits in the window for her to come home. Ella loves to do visits with him and have him relax on her bed. I see changes already thanks to him. We will be forever grateful to all of you."



ONE DOG -
ONE LIFE AT A TIME

FUNDRAISING & PARTNERSHIPS



\$332,769

General Donations

\$180,063

Gifts from other Charities

\$131,804

Events

\$118,645

Gifts In Kind

\$69,931

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 2200 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.



Nestle Purina, Wounded Warriors, Petland, Kiwanis Club of Brampton, Elanco, Zoetis, Milk Bone, Oxford County Veterinary Clinic, CAV (Canadian Army Veterans)

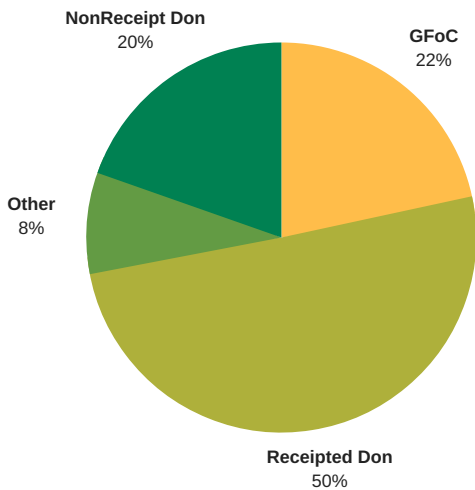


Additional thanks to the Rear Admiral Boyle, The Moir Family, L. Deeks, M. Stockton Forever Legacy Foundation Cloverfield Foundation Bell True Patriot Love Foundation JP Bickel Foundation Lawson Foundation PPCLI Foundation - AB

DONOR ACCOUNTABILITY

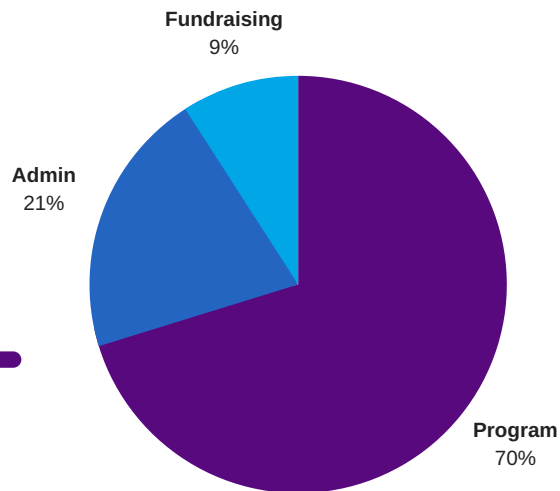
NSD is proud to have been accredited by Imagine Canada's Standards Program since 2013. Accreditation is awarded to charities that can demonstrate excellence in five key areas: board governance; financial accountability and transparency; fundraising; staff management and volunteer involvement.

REVENUE

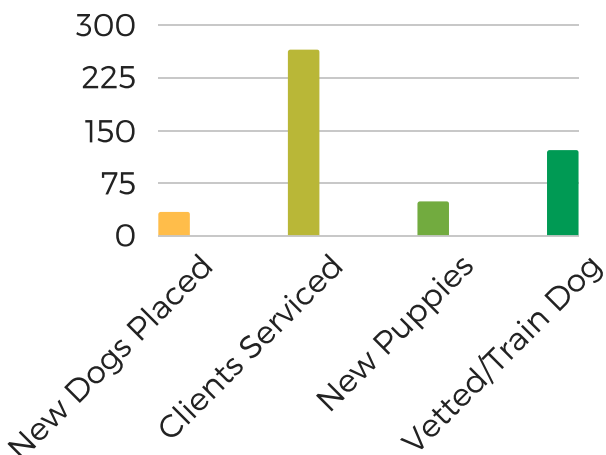


\$833,212
Total Revenue Generated

EXPENDITURE



\$793,397
Total Expenditure



- 33 new dogs placed
- 264 clients serviced
- 48 new puppies born
- 121 dogs vetted and trained



FINANCIALS

STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2017
(With comparative figures as at 2016)

	2017	2016
ASSETS		
CURRENT		
Bank	\$ 314,374	\$ 75,277
Accounts receivable	-	21,890
Temporary investments	2,224	16
Government remittances recoverable	6,545	18,826
	323,143	116,009
PROPERTY AND EQUIPMENT (note 3)	<u>586,982</u>	<u>589,437</u>
	\$ 910,125	\$ 705,446
LIABILITIES		
CURRENT		
Accounts payable and accrued	\$ 32,646	\$ 23,770
Deferred revenue (note 4)	165,000	20,000
Scheduled repayments of long-term debt due within one year (note 5)	8,915	129,299
	206,561	173,069
DEFERRED REVENUE (note 4)	132,500	112,500
LONG-TERM DEBT (note 5)	<u>111,372</u>	<u>-</u>
	450,433	285,569
CONTINGENT LIABILITIES (note 6)		
ORGANIZATION'S SURPLUS		
SURPLUS	<u>459,692</u>	<u>419,877</u>
	\$ 910,125	\$ 705,446

STATEMENT OF OPERATIONS AND SURPLUS
FOR THE YEAR ENDED DECEMBER 31, 2017
(With comparative figures for 2016)

	2017	%	2016	%
REVENUE				
General donations (note 4)	\$ 332,769	39.9	\$ 457,508	53.3
Contributions from other registered charities	180,063	21.6	108,513	12.6
Events	131,804	15.8	138,281	16.1
Gifts-in-kind	118,645	14.2	139,997	16.3
Fees	69,931	8.4	14,327	1.7
	<u>833,212</u>	<u>100.0</u>	<u>858,626</u>	<u>100.0</u>
EXPENDITURE				
Wages and benefits	380,179	45.6	464,207	54.1
Supplies, gifts-in-kind	118,645	14.2	139,996	16.3
Animal care	84,682	10.2	79,672	9.3
General	64,180	7.7	56,052	6.5
Occupancy costs	43,925	5.3	47,355	5.5
Client services	41,134	4.9	47,088	5.5
Consulting	28,875	3.5	-	-
Marketing and fundraising material	20,437	2.5	49,078	5.7
Amortization	6,874	0.8	9,878	1.2
Interest on long-term debt (note 5)	4,466	0.5	7,564	0.9
	<u>793,397</u>	<u>95.2</u>	<u>900,890</u>	<u>104.9</u>
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURE	39,815	4.8	(42,264)	(4.9)
SURPLUS, beginning	<u>419,877</u>		<u>462,141</u>	
SURPLUS, ending	\$ 459,692		\$ 419,877	

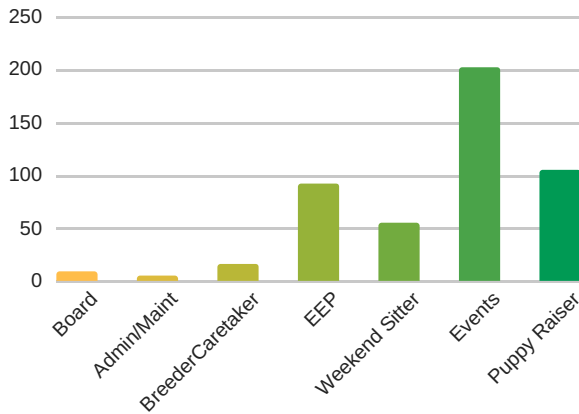
NOTE: ALL FIGURES ARE BASED ON OUR YEAR 2017 FINANCIAL STATEMENT AND AUDITOR'S REPORT BY SZCZEPSKI,



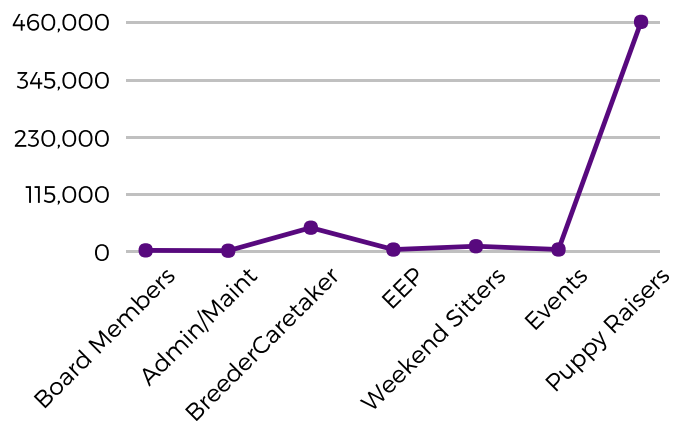
FOR A COPY OF THE FULL REPORT PLEASE VISIT
[HTTP://WWW.NSD.ON.CA/ABOUT/POLICIES-REPORTS/](http://www.nsd.on.ca/about/policies-reports/)

VOLUNTEER IMPACT

NUMBER OF VOLUNTEERS



VOLUNTEER HOURS



VOLUNTEERS ARE THE LIFEBLOOD OF OUR ORGANIZATION. IN 2017, 484 VOLUNTEERS DONATED 523,544 HOURS

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 information share to better serve our clients.

NSD has been an accredited member of Imagine Canada's Standards of Excellence Program since 2013. NSD believes in Imagines 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."







NSD IS AN INDUSTRY LEADER IN THE PROVISION OF SERVICE DOGS TO CANADIANS



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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