



ANNUAL REPORT

NATIONAL SERVICE DOGS
2023



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

TEAM SPOTLIGHT

OTTAWA POLICE SERVICE & NSD CINDY PEER SUPPORT FACILITY DOG PROGRAM



NSD Cindy will support OPS staff during critical incident debriefings and work with her handlers daily as part of OPS' Member Support Program and mental health initiatives across the Police Service.

"We understand the value of having Cindy on our team," said Deputy Chief Paul Burnett. "The work we do as police professionals is so emotionally and physically taxing on our bodies, and studies have shown that the simple act of petting a dog can raise levels of serotonin and dopamine in our brains and help make us feel both happier and calmer."

"It's amazing to watch her when she meets our officers and civilian members," said Cindy's handler Inspector Isabelle Lemieux. "She's so excited to meet new people, and she's a great conversation starter about wellness and her role with our Service."

NSD is proud to partner with Wounded Warriors Canada to make NSD Cindy's placement with Ottawa Police Service possible. "WWC knows that repeated exposure to traumatic incidents can have long-lasting impacts on OPS members and understands the importance of being proactive to help members feel safe, supported and understood. That's a big part of the role NSD Cindy will play with the Ottawa Police Service and we're extremely proud to help make this pairing possible." Scott Maxwell, Executive Director, Wounded Warriors Canada

Special thanks to Wounded Warriors Canada



NATIONAL SERVICE DOGS

A MESSAGE FROM OUR PRESIDENT AND EXECUTIVE DIRECTOR

Since 1996, National Service Dogs (NSD) has bred, raised, trained and supported over 900 dogs throughout their life journeys. Our dogs are purveyors of unconditional love, physical and emotional support and friendship for our clients, our staff and volunteers. The way we honour their service is by providing exceptional care to them through every life stage.

As equal partners in our mission, the welfare and well-being of NSD's dogs is central to everything we do. We love them first and hold the responsibility for their well-being the length of their lives. To this end we retain ownership of our working dogs and work in partnership with our volunteers and clients to ensure each dog's ongoing health and wellness throughout their journey, advocating for their best interests whenever needed.

Our dedicated community of staff, volunteers and clients receive guidance in canine communication, behaviour and training, animal health (including preventative care, cooperative care, weight and exercise management), pet first aid and public safety.



NSD strives to meet people and dogs where they are, aligning their individual needs and personalities to foster the best possible outcomes for our Service, Facility and Skilled Companion Dog Teams and Very Important Pet (VIP) families. Through an in depth screening process, our team of professional client service social workers, service dog trainers, animal health and volunteer coordinators gather detailed information on our humans and dogs and tailor the training of both to create teams that are in sync, supported and successful.

We are mindful that the flow of the dogs through our programs can be challenging for both humans and dogs. With this in mind, we have worked hard this year to create and deliver meaningful supports to mitigate these stressors, including: enhanced communication about our processes, peer-to-peer meet ups for volunteers and clients, a Grief and Loss Tool Kit and in person Grief & Loss Support Group and "Knowledge Nibble" Information Sessions on "all things NSD".

As we journey through 2024, we look forward to continuing to enrich the lives of our community. We appreciate the expertise and the passion of our community partners and know that together using a citizen-centric approach we can continue to improve and expand on our ability to empower people to reach their full potential.

With Gratitude,

Alison Archambault
Board President

Danielle Forbes
Executive Director, Co-Founder

AN OVERVIEW

2023 AT A GLANCE



21
DOGS

21 new dogs placed with clients across Canada



34
PUPPIES

34 new puppies entered the program; including 3 received via the ABC Breeding Cooperative and other ADI partners



169
CLIENTS

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



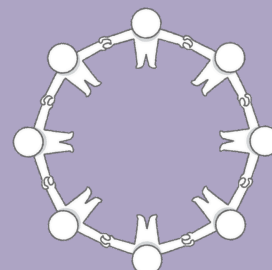
364
VOLUNTEERS

364 volunteers donated 335,468 hours of service



\$1,115,529
DOLLARS

\$1,115,529 in total revenue



4
COURSES

Mental Health and Safety Staff, volunteers and clients participated in 2 Pet First Aid Courses and 2 Applied Suicide Skills Intervention Training courses.

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

Together in 2023, we matched 12 Service Dog Teams (6 ASD, 6 PTSD), 2 Canine Assisted Intervention Teams (1 Peer Support Facility Dog, 1 Justice Facility Dog), 7 Skilled Companion Dog Teams, welcomed 34 new puppies into the program and provided veterinary care for over 75 dogs. This represents an 11% increase from 2022.

We anticipate further growth and a return to pre COVID numbers in 2024. We wish to thank our NSD family of staff, volunteers and donors for making 2023 a success.

A SPECIAL THANK YOU

A special thank you to Fastenal Canada Ltd., Elanco Animal Health and Merck Animal Health for sponsoring the development of a large number of our puppies in training in 2023. Also, thank you to the Cambridge Bingo and Gaming Association and the K-W Gaming Centre for helping us offset the costs of veterinary care for our dogs in training.

OUR TEAMS

Certified Autism Service Dog Team Luke & NSD Bezzie and Eric & NSD Atticus



"NSD brought our families together!"

One of the benefits of being part of the NSD community is the built in system of support and friendship provided by our graduate families. Earlier this year two of our ASD teams got together to celebrate Luke's birthday. "Luke and Eric are one year apart and Atticus and Bezzie went to university together!" We love seeing new friends come together

Special thanks to the Minto Foundation, Elliott Family Foundation, Kiwanis Club of Brampton for their generous support. of our youth.

Certified PTSD Service Dog Team - Austin & NSD Ally

NSD Service Dogs truly empower their partners to grow and reconnect with their community.

"In March NSD Ally and I volunteered for the NSD Easter Egg Hunt for Dogs in Hamilton. Ally did fantastic. So many distractions, and she was a trooper. We took the GO train back to Oshawa, I can't describe the confidence she gave me. It was a busy day and she was pooped when we got back home. Please know that from the moment we were first introduced Ally has had a wonderful positive effect on me."

Special thanks to Wounded Warriors Canada, the Royal Canadian Legion - Ontario Command, The Donner Canadian Foundation and Hewitt Foundation for their generous support of our PTSD Service Dog Program



Skilled Companion Dog Team - Zoe & NSD Antoine (aka Andy)

"Zoey loves her "Andy Baby" is often been heard saying "Andy baby, he's so cute...look at him!" That's a lot of words for Zoey. She is 5 and behind in her speech. Andy has helped give her confidence to speak more. Andy is always there to give the best kisses and the warmest snuggles. Andy has a special ability to foster peace and joy in our family's day to day lives, and he has touched the hearts of each member of our family. We will forever be thankful to NSD and everyone involved in raising and training such an incredible skilled companion dog."

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



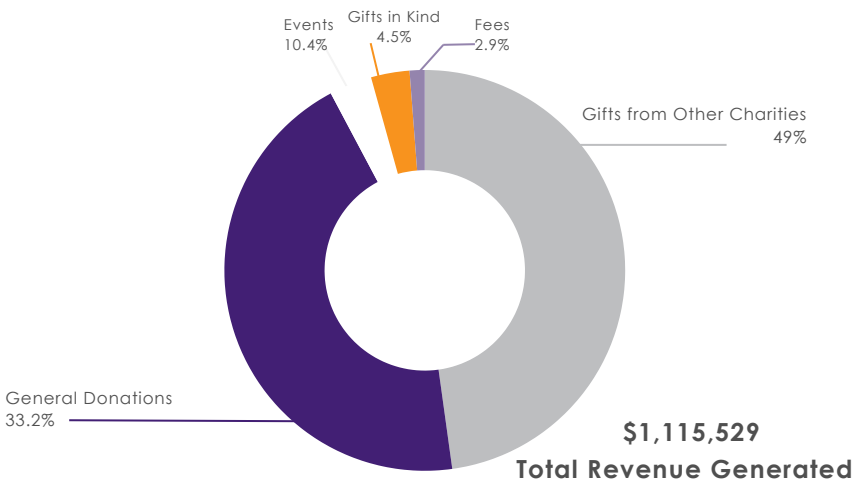
DONOR ACCOUNTABILITY

Each year thousands of individual donors make direct contributions to NSD’s programs and we are incredibly grateful for their support. We were excited to have our Annual Easter Egg Hunt for Dogs rolled out across 6 cities with revenues of \$65,000 marking a return to per-COVID activities. Our annual Paws In Motion campaign was once again a success with \$36,000 raised and we were grateful for the leadership of Team NSD West with Paws&Patrol@OPS.

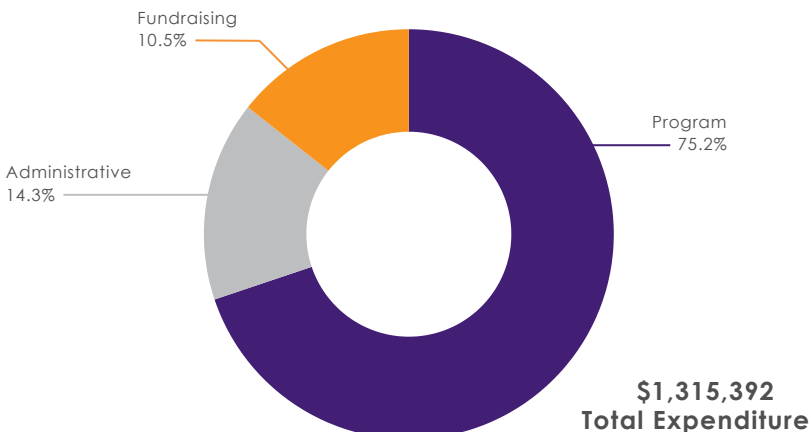
In 2023, we were honoured to be the recipient of major legacy gifts, with one gift of \$100,000 anticipated in 2023 being pushed into 2024. Legacy gifts combined with year over year grants give NSD the confidence to build out our infrastructure and strengthen and grow our programs.

We extend our gratitude to our annual donors: Wounded Warriors Canada in partnership with the Royal Canadian Legion - Ontario Command, Fastenal Canada, The Rawz Fund, The Donner Canadian Foundation, The Walker Wood Foundation, Dogtopia Foundation.

REVENUE



EXPENDITURE



34 NEW PUPPIES



75 DOGS VETTED AND DEVELOPED



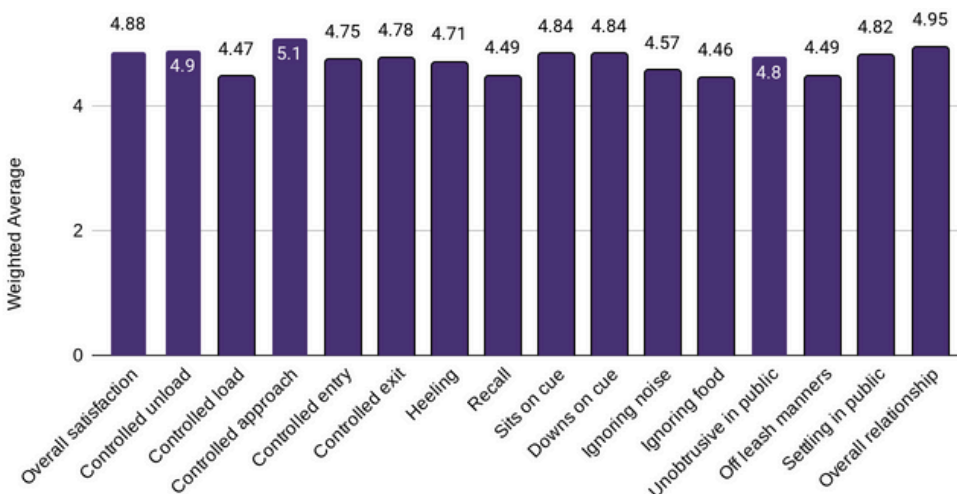
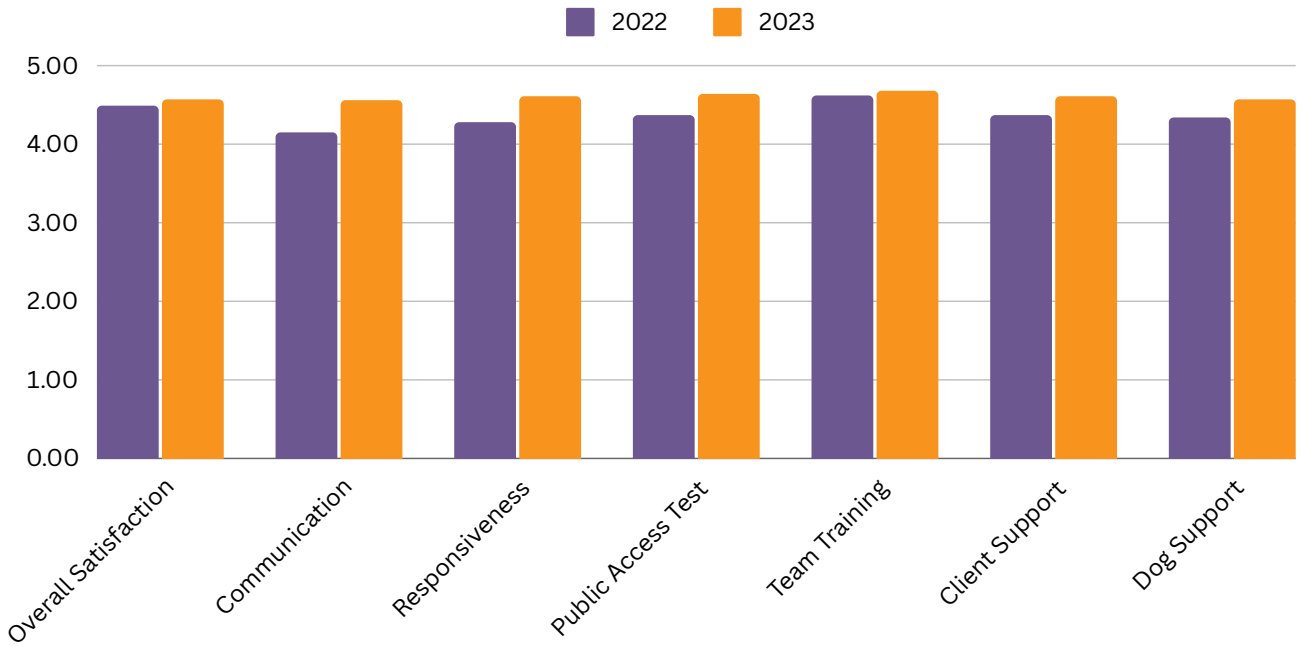
21 NEW DOGS PLACED



169 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 92.1%.



**2023 Client Satisfaction Survey
Dog Performance Average Rating
94.8%**

Each National Service Dog undergoes 2 years of assessment and training before being partnered with a client. Everyone who works with our dogs can take pride in the exceptional performance and impact each of our dogs has on their partner.

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.

DONOR ACCOUNTABILITY

\$42,700 OTF Grant Creates New Training Space for National Service Dogs

“The National Service Dogs Training Centre has had a tremendous impact on the lives of children and youth for several years and this grant will allow the organization to continue its important work,” said Brian Riddell, MPP for Cambridge. “The Ontario Trillium Foundation supports many worthy projects in our province, not the least of which is the renovation project undertaken at National Service Dogs Training Centre.”



With the generous support of the Ontario Trillium Foundation, much-needed repairs to NSD's Training Centre in Cambridge were undertaken to ensure the centre's continued longevity. We were able to replace our traditional kennel with a barrier free training space for dogs, which provides NSD the capacity to better assess, support and train service, facility and skilled companion dogs tasked with supporting the mental health of the Canadians they proudly serve.

The new training space will be home to NSD's breeding and animal health programs; including puppy temperament assessments and “in for training” assessments. It will also be home to Companion Dog College and Team Training as well as provide overflow training space for the puppy program.

We would also like to acknowledge the hard work of the volunteers from the The Carpenters' District Council of Ontario (CDCO) and the Helmets 2 Hardhats Program for Veterans. Together with NSD's volunteers we completed the teardown of the existing kennels, flooring and garage door and reframed and prepped the space for the new construction.

Special thanks also goes out to Matt, Ryan and the crew from Trigon Construction Management for their contributions and expertise. It was a pleasure for us to work with your team.



FINANCIALS

This year NSD realized two situations that impacted our annual revenues resulting in \$167,183 of anticipated revenue not being recognized in 2023. A bequest of \$100,000 was delayed and pushed forward into 2024. Additionally, \$67,183 was received and recognized in Q4 2022, but we learned in Q2 2023, after our annual filings, this gift was meant to be our annual 2023 gift and should have been shown as deferred revenue in 2023.

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
YEAR ENDED DECEMBER 31, 2023**

| | 2023 | 2022 |
|---|---------------------|-------------------|
| REVENUE | | |
| General donations (Note 6) | \$ 370,145 | \$ 632,407 |
| Contributions from other registered charities | 546,607 | 587,600 |
| Events | 116,526 | 45,588 |
| Gifts-in-kind (Note 2) | 50,512 | 41,145 |
| Fees | 31,739 | 16,042 |
| | <u>1,115,529</u> | <u>1,322,782</u> |
| EXPENDITURES | | |
| Wages and benefits | 845,491 | 755,352 |
| Animal care | 137,799 | 120,313 |
| Supplies, gifts-in-kind | 43,396 | 41,145 |
| Occupancy and operating costs | 156,037 | 119,364 |
| Client services | 25,785 | 33,144 |
| General | 37,077 | 63,023 |
| Consulting fees | 24,946 | 22,867 |
| Marketing and fundraising material | 26,967 | 32,470 |
| Amortization of tangible assets | 17,894 | 17,334 |
| | <u>1,315,392</u> | <u>1,205,012</u> |
| EXCESS (DEFICIENCY) OF REVENUE OVER EXPENDITURES | <u>\$ (199,863)</u> | <u>\$ 117,770</u> |

**NATIONAL SERVICE DOG TRAINING CENTRE INC.
STATEMENT OF FINANCIAL POSITION
DECEMBER 31, 2023**

| | 2023 | 2022 |
|--|-------------------|---------------------|
| ASSETS | | |
| CURRENT | | |
| Cash (Note 3) | \$ 100,091 | \$ 699,970 |
| Bequests receivable | - | 41,500 |
| Accounts receivable | 13,461 | - |
| Short-term investments (Note 4) | 257,795 | - |
| Prepaid expenses | 11,197 | 11,039 |
| Government remittances recoverable | 31,432 | 27,097 |
| | <u>413,976</u> | <u>779,606</u> |
| CAPITAL ASSETS (Note 5) | <u>488,236</u> | <u>457,889</u> |
| | <u>\$ 902,212</u> | <u>\$ 1,237,495</u> |
| LIABILITIES | | |
| CURRENT | | |
| Accounts, payable and accrued | \$ 56,076 | \$ 60,496 |
| Deferred revenue (Note 6) | 10,000 | 141,000 |
| | <u>66,076</u> | <u>201,496</u> |
| DEFERRED REVENUE (Note 6) | <u>132,500</u> | <u>132,500</u> |
| | <u>198,576</u> | <u>333,996</u> |
| CONTINGENT LIABILITIES (Note 7) | | |
| NET ASSETS | <u>703,636</u> | <u>903,499</u> |
| ORGANIZATION'S NET ASSETS | <u>\$ 902,212</u> | <u>\$ 1,237,495</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, KONG and Benny Bully's.**

All figures are based on our 2023 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



NSD is proud to partner with WWC & The Royal Canadian Legion - Ontario Command to supply service dogs to veterans. We are grateful for WWC's dedication to the mental health of our veterans and first responders.
#InThisTogether



VISIONARY



CHAMPION



PARTNER



FRIEND

A. Saperia, 1st (CAV)Canadian Army Veterans Harry Watts Memorial Ride, 1st CAV Ortona Unit, 24 Good Deeds, Benny Bully's, Bowen Windows, Cambridge Shrine Club In Trust, CN Employees & Pensioners Community Fund, Concord Lodge 722, CUPE Local 791, Dare, D-Day Wear by Attitude & Ideas INC, Eldon House Chapter IODE, Forbes Family, Georgina Foundation, George Lunan Foundation, K-W Gaming Centre, LIUNA Local 625, Hussey Family, Laing Foundation, Lambert Group Real Estate Corp, Marti Wisniewski, MilkBone, OPSEU, Minto Foundation, Nestle Purina, Oxford County Veterinary Clinic, Pet Valu Orangeville, Pure Source, Ren's Pets, Resource Thrift Shop, Rideau Lakes Golf and Country Club, Royal Canadian Legion Branch 375, Rotary Club of Waterloo, Team West at Ottawa Police Service, The Beckett Project, Trigon Construction Management, Ward Family Foundation, Westmount Golf and Country Club, Wellington Laboratories Inc, Visser Fund,

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 2023, over 350 volunteers assisted with every area of NSD's operations and donated 335,468 hours. We were thrilled to be able to host our volunteers at the new Education Centre for events, puppy classes and pet first aid courses.

In response to feedback from our annual volunteer surveys, NSD took steps to further enhance our volunteer experience through 2024. In addition to our popular:

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

In 2023 we added 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 2024 NSD WILL UNDERGO REACCREDITATION WITH IMAGINE CANADA.



Assistance Dogs
INTERNATIONAL
ACCREDITED MEMBER



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 2024. 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 2024 on the horizon. We are continuing to focus on our strategic priorities; including enhancing our engagement with our NSD Community through a more citizen centric approach, diversifying our funding, and revamping our communications; starting with a new strategic direction for the NSD website. 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 30 new puppies into the program to ensure the next generation of service dog graduates.

Please consider joining in our journey in 2024 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>



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-  nsd.on.ca

National Service Dogs
1286 Cedar Creek Road
Cambridge, Ontario N1R 5S5
T 519.623.4188
E info@nsd.on.ca