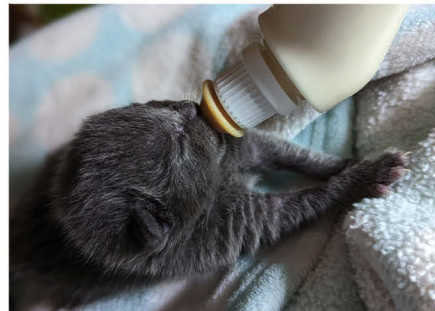
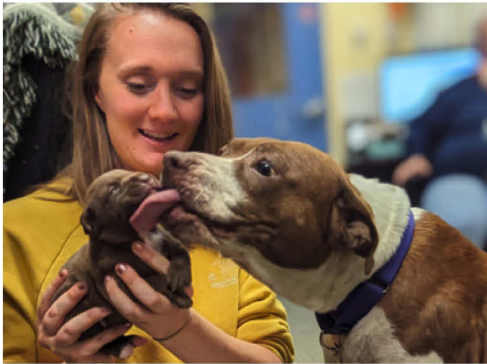


RICHMOND SPCA



FY 2023

Annual Report



From the CEO:

Tamsen Kingry Chief Executive Officer

As we reflect on Fiscal Year 2022-2023, we proudly share with you the remarkable achievements made possible by your steadfast support. With you as our partners in lifesaving, the Richmond SPCA came to the rescue of thousands of needy animals and delivered help and hope to the people who love them.

The year was a busy one, punctuated by lots of construction around our facility. In the spring, we wrapped up the creation of eight new staff offices and one Real Life Room where shelter dogs find sanctuary from the bustling kennels. In September, we completed the massive renovation of our laundry and dishwashing rooms, providing more square footage, greater efficiencies, and dedicated space for cat enrichment. We also started planning for the construction of a much-needed outdoor recreation area in which we can exercise dogs awaiting adoption.

Fiscal Year 2022-2023 marked the first full year of operations in our satellite Smoky's Spay & Neuter Clinic, which we opened in March 2022. Over the last year, we increased the number of sterilizations we provided to pets in the care of local government shelters and private rescue groups, and thanks to a collaboration with our friends at Banfield, we grew our capacity to spay and neuter free-roaming, unowned community cats across the community.

Over the summer when canine influenza impacted local shelters, including our own, we isolated and cared for sick dogs while staying open to deliver our mission and essential programming. And when shelters across the community reported their kennels were full, we organized a regional fee-waived and fee-reduced adoption event with funding from the Community Foundation for a greater Richmond. Eighteen groups participated over three days, and more than five dozen dogs found homes.

In the annual report to follow, we have summarized our key accomplishments over the last year. With your help, we provided a breadth of programs and services with lasting impact and enriched the lives of both pets and the people who cherish them. Thank you for standing by us, investing in our mission, and contributing to a future where every homeless animal is guaranteed the second chance she deserves.

With heartfelt gratitude,

A handwritten signature in black ink that reads "Tamsen". The signature is written in a cursive, flowing style.

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Lives Saved

Admissions

Animal Care

Behavior & Training

Internal Veterinary Services
(IVS)

Foster Care

Adoptions

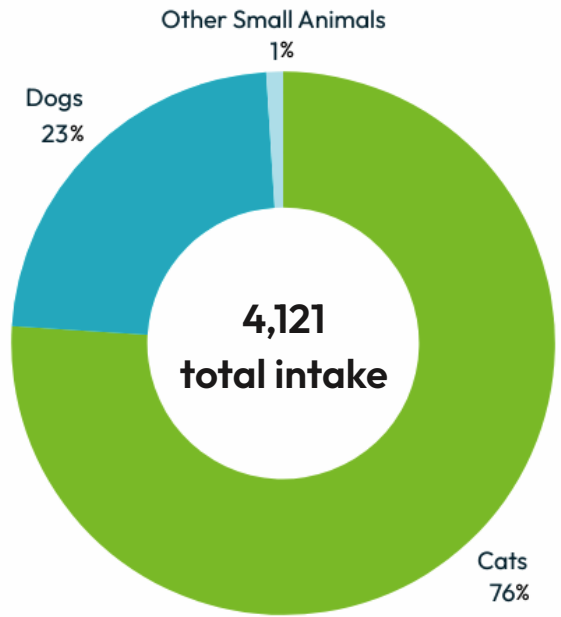
Admissions

Our Fiscal Year 2022-2023 began on October 1, 2022 with 312 animals in our care. During the course of the year, we brought in an additional 4,121 pets in need, caring for a total of 4,433 homeless pets at our humane center by the fiscal year's end on September 30, 2023. We concluded the year with 390 pets in our care awaiting adoption.

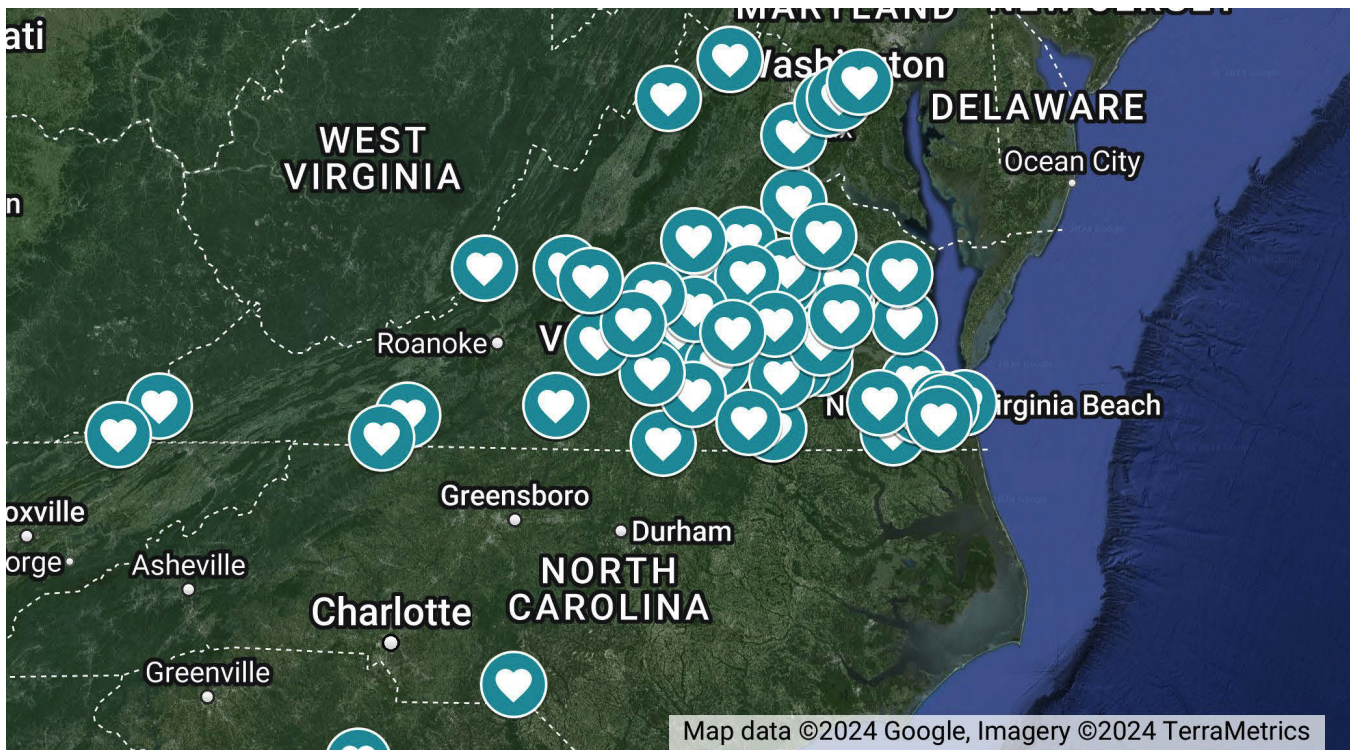
Pets primarily came into the care of the Richmond SPCA via transfers from partner shelters and rescue groups or through owner surrender. A small number were abandoned on our property or brought to us as strays.

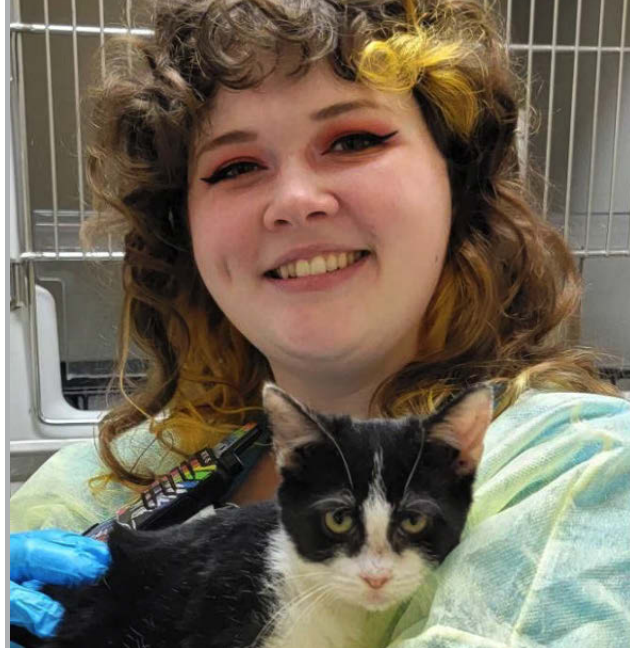
Of the more than 4,000 pets who came into the care of the Richmond SPCA, 38% were surrendered, abandoned or brought in as strays. This represents a 3% increase over the last fiscal year. We also helped 610 pets stay with their guardians through crucial programs of pet retention.

The pets we transferred into our care this year came from 72 partner agencies. Our partners are primarily municipal shelters, operated by city and county governments, many with limited resources. Within the Commonwealth of Virginia, we partnered with 59 sheltering organizations during the fiscal year, and we took pets into our care from an additional 13 shelters and rescues in other states, the territory of Puerto Rico and the US Virgin Islands. This includes 49 pets transferred from areas affected by natural disasters.



[Click here to view our interactive transfer map.](#)





Animal Care

On average, our devoted animal care technicians cared for about 200 animals per day in our humane center, while dozens more pets spent time in temporary homes thanks to our dedicated foster care providers. At the shelter, our staff ensured that clean beds, toys, nutritious food and fresh water greeted every pet. Each day, our animal care team provided walks, fed meals, scooped litter boxes and kept housing areas clean and comfortable. They monitored each animal's eating, behavior and overall condition. When we say "Love Lives Here," it is because love is evident in all that these staff did for the 4,433 pets sheltered at our facility last year.

- 130** Average number of cats cared for daily
- 71** Average number of dogs cared for daily
- 1** Average number of small animals cared for daily
- 14** Average number of pets cared for by an animal care technician each day

Shelter Behavior and Training

Our staff and volunteers work hard to ensure that homeless cats and dogs (and guinea pigs and bunnies!) are as comfortable as possible in a shelter environment. This includes providing enrichment activities and focused attention to meet the physical and emotional needs of all our pets.

During Fiscal Year 2022-2023, hundreds of cats received focused attention from our feline enrichment specialist and Blue Team, a dedicated group of specialized volunteers.

496 Cats supported by the Blue Team

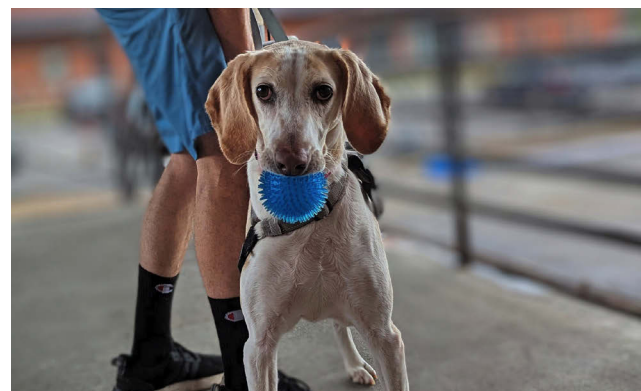
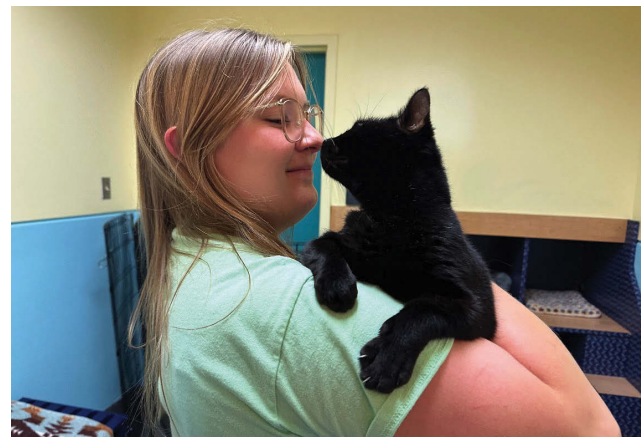
Creative enrichment provided to cats included audio therapies using a sound machine, nature sounds or calming music; visual stimulation like “cat TV,” window perches, jellyfish lamps, bubbles and light shows; olfactory stimulation (scent sprays); and, of course, treats such as slow feeders and licky mats. Some cats enjoy “story time” in the lap or presence of a volunteer. We also provided exercise with a cat playground and chase games.

For the dogs in our care, particularly those with more complex behavior challenges, our shelter trainers delivered focused training while our Green Team, a committed group of specialized volunteers, showered dogs with individualized attention.

207 Dogs supported by the Green Team

58 Dogs received intensive training from our trainers

Typical dog enrichment activities included field trips, buddy walks, games of fetch, sprinkler time, scent stimulation and treat puzzles. We also provided tracking activities for the dogs in our care bred to experience the world through their expert noses.





Internal Veterinary Services

Responsible for providing veterinary care to the thousands of pets we shelter each year, our Internal Veterinary Services (IVS) team ensured each animal received a thorough exam upon intake and developed customized treatment plans for any pets they diagnosed with an illness or injury. IVS administered age-appropriate vaccines, microchips and sterilization surgeries for all pets prior to adoption. This fiscal year was a particularly challenging year as the Greater Richmond area experienced an outbreak of the novel canine influenza virus. We are deeply grateful that our IVS team was able to develop a protocol to isolate, treat and safely manage our population of dogs. Their excellent and expert care enabled us to remain open for adoptions throughout the health crisis, thereby saving countless lives.

During Fiscal Year 2022-2023, IVS provided 3,838 pets veterinary care beyond standard spaying, neutering and preventive care. This represents 87% of the overall number of pets in our care over the year.

Top conditions treated

The complexity of cases treated by IVS grows each year. These are some of the most significant conditions the IVS team addressed with [Cinderella Fund](#) resources.

Internal Parasites



Epcot



932 cases treated

Respiratory Conditions



The Ocho



735 cases treated

External Parasites



Lab Coat



1,081 cases treated

Heartworm Disease



Bartholomew



107 cases treated

Feline Immunodeficiency Virus



Uncle Leo



77 cases treated

Feline Panleukopenia



Camilla



32 cases treated

Feline Leukemia Virus



Myrtle



22 cases treated

Canine Influenza



Sprocket



41 cases treated

Foster Care

With more than 4,000 pets in our charge last fiscal year, foster care volunteers played an integral, lifesaving role. Foster care volunteers could complete training, browse pets in need of temporary homes and [sign up online](#). Hundreds of amazing volunteers opened their homes to provide dedicated care and attention to adult cats and dogs as well as neonatal kittens and puppies. Last year 99% of the pets identified for foster care were placed, including 100% of bottle baby kittens, weaned kittens and nursing cats with kittens.

1,032 Pets placed into foster care

301 Foster providers

191 First-time foster providers

115 Bottle babies placed in foster care





Staff celebrate the adoption of Wheat Thin, a long-term resident who is now thriving in a loving home.

Adoptions

If you ask, most staff will agree that the most joyous sound in our humane center is the ringing of the adoption bell. An old ship bell, the ritual marks a turning point in a pet's life. This is the moment they leave our care and begin the next chapter of life in new, loving homes. That bell rang 3,909 times in Fiscal Year 2022-2023. Special moments included 66 **Seniors for Seniors** adoptions, where pets aged 5 and older went home with adopters who were at least 60 years young. The adoption bell rang for 58 adoptions as part of our **Pets for Patriots** promotion for military and first responders. Cats who were positive for Feline Immunodeficiency Virus (FIV) and/or Feline Leukemia Virus (FeLV) made up 84 adoptions.

3,909 PETS ADOPTED





Programs & Services

Susan M. Markel
Veterinary Hospital

Smoky's Spay & Neuter Clinic

Humane Education

Behavior Helpline

Training Classes

School for Dogs

Susan M. Markel Veterinary Hospital

Keeping pets in loving homes and out of shelters is key to creating a no-kill community. A critical program in our catalog of essential pet-retention services is the Susan M. Markel Veterinary Hospital. Offering affordable veterinary care to our adopters and to pet guardians who income-qualify helps loved pets stay with their families while enjoying a greater quality of life.

3,611

Sick/urgent appointments

2,981

Wellness appointments

919

Surgical appointments

9,156

Patients treated





While fees for services at the Susan M. Markel Veterinary Hospital are structured to make care affordable for our patients' guardians, in some cases even our very low fees are more than some families can afford. We work hard to advocate for those families through fundraising efforts in our community, including among institutional and individual funders. With their support, we are able to waive fees for lifesaving and non-routine care for hundreds of under-resourced pet guardians.

\$92,149.69

FEES WAIVED



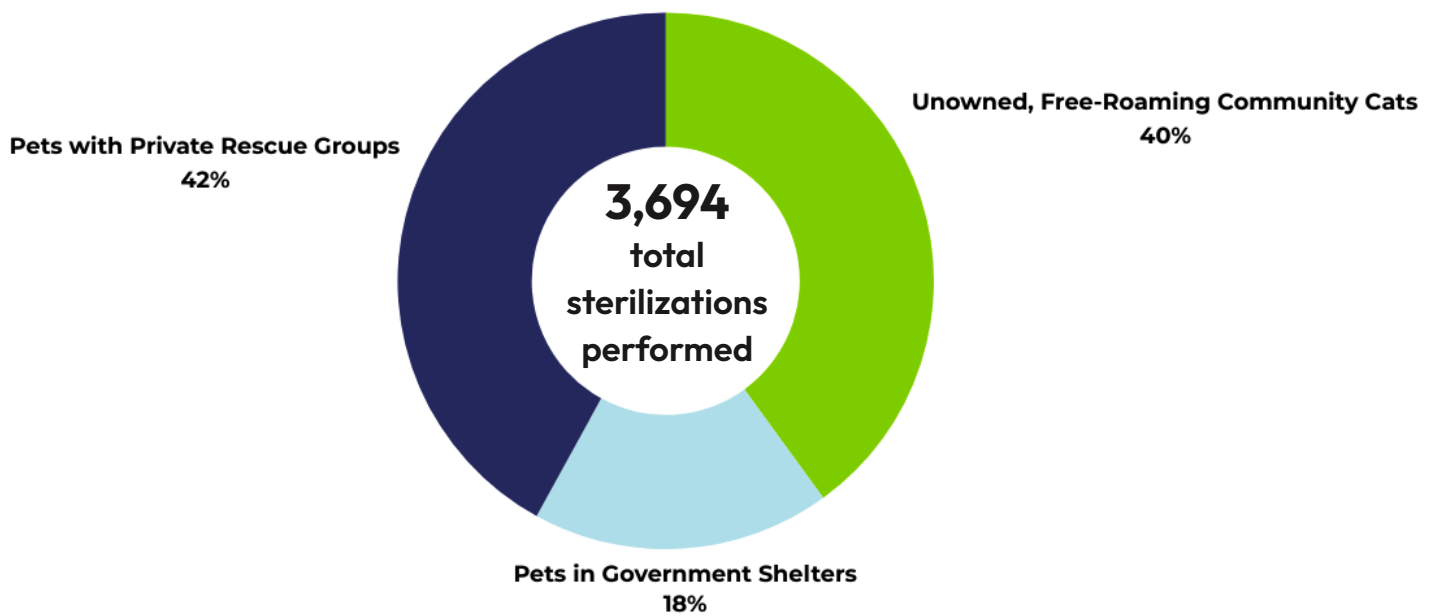
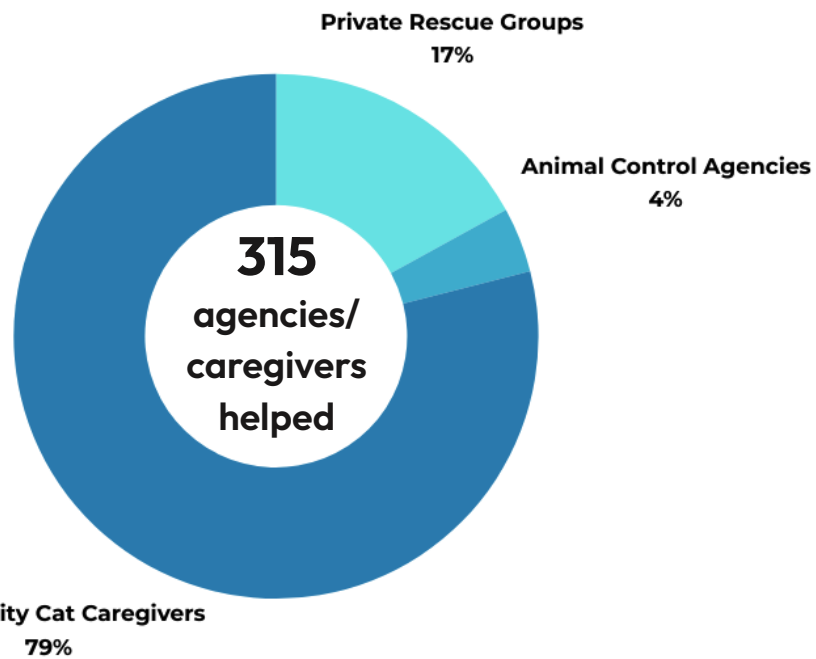


Smoky's Spay & Neuter Clinic

In January 2022, the Richmond SPCA acquired the assets of a high-volume spay and neuter clinic in Mechanicsville. Re-christened as Smoky's Spay & Neuter Clinic, "Smoky's" (for short) allowed us to move the sterilization surgeries for free-roaming, unowned community cats as well as pets belonging to private and public animal welfare agencies from our full-service veterinary hospital to the satellite location, thus creating additional bandwidth at the Susan M. Markel Veterinary Hospital to meet the growing demand for services for owned pets. Fiscal Year 2022-2023 marked the first full year of operating our new satellite location. At Smoky's, we are ensuring pets in the care of private and public shelters as well as rescue groups are sterilized prior to adoption while also tending to the needs of our community's free-roaming, unowned cat population.

A generous gift established the [Carol B. Burlage Fund for Animal Welfare](#) in 2022. This fund provides ongoing support to our spay and neuter efforts.







Humane Education

By offering programs of humane education for both children and adults, the Richmond SPCA advances our vision for a strong community that values animals and takes collective responsibility for their wellbeing.

155

Children's birthday parties



43

**Educational tours of our humane center and 13
outbound visits to local schools and non-profits**

591

**In-person campers for 11 weeks of summer
camp and two weeks of winter camp**



3,000+

Children provided humane education

143

**Students paired with Paws for Reading
volunteers in all K-2 classrooms at Richmond
City Public Schools' William Fox Elementary**

Behavior Helpline

Behavior issues are among the most likely reason cited when a guardian relinquishes a pet to a shelter. To keep pets in their loving homes, the Richmond SPCA has programs that encourage guardians to resolve their pets' behavior challenges with our help and support. Free consultations by phone and email are available to our adopters as well as all area pet guardians.

149

137

80



Hours dedicated to supporting dog guardians

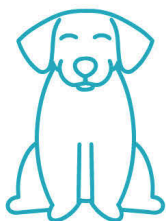
Hours dedicated to supporting cat guardians

Hours of free and low-cost behavior consultation in person/via Zoom

Households helped: 913

Training Classes

At the Richmond SPCA, we believe that building strong bonds between people and their pets is best achieved through reward-based training. Designed around the science of animal behavior and learning theory, training at the Richmond SPCA is fun and rewarding for both dogs and their loving guardians.



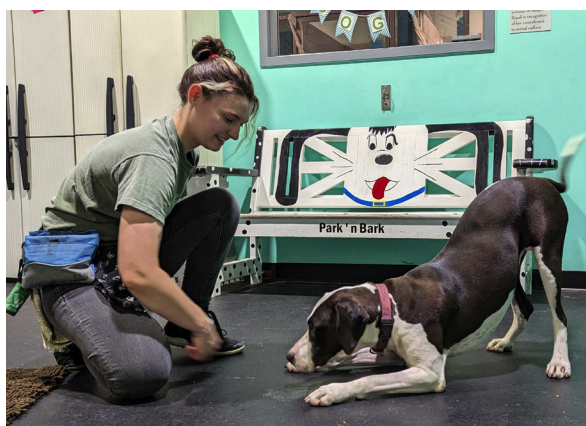
800 Students

9,600 Hours of instruction

Agility • A Hound in the Home • Surviving Adolescence • Polite Greetings
House Training • Good Start Puppy • Canine Manners • and more!

School for Dogs

At the Richmond SPCA School for Dogs, our students couldn't wait to get into the classroom! Every weekday, canine students came to School for Dogs for reward-based, individualized instruction with our trainers. Guardians received report cards detailing their dogs' lessons for the day and updates on progress made on specific training requests, which ranged from tricks to behavior modification.



41 Average number of students/month

2,540 Hours of one-on-one training provided



Community

Project Safety Net

Volunteers

Advocacy

Project Safety Net

The Richmond SPCA endeavors to cultivate a community committed to saving, protecting and enriching the lives of animals. Providing resources to pet guardians experiencing hardships through Project Safety Net is one of the ways we serve the animal-loving community. In addition to our full-service Susan M. Markel Veterinary Hospital and Behavior Helpline, these programs include our Pet Pantry, re-homing support and programming to assist the temporarily unhoused as well as those escaping situations of domestic abuse.

55 Pets helped through free temporary boarding

5 Pets belonging to CARITAS clients helped

250 Pet Pantry orders filled

188 Pets assisted through our re-homing services

Richmond SPCA Pet Pantry





Volunteers

Volunteers are part of the lifeblood of the Richmond SPCA, with activities ranging from administrative tasks to preparing surgical instruments in our hospital. Compassionate pet lovers of all ages and backgrounds donated thousands of hours of their time and talent in service to our mission to save the lives of our community’s most vulnerable pets. This year with the guidance of data from a recently-completed volunteer survey, we improved and enhanced the volunteer onboarding process by revamping new training videos and automating our training process. We are grateful to all of the individuals and corporate teams who spent time in our hospital, clinic and humane center. We are especially grateful to everyone in our community who helped with the critical task of taking home and completing laundry during our months-long laundry room renovation.

440 Volunteers

18,265 Hours contributed

276 Orientations hosted

286 Hours of volunteer training provided

152 Groups hosted for service hours

Some volunteers trained to specifically work with the dogs and cats in our care to provide stress-reducing enrichment activities. These volunteers were critical to the physical and emotional health of our animals. We are eternally grateful to these special people who provide such amazing comfort and care for pets during their stay.



The Blue Team provides essential physical and mental exercise to cats in our care. They also teach cats behaviors that prepare them for adoption and set them up for success in their new homes.

20 Blue Team volunteers
1,528 Hours contributed

Using our reward-based training philosophy, Green Team volunteers teach dogs in our care skills that help find them lasting homes while also providing physical exercise, mental stimulation, and much-loved field trips to local parks and living rooms in the area. Whether taking dogs to explore the James River or for a quiet nap on a couch, our Green Team gifts dogs with much-needed shelter breaks and all the love they can look forward to in their next home.



42 Green Team volunteers
2,481 Hours contributed



Some dogs need more than a walk; they need to run. The happiest sight for these dogs is the appearance of a Running Buddy volunteer at the door of their kennel. Rain, snow or shine, Running Buddies are scheduled several times each week and follow a pre-determined 5K course through the neighborhoods surrounding our humane center.

30 Running Buddies volunteers
204 Dogs who participated
1,263 Hours contributed

Under Construction!

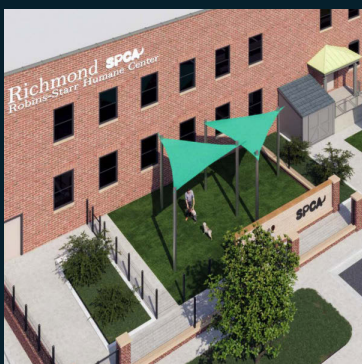
Calendar year 2022 marked the 20th anniversary of the Richmond SPCA's commitment to no-kill sheltering and 20 years since we opened our Robins-Starr Humane Center on Hermitage Road. Under our current strategic plan, we identified several construction projects designed to enhance efficiencies and better reflect the organization we are today – one with a larger staff, more robust and comprehensive shelter-diversion programs, a full-service, low-cost veterinary hospital, and a footprint that now reaches to Mechanicsville with our Smoky's Spay & Neuter Clinic.



At the Hermitage Road location, capital projects completed in Fiscal Year 2022-2023 included **new offices for administrative and training staff**, generously funded by an anonymous donor. Under the expert pro bono guidance of board member and architect Todd Dykshorn of Architectural Design Office (ADO), we were able to utilize space in our Track and Training Center to add **offices and a “Real Life Room” for our behavior and training team**. The Real Life Room, pictured at left, mimics a studio apartment and offers decompression and training space to help dogs become better equipped to live in their new adoptive homes. ADO also provided pro bono services to oversee the renovation of our public restrooms.



The largest and most complex construction project centered around our **laundry facilities**, perhaps the busiest part of our animal care operation. Thanks to a gift by volunteer Debbie Allen in honor of her adopted dog, Hannah, we combined the existing laundry room, dishwashing room and the former facilities office into one large space optimally designed to meet our needs and to create space for an additional commercial washer and dryer as well as a dishwasher.



Architectural rendering of a portion of Barb's Run

During Fiscal Year 2022-2023, we also started planning for our next big construction project – **Barb's Run** – an outdoor dog recreation area that will convert the loading dock and parking spaces behind our building into a fenced space for dog enrichment and exercise. The initial design work was provided by our former team member Barclay Finck, who together with Todd Dykshorn and ADO donated his time and architectural services. Our amazing friends at Timmons Group provided pro bono civil engineering services along with complete renderings. This project has been made possible with generous support from The Barbara Brunckhorst Foundation and a challenge grant from The Mary Morton Parsons Foundation.

Advocacy

While dogs, cats, guinea pigs and bunnies are most likely to fill our kennels, the Richmond SPCA advocates for all species (and the people who love them). Each year, we work tirelessly with like-minded organizations to advance progressive animal welfare legislation that supports our lifesaving mission while working to defeat regressive bills that could cause animals harm throughout the Commonwealth.

While many of the bills for which we advocated passage in the 2023 General Assembly failed to become law, we worked alongside other animal protection advocates to support a number of progressive bills. The conversations that were begun with Virginia Delegates and Senators laid the groundwork for policy changes that will require public housing authorities to have more inclusive pet policies, address deceptive funding practices that are common in pet stores, prohibit declawing of cats, and prohibit public contact with elephants. These are issues we will revisit in future sessions.

For the third year in a row, we opposed a bill that would have diminished state protections for animals that are exhibited at roadside zoos. The legislation sought to change the statute under which animals can be seized by law enforcement. Defeating another bill introduced by those whose interest in animals is driven by profit rather than protection was a success for zoo animals in Virginia.



HSUS State Director Molly Armus and Richmond SPCA Director of Communications Tabitha Treloar present an award to Delegate Rob Bell (center).

REDUCED OR WAIVED
ADOPTION FEES
AUGUST 11-13



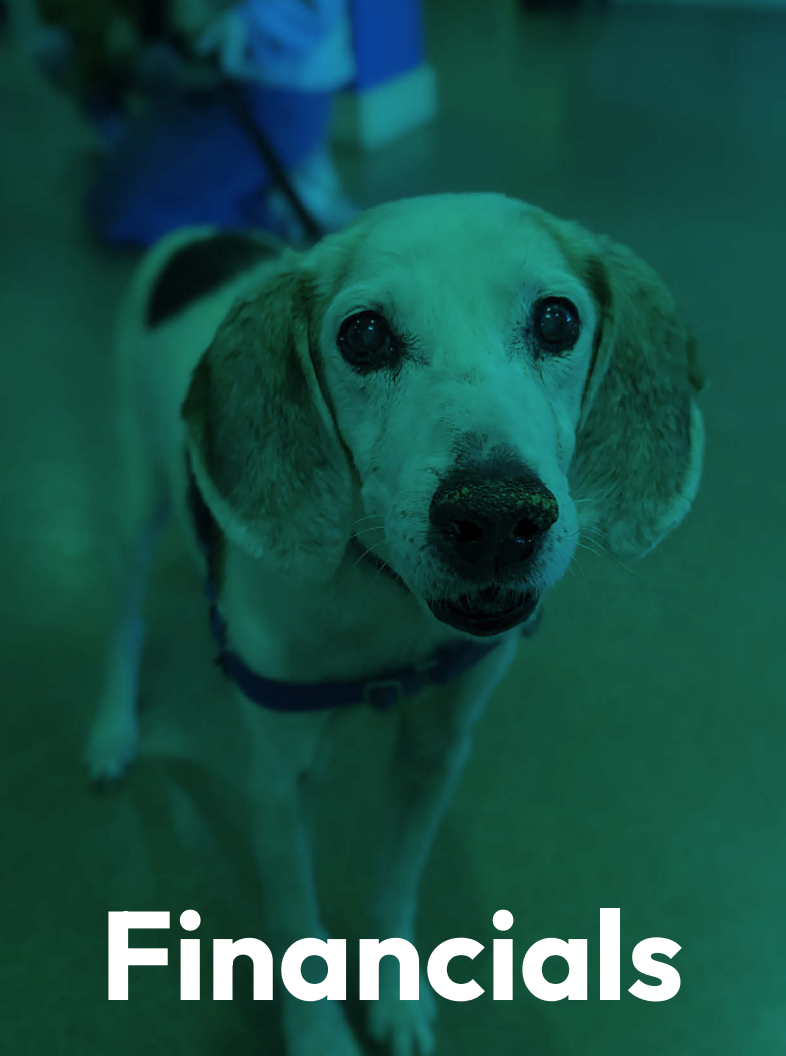
Community Dog Adoption Event – “Snoutreach”

The summer of 2023 was difficult for many of our rescue and sheltering partners. The novel canine influenza virus led to many unexpected quarantines across the region, in many cases leading to weeks-long pauses in adoptions at some public and private shelters in the area. As the virus spread throughout Richmond and the surrounding counties, we partnered with our friends at Ring Dog Rescue to raise awareness about the critical need for dog adoption.

Together, the Richmond SPCA and Ring Dog Rescue coordinated a community-wide dog adoption event, dubbed “Snoutreach.” **Eighteen participating municipal and private shelters** offered either free or reduced dog adoption fees over a three-day period, August 11-13. The Saturday of the event, the Richmond SPCA’s parking lot served as a hub for adoptions. A central location was key, particularly for rural shelters that benefited from the additional foot traffic and exposure for the wonderful dogs in their care.

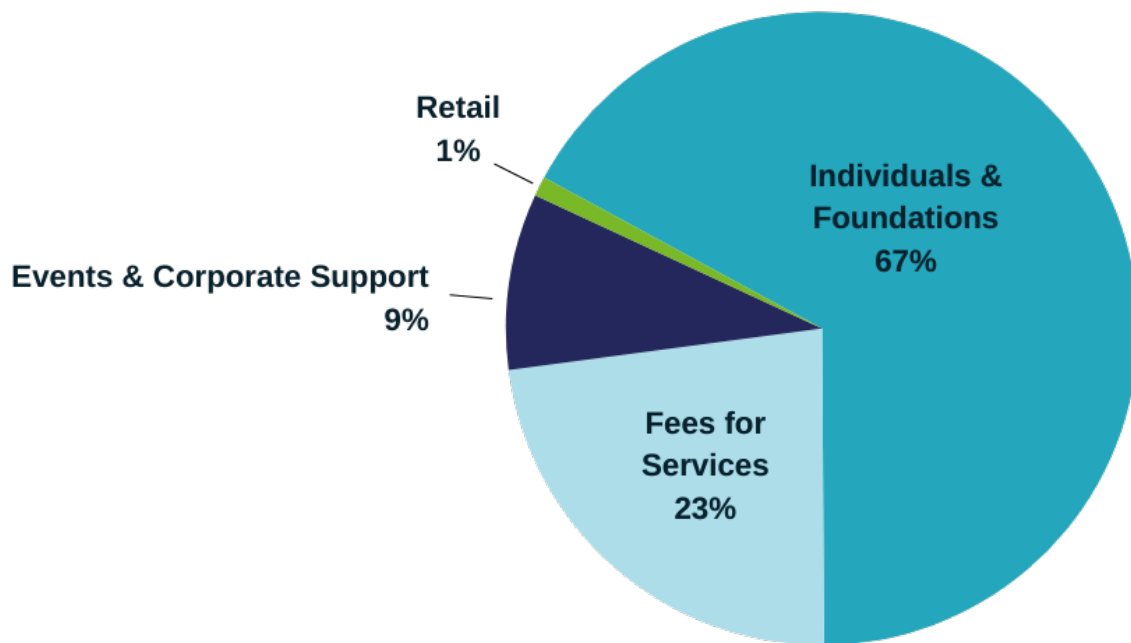
The event was a great success, culminating with a total of **66 dog adoptions**. Many partner agencies experienced the joy of driving back to the shelter with empty transport vehicles, as each and every dog they brought to Snoutreach either found a home or was transferred into the care of the Richmond SPCA or Ring Dog Rescue. The Richmond SPCA coordinated spay and neuter surgeries as needed and redistributed grant funds secured through the Community Foundation for a greater Richmond to all partner agencies to reimburse them for any waived adoption fees.



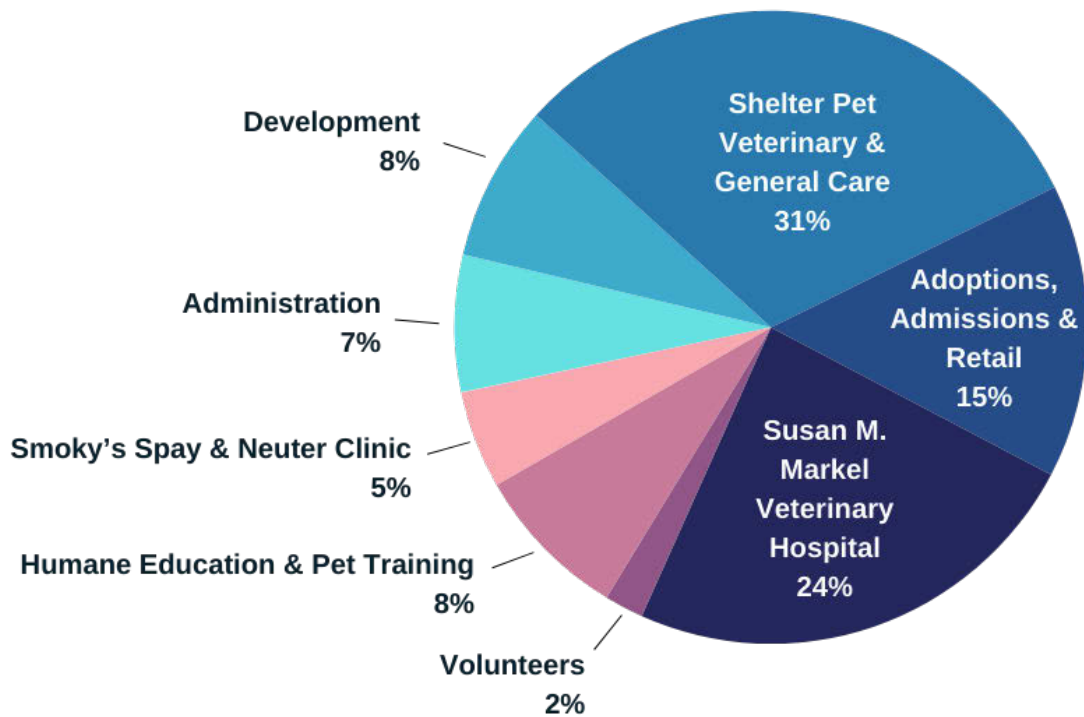


Financials

Sources of Operational Support



Operational Uses of Support



View our Form 990 and Form 990-T from our most recently filed year.

All Virginia releasing agencies submit annual statistics to the Virginia Department of Agriculture and Consumer Services (VDACS). [View our annual public reports](#) on their website by selecting which year you would like to review, choosing Individual Agency Report and then selecting Richmond SPCA.

RICHMOND SPCA



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