



Fiscal Year 2024-2025 IMPACT REPORT



> From the CEO



Tamsen Kingry

I am excited to share our latest impact report, highlighting the critical work your generous support made possible during Fiscal Year 2024-2025. Our mission to provide education and resources to achieve and sustain a no-kill community is fueled by a reservoir of compassion and commitment among our staff, volunteers, donors, adopters, students, partners and other friends. This collective energy and partnership are what drive our progress, and inside this report, you will see how your contributions last year helped us deliver comprehensive care and lifesaving services to vulnerable pets and the people who loved them.

Annually we deliver crucial programming to the Greater Richmond community, and last year, we more than doubled the amount of essential supplies — such as pet food and litter — we distributed through our free Pet Pantry, delivered valuable humane education to significantly more children than the prior year, and brought into our care 10 times more pets from areas impacted by natural disasters that included the Los Angeles wildfires, Hurricane Helene and the Kentucky, Texas and West Virginia floods. And in response to increased cases of parvovirus in area government shelters in the fall of 2024, our Susan M. Markel Veterinary Hospital organized a free drive-thru vaccination clinic at our humane center during which we vaccinated 300 dogs against the deadly virus in three hours.

Over the summer, we broke ground on Barb's Run, a safe, accessible and flexible outdoor space adjacent to our humane center. Transforming a paved parking area into 4,000 square feet of exercise space, Barb's Run will give our shelter dogs more opportunities to stretch their legs, chase balls and simply be dogs. This amazing space is made possible thanks to the Barbara Brunckhorst Foundation in honor of its namesake, a longtime supporter of the Richmond SPCA.

We could not take on this important work or expand our support for both homeless pets and pet guardians without your kindness and generosity. Every pet you adopted or fostered, each bag of food you contributed, every donation you made, every community cat you had spayed or neutered, and the hours you volunteered helped produce the remarkable outcomes detailed in this report.

With heartfelt gratitude,

A handwritten signature in blue ink that reads "Tamsen".





> Pet Support Services

We began fiscal year 2024-2025 (Oct 1, 2024 - Sept 30, 2025) with 307 homeless pets in our care, and throughout the year, we brought in an additional 4,076 animals, bringing our **total pets cared for to 4,383**.

During the year, 58% of new animals entering our care arrived through transfers from **78 partner agencies**. These partners are primarily municipal shelters run by city and county governments that often operate with limited space and other resources.

Natural disasters occur each year, some high profile and others often unknown to those not actively affected or assisting with recovery. We brought **102 pets** into our care from shelters impacted by natural disasters, a significant increase over the prior year.

Among the remaining new intakes, 41% of pets were surrendered, abandoned, or found as strays.



FY2025 DISASTER TRANSFERS

64

Cats and dogs due to Hurricanes Helene and Milton



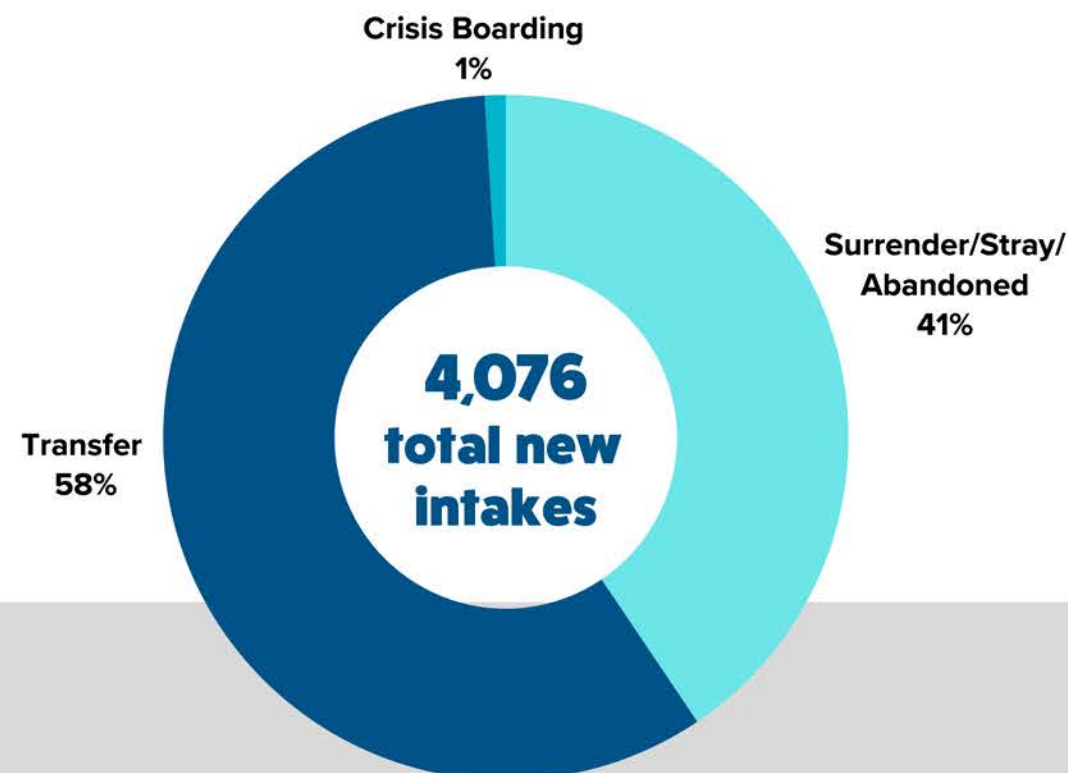
28

Cats and dogs due to floods in West Virginia, Kentucky and Texas



10

Dogs due to wildfires in Los Angeles



78

Shelter partners from whom we transferred homeless pets

425

Transfer trips made

13

States we transferred pets from this year



> Pet Support Services

Pet Support Services strives to keep pets in their homes whenever possible. Programs including a community pet pantry and crisis boarding are designed to provide resources to families that may otherwise face the heartbreaking possibility of surrendering their pet.

Our Pet Pantry, sponsored by the Law Office of John M. Barr, is generously stocked by donations from the community and our friends at FeedMore and is available to pet guardians who need it. Guardians can pick up a supply of pet food, litter, and more to ensure their pet is taken care of during difficult times.

Temporary pet boarding for families in crisis allows us to help guardians facing emergencies such as housing insecurity, medical procedures or unsafe living situations. The Richmond SPCA provides confidential, short-term boarding through trusted foster homes and boarding partners, helping keep pets safe while guardians regain stability.

In addition, our **rehoming services assisted 193 pets**, helping them transition directly into new homes.



78,000

pounds of pet food given to pet guardians in need

193

pets helped through rehoming services

10

pets helped through CARITAS & Housing Families First partnerships

29

pets helped through crisis boarding



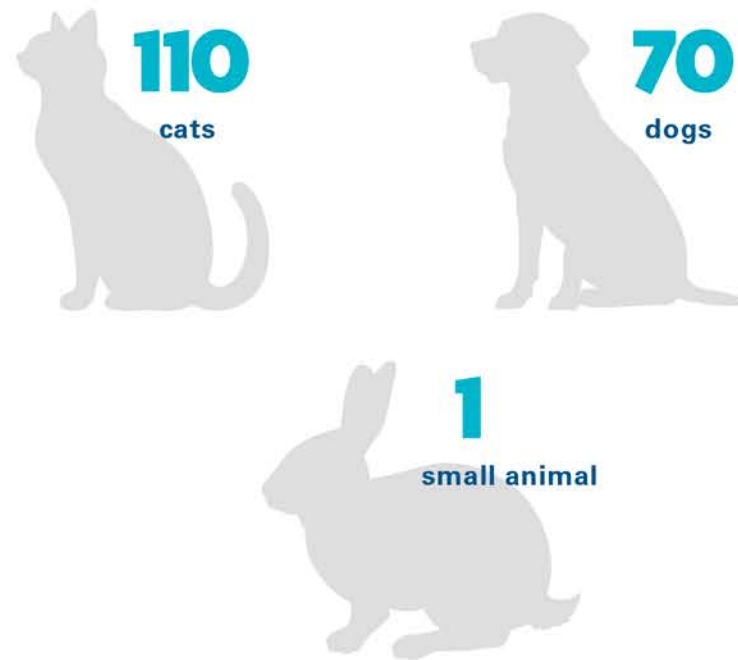
Pet Support Services helped Rob after he found an injured cat on his property. Rob ultimately adopted Creamsicle and was so moved by the experience that he sponsored our adult cat adoptions for five days.

> Animal Care

Our animal care staff embody our vision to **cultivate a community committed to saving, protecting and enriching animal lives** every single day.

These compassionate individuals serve as a vital link to our veterinary, training, and enrichment teams, helping ensure every pet receives the individualized support needed to prepare them to find a happy home. This includes daily walks, feeding, monitoring, and showing each pet the affection they deserve.

Each day, on average, our animal care technicians took care of:



Meet Frida, a longer-stay shelter pet seeking her forever home. With the help and passion of our staff, Frida's search has been shared and supported by many local organizations across the city.



Cats supported
by the Blue Team

389

Cats who received
intensive training
from staff trainers

22

Dogs supported
by the Green Team

168

Dogs who received
intensive training
from staff trainers

55



> Shelter Behavior and Training

We are proud to have a dedicated enrichment and training team that works closely with the pets in our shelter to set them up for success in their future homes. For many pets in our care, this focused support makes all the difference in finding a lasting adoption match.

Our shelter trainers deliver training to the dogs during their stay with us, particularly those with more complex behavioral challenges.

Alongside our own trainers, our Green Team, a highly committed group of skilled volunteers, provide one-on-one enrichment to the dogs in our shelter. These incredible volunteers contributed a combined **1,670 hours** of their time. Enrichment is essential for all dogs, helping keep them healthy, mentally stimulated, and less susceptible to kennel stress. Activities range from field trips and buddy walks to scent work, treat puzzles, and other experiences that keep dogs mentally and physically active.

Additionally, our **25 Running Buddies**, a dedicated group of active individuals, took dogs in our care on 5K walks and runs around our neighborhood multiple days every week.

Our Blue Team volunteers serve as the feline counterpart to our Green Team, providing enrichment and stress-reduction for shelter cats. They provided our cats audio therapy, such as nature sounds or calming music, as well as visual stimulation including bubbles, light shows, and time in window perches, among other activities. Together, Blue team volunteers contributed **1,287 hours** of enrichment.



> Shelter Veterinary Services

Our Shelter Veterinary Services team provides compassionate, expert medical care to thousands of homeless animals each year. Every pet entering our center receives a thorough intake exam, followed by a customized treatment plan for any known illness, injury, or special medical need.

The overwhelming majority of homeless animals in our care required veterinary treatment beyond standard spaying, neutering, and preventive care, underscoring the high level of medical need among the population of animals we shelter.



During Fiscal Year 2024-2025:

3,605

homeless pets required veterinary services beyond standard spaying, neutering and preventive care

This represents

82%

of the pets in our care this year



Goose arrived in January 2025 and captured the heart of every staff member and volunteer. The veterinary team noticed a swelling on his right front leg that led to a diagnosed hemangiosarcoma, a malignant tumor of the blood vessels. He began a six-cycle course of chemotherapy administered every three weeks. Goose was then cleared for adoption.



> Top Conditions Treated

Pets arrive in our care suffering from a variety of conditions ranging from upper respiratory infections to complex orthopedic injuries, diabetes and everything in between. Here are some of the most common things we see and treat.

Respiratory Conditions



612 cases

Internal Parasites



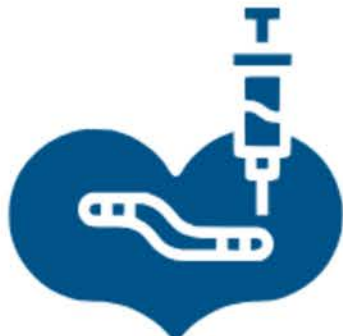
743 cases

Feline Leukemia Virus (FeLV)



20 cases

Heartworm Disease



62 cases

External Parasites



1341 cases

Feline Immunodeficiency Virus (FIV)



76 cases

Ear Infections



322 cases

Feline Panleukopenia & Canine Parvovirus



49 cases

Dr. Brit'nee Haskins was promoted to Veterinary Medical Director and Veterinarian-in-Charge in 2025. Dr. Haskins oversees the provision of all professional veterinary services, including services delivered to pets in the care of the Richmond SPCA awaiting adoption, as well as patients of the Susan M. Markel Veterinary Hospital and Smoky's Spay & Neuter Clinic.



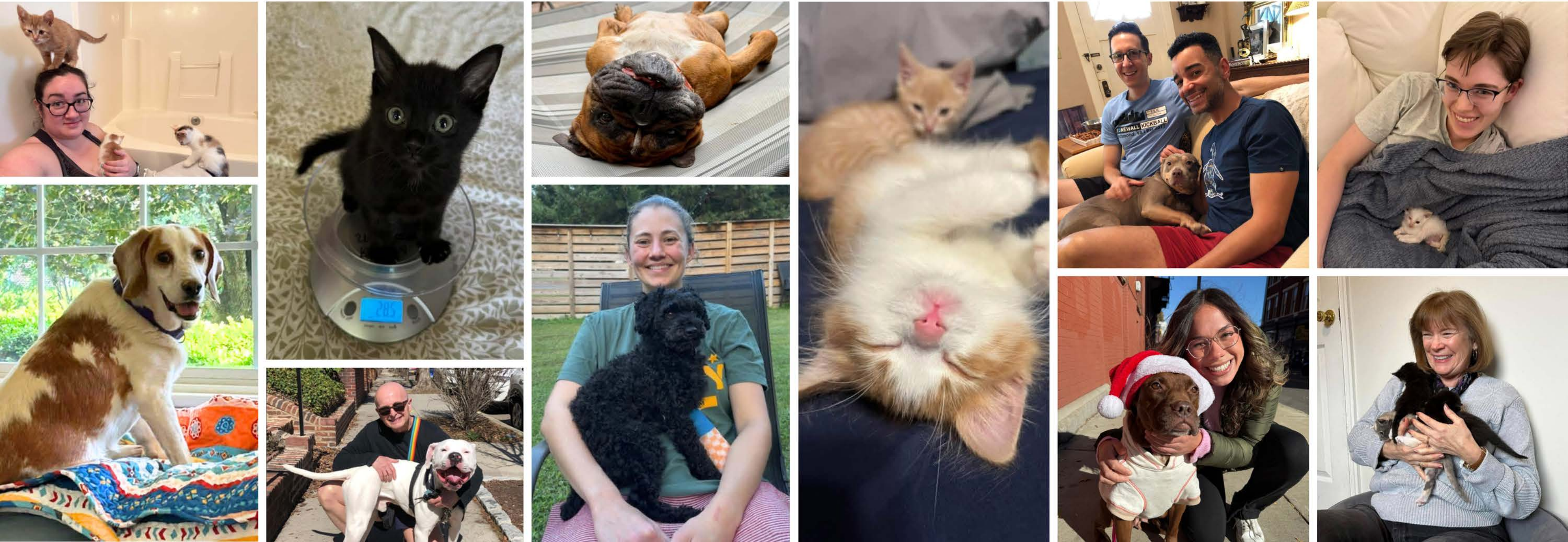
> Foster Care

Entering foster care can make an enormous difference in the emotional and physical wellbeing of homeless pets. For animals recovering from medical procedures, foster homes provide a reprieve from the kennel and a more comfortable and quieter space to recover.

For our youngest arrivals, infant kittens, foster care is critical. These vulnerable neonates, often separated from their mother, require around-the-clock bottle feeding. Our foster families provide the care they need to grow big and strong enough for sterilization and adoption.

Even with the compassion and dedication of our shelter staff, some pets experience significant stress in a kennel environment. Prolonged stress can lead to anxiety, behavioral challenges, and emotional decline, making it harder for them to adjust and find lasting homes. For these pets, entering foster care is crucial.

These temporary homes gave pets a much-needed break from the shelter, helped them acclimate to home life, and readied them for adoption.





> Adoptions

For every homeless animal cared for at the Richmond SPCA, our greatest wish is to see each one begin a new life in a loving home. In Fiscal Year 2024-2025 we cheered on **3,938 pets** as they departed the shelter in the loving arms of their adopters.

Among these were **49 Seniors** for Seniors adoptions, a touching match where pets aged 5 and older are placed with companions aged 60 or above. We placed **74 pets** with members of the military or first responders, and we adopted **45 pets** at our offsite adoption events.

Our trained and compassionate adoption counselors work tirelessly to match prospective adopters with the right pet for their household.

3,938 ADOPTIONS



Ukulele's story, one of perseverance, was shared in People Magazine. Her injuries resulted in a tail amputation and damage to the lower motor neurons which control her urinary bladder, resulting in a condition where she is unable to contract and expel urine. She was started on medications to help, but Ukulele will require extra assistance to empty her bladder for the remainder of her life. We're thrilled she found a compassionate adopter to provide her the happy life she deserves.



> Susan M. Markel Veterinary Hospital

Access to affordable veterinary care is essential to keeping pets healthy, happy, and at home with their families. The Susan M. Markel Veterinary Hospital offers lower-cost veterinary care to pets adopted from the Richmond SPCA as well as pets whose guardians income qualify.

Routine care is important for preventing illness and identifying potential issues early. In Fiscal Year 2024-2025, the hospital performed more than **3,000 wellness appointments**.

Clients also rely on the hospital for urgent and sick visits, surgical procedures, and technician appointments.

While fees for services at the hospital are structured to make care affordable for our patients' guardians, in some cases even our low fees are more than families can afford. Last year, the hospital waived **\$83,219 in fees** to ensure patients got the lifesaving treatment they required. Reducing financial barriers to medical treatment keeps more pets with their families and directly advances our mission to create a no-kill community.

Providing reduced and waived fees is possible because of the generosity of our community, both institutional and individual contributors. The Richmond SPCA is deeply grateful for the ongoing support and is committed to delivering programs and services desperately needed in our community.



12,631
Total
appointments

8,008
Patients
treated

\$83,219
Fees
waived

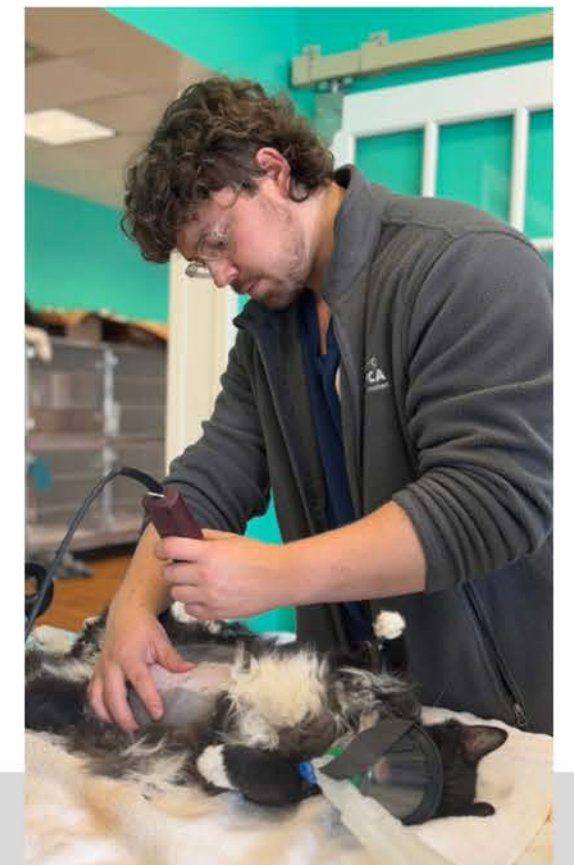
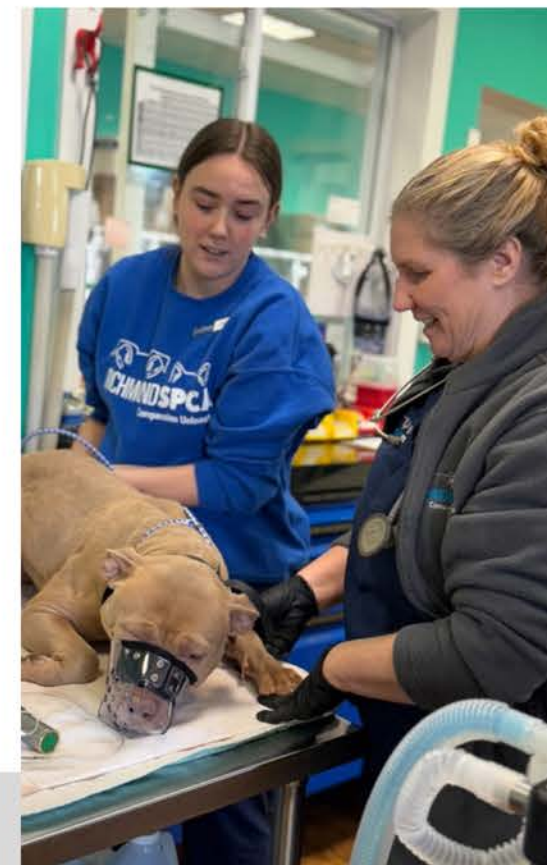
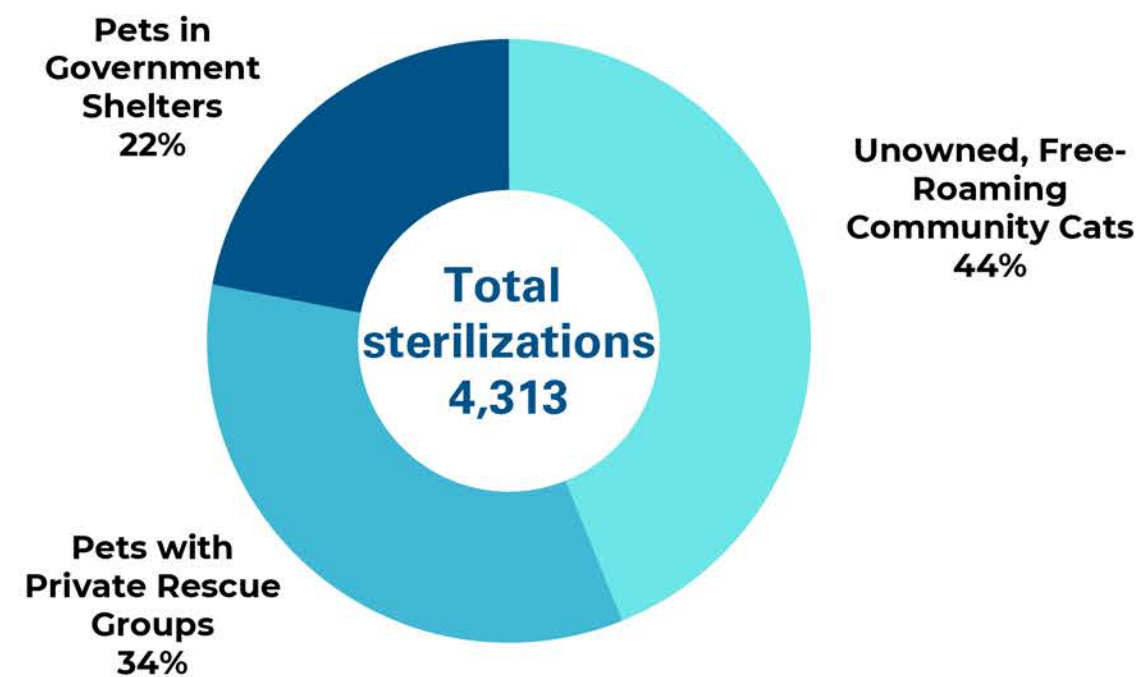
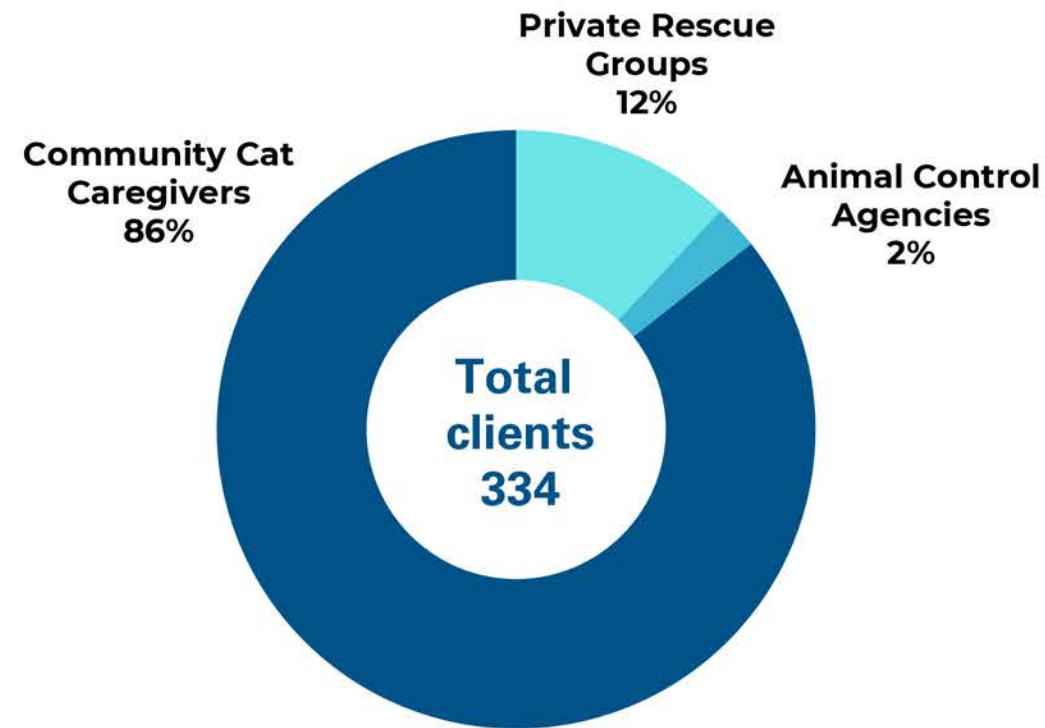


> Smoky's Spay & Neuter Clinic

The Richmond SPCA's satellite clinic in Mechanicsville delivers free sterilization services and rabies vaccines to free-roaming, unowned community cats and low-cost services to pets in the care of municipal shelters and private rescue groups prior to adoption. We are grateful for the partnership of several area shelters, dozens of rescue groups and more than 250 community volunteers who assist free-roaming cats. Our small but mighty clinic completed **more than 4,000 spays and neuters**, assuring dogs and cats adopted from area animal welfare organizations went to their new homes already altered, and community cats returned to their colonies without the threat of reproducing.

A generous gift established the Carol B. Burlage Fund for Animal Welfare, which provides ongoing support for our spay and neuter efforts, in 2022.

We also, thanks to our friends at Ring Dog Rescue, **microchipped 2,180 dogs and cats** belonging to our shelter and rescue clients at no charge, making it easier for them to be reunited with their guardians if they should ever become lost in the future.



> Humane Education

A key step in achieving a no-kill community is ensuring that people of all ages have the knowledge, awareness, and opportunities to take part in this lifesaving work.

For the children that enter our humane center, we aim to spark curiosity and compassion through fun, engaging, and educational experiences. These young animal enthusiasts are future pet guardians and advocates who will help shape the next generation of animal welfare.

Last year, **4,279 children** participated in at least one of our humane education programs, building the foundation needed to help create a kinder community for animals.

Children's birthday parties
106

Educational group tours of our humane center
50

In-person campers for 12 weeks of summer camp and two weeks of winter camp
731

Children provided humane education
4,279

Students paired with Paws for Reading volunteers in all K-2 classrooms at Richmond City Public Schools' William Fox Elementary
170



> Public Training Programs and Resources

The Richmond SPCA offers a wide range of public training classes and resources to support pets and their guardians throughout the community.

Behavior issues are among the most common reasons for pet surrenders each year. In many cases, these behaviors are manageable when families have access to the right tools and guidance.

To help keep pets in their homes, the Richmond SPCA has a free **Behavior Helpline**, which provides phone and email consultations and advice to pet guardians seeking support.

We also offer dozens of in-person training classes, which strengthen the bond between people and their pets **through reward-based training methods**.

School for Dogs is a drop-off option where dogs spend the day working with our talented trainers on everything from behavior modifications to learning new tricks to show off at home.



12,916 TOTAL HOURS OF TRAINING PROVIDED

10,146 Hours of training classes

2,770 Hours of one-on-one training provided

Households assisted through Behavior Helpline
722

Training classes per week
40

Average number of students per month in School for Dogs
45





> Volunteers

We could not deliver the critical programming and animal care described in this report without the dedicated, compassionate volunteers that offer their time and talents day after day. Last year, more than **400 volunteers** supported our work in meaningful ways. From administrative tasks and cleaning to taking the pets in our care on field trips and adventures, every volunteer is critical to maintaining a clean and comfortable environment for our pets and providing robust services to our community.

16K

Hours of volunteer time were generously given across departments to help care for animals and deliver programs to pets and people throughout the region.

2K

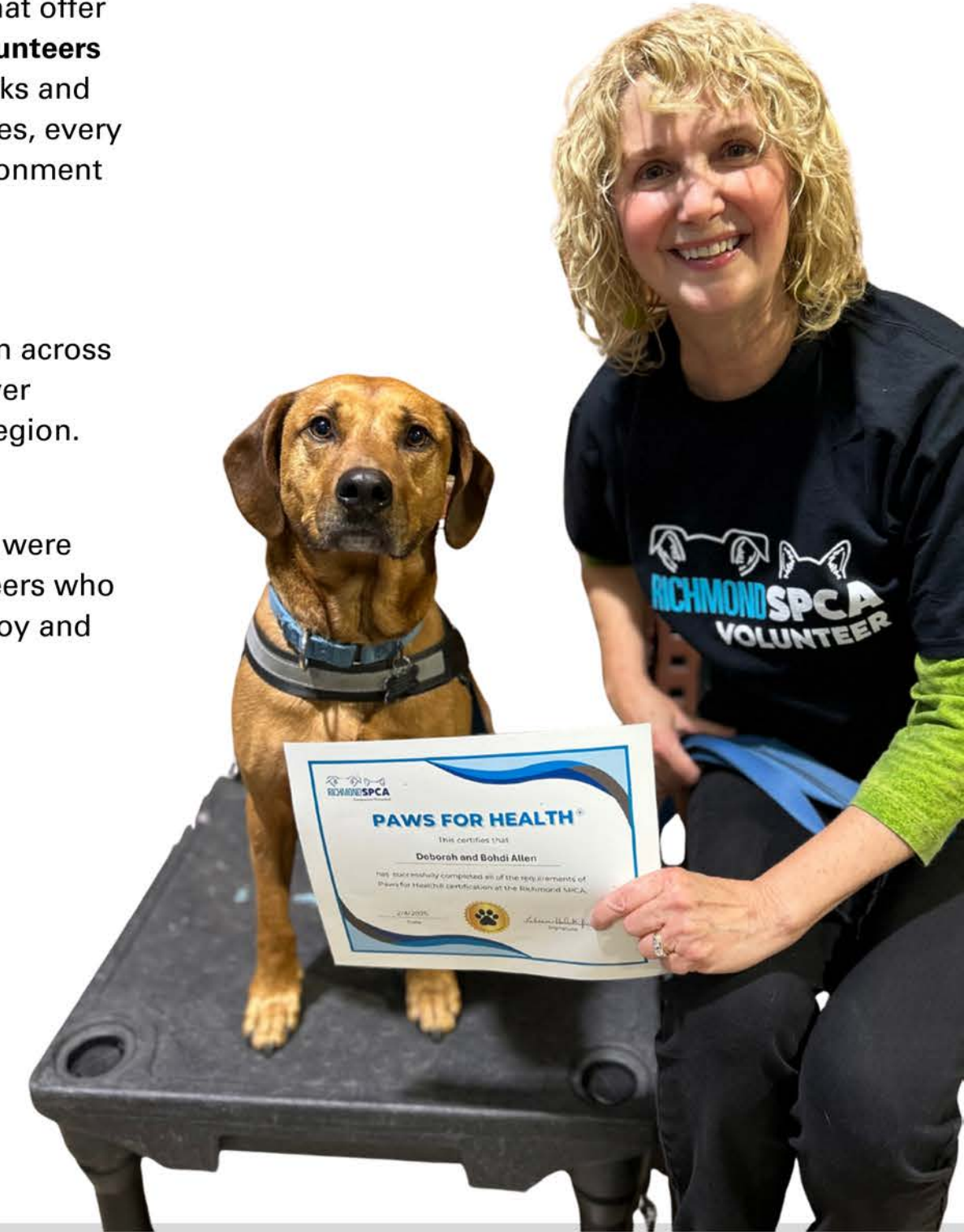
Hours of laundry services ensured all supplies were washed, dried, and folded each day by volunteers who know the value of a freshly cleaned squeaker toy and a warm blanket.

75

Community events supported by volunteers.

30

Paws for Health visits to local nursing homes, schools, and hospitals, as well as corporate events and health fairs.



> Partnerships

Partnerships are the engine of our impact, allowing us to deliver rapid, high-volume support to pets and their people, especially during times of crisis.

We have strategically collaborated with organizations including CARITAS, Banfield Pet Hospitals, Homeward, Housing Families First, FeedMore, YWCA, Safe Harbor, Hanover Safe Place, Street Dog Coalition and Petco Love to build a robust safety net that directly prevents unnecessary relinquishment to shelters.

A few highlights over the last year include:

- In response to a spike in local parvovirus cases in the fall of 2024, we hosted a drive-through vaccination clinic at our Hermitage Road campus. We successfully **vaccinated 300 owned dogs** in just under three hours against the virus thanks to donated vaccines from Petco Love Lost. We also partnered with Richmond Animal Control, who administered free rabies vaccines.
- We teamed up with Banfield Pet Hospitals to host two high-volume spay and neuter days for free-roaming community cats at our Susan M. Markel Veterinary Hospital, **sterilizing more than 220 cats** at no charge. This effort augmented the more than 1,600 other free spays and neuters we performed for community cats at our satellite clinic throughout the year.
- We more than doubled the free food and supplies we provided to local pet guardians through our onsite Pet Pantry thanks to the generous support of our friends at FeedMore.



Street Dog Coalition



Banfield Pet Hospital



Vaccine Clinic with Richmond Animal Control and Petco Love Lost



Overcoming Obstacles

Our team navigated a relentless string of infrastructure challenges—but none kept us from delivering our crucial mission. From **three snowstorms** to **nine months of construction** bordering our Hermitage Road campus, our physical environment was in constant flux. We worked through **two extended power outages** in our full-service veterinary hospital and contended with the significant hurdle of **two boil water advisories**. The two distinct water disruptions meant no water service to our campus for several days each due to citywide water infrastructure failures.

Our staff didn't just adapt; they led with creativity and resourcefulness across departments. Despite these combined challenges, we closed our public operations for only a single day. By hauling water, adjusting protocols, and working through the noise and outages, we ensured our vital services remained a constant for the community. With the unwavering support of our donors and volunteers, we proved that we will show up for the animals and people who need us, regardless of the obstacles in our path.



> Advocacy

The Richmond SPCA supported three bills before the General Assembly in 2025 that became law.



SB 907: Animal testing facilities operated by a state agency must consider retirement of non-human primates to an accredited sanctuary.



SB 903: Amended pet shop regulations to impose civil penalties for violations identified during state inspection.



SB 1051: State workgroup convened to consider state licensing for animal boarding establishments.

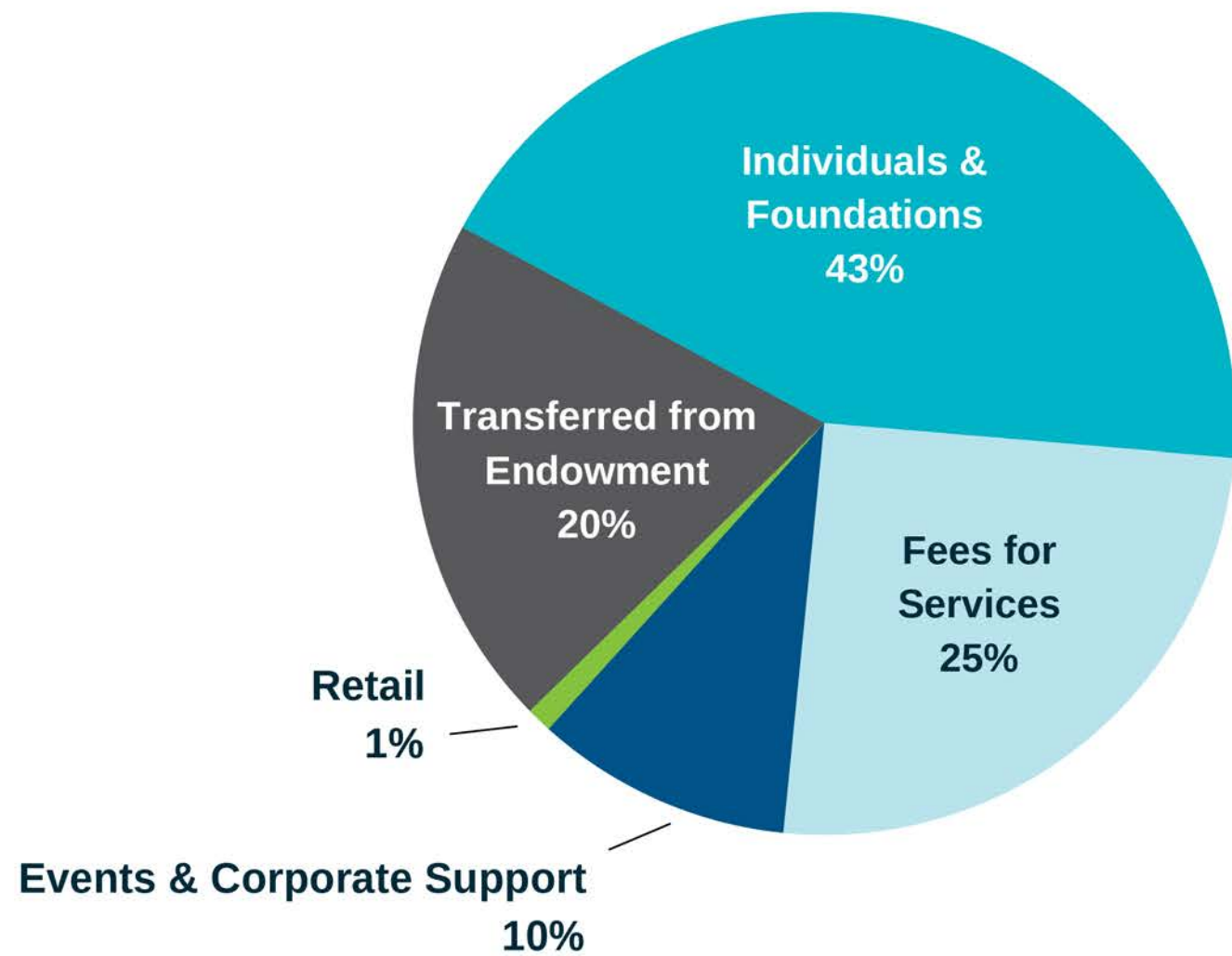
We also partnered with Best Friends Animal Society in February 2025 to celebrate 80 shelters in Virginia who achieved no-kill the prior year.



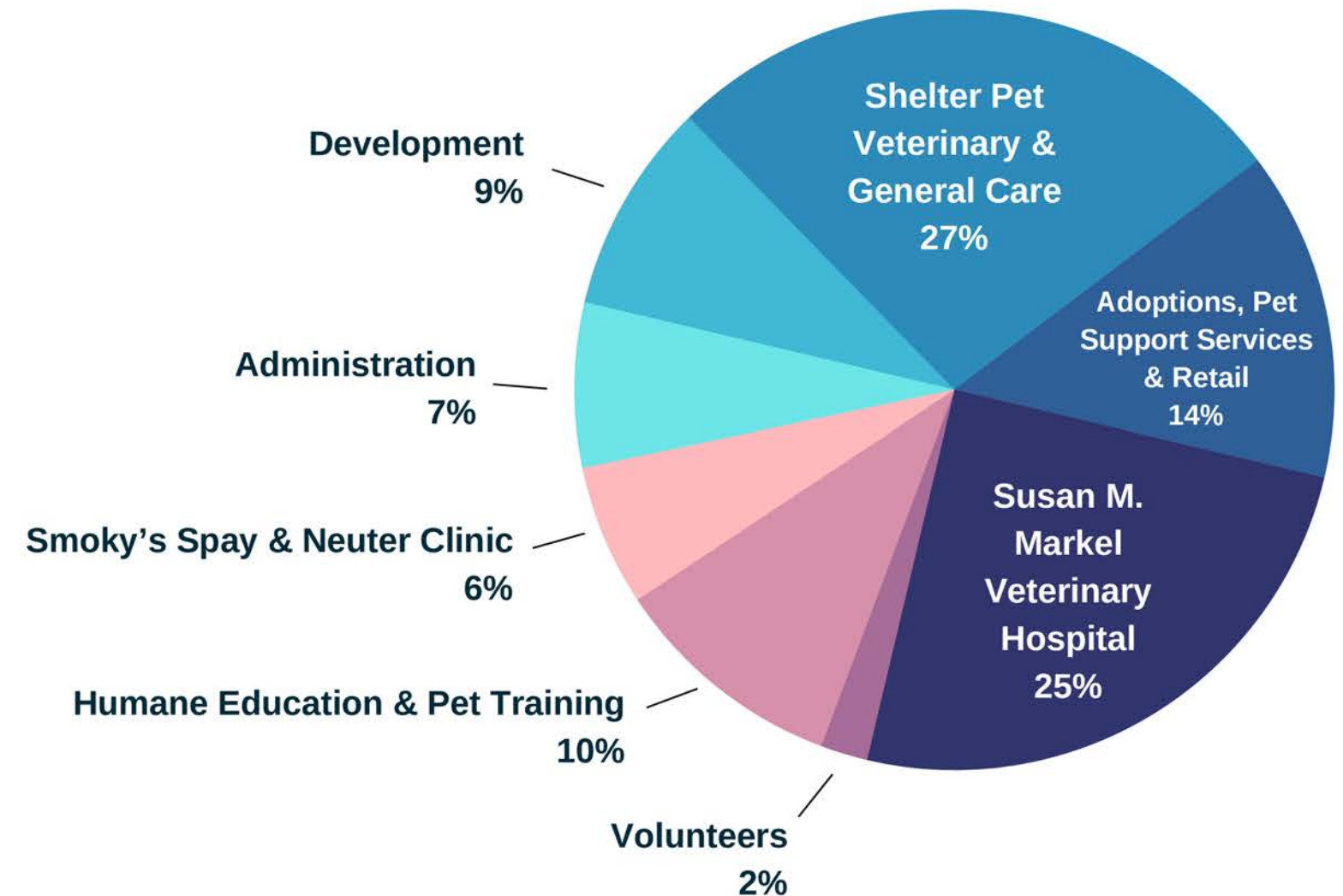
Bringing joy to the General Assembly!
Virginia legislators took a break to visit
our Dog Kissing booth in February.



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.