



# Wanderers' Rest Humane Association, Inc. /2021 Annual Report

## TABLE OF CONTENTS

Mission and Purpose.....	3
Comments from the Executive Shelter Manager.....	4
Director of Development Report.....	6
Employee Comments.....	7
COVID-19 Influence on WRHA in 2021.....	8
A Special Thank You .....	9
Adopt/Foster/Volunteer.....	10
Animal Care—Intakes and Outcomes.....	11
Staffworks Fund Save-A-Life Campaign.....	13
Our 40th Anniversary.....	14
Call for Volunteers.....	15
Upcoming: What to Expect in 2022.....	16
Contact Us!.....	17



# Wanderers' Rest Humane Association, Inc.



## Mission and Purpose

WRHA is a Compassionate Care Facility.

Wanderers' Rest Humane Association, Inc. is the sole open admissions dog and cat shelter in Madison County serving between 600 and 1,000 cats and dogs each year. Having a contract with Madison County ensures that all unwanted or stray dogs picked up by dog control in Madison County will have a safe place to stay while waiting to be redeemed by their owner or to get adopted into a new family. Our doors are always open to individuals from all over who wish to adopt a dog or cat. We accept owner surrendered animals from Madison County, as well as individuals who reside out of county, if possible at the time.

### ***Our Mission***

*WRHA is dedicated to providing the highest quality care and compassion for the animals entrusted to us, striving to enhance adoptability, and re-homing adoptable animals at the highest rate possible, while educating and leading our community in creating a more humane society. Through our public education programs, the shelter promotes responsible pet ownership and humane treatment of animals everywhere.*

Wanderers' Rest is a non-profit, 501(c)(3) organization that welcomes any and all contributions, as well as volunteers and fosters, in order to continue to accomplish our daily goals and achieve our overall mission.

**EIN: 16-1191312**



## Comments from the Executive Shelter Manager

Whenever I tell someone that I manage an animal shelter, the response I receive is generally: “That job must be so fun! I would love to play with cats and dogs all day.” I laugh and in return state: “It’s the hardest job I’ve ever had.” Obviously, this leads into me explaining why.

Working at a shelter is definitely one of the most rewarding experiences. However, the shelter environment can make or break you. You either thrive or you don’t. There is no in between, but there are multiple reasons for this.

### *#1: The reception department*

*Day in and day out we receive phone calls for people wanting to surrender their pets for one reason or another. It’s our job to listen, be understanding, and help them if possible. When we cannot help, we will provide other options. Our job is to help, not merely just turn someone away. That animal’s best interest now becomes our priority. We hear the struggles of individuals in our community, the accidents that occur with pets, the desperation from people who do not know what to do, and the sorrow when pets are lost. Many times the individual on the other end of the phone is in tears and you badly want to be able to help when sometimes you can’t. Sometimes they are crying because they don’t want to surrender their pet but have no other choice. Then we have people that walk through our doors angry (and yelling at us) because they missed out on an animal or because they are blaming us that their dog is at our shelter (usually saying that we stole their dog). While we do get the heartwarming phone calls, the calls with interest in an animal, or calls with updates on adopted pets, answering the phones at a shelter can be a daunting task. In all aspects of this, it can be very emotionally draining, so you cannot let these situations get to you (even though in some circumstances it’s near impossible). We do the best we can to help in every situation, which is why I am proud to be a part of this organization.*

### *#2: Receiving animals*

*In this field, you have to be very understanding with the public and make sure not to pass judgement. Some situations cannot be avoided and we know that individuals sometimes wait too long to get animals help because they cannot afford it but also do not want to lose their pets. However, there are times when our emotions can run high, especially with some of the conditions in which we receive stray dogs or cats. Other times, the animals are in perfect health, but still leave us heartbroken for many reasons. The terrified dog sitting at the back of the kennel that doesn’t know all you want to do is help him is distressing. The dog that is lunging at you because he doesn’t trust that you will not hurt him is upsetting. The senior cat that was dropped off at the shelter who is now confused as to why her owner left her there is painful. The animal that was left outside our door or tied to a tree because we were not open at the time leaves us in tears. All these situations, which occur more often than you think, add to the stress that we feel on a daily basis. We know these animals need time, and more often than not, we see breakthroughs that let us know this animal will be just fine. But to get to that point takes dedicated staff and volunteers. We are here for those animals and we make it our purpose to help them.*

## Comments from the Executive Shelter Manager continued...

### *#3: Animal care*

*Every morning, staff and volunteers show up to walk the dogs and then clean all the dog runs and cat kennels. This is very tedious and repetitive work. Our afternoons are filled with enrichment, intake exams, vaccinations, blood draws, animal assessments, medical checks, receiving animals, showing animals to potential adopters, and much more. There is never enough time in the day to get everything done on top of making sure all the animals are getting what they need to be made available. The stress of this can add up, especially when we are short staffed or have no volunteers. We have to manage our time wisely to ensure the animals get to where they need to be.*

*As much as we try to make the shelter a happy place, there will always be some type of dark cloud of sadness that follows, in which you just have to fight off and look at all the positive things that happen daily. Dogs (or cats) get returned to their owners, adoptions (especially for long-term or hard to place animals), donations from children who decided to collect items for the shelter instead of getting birthday gifts for themselves, our amazing donors and supporters, and multiple selfless acts from the community that never cease to amaze us.*

While I love my job, I will continue to say that it is a very heartbreaking, stressful, and tense job, but it is also the most **heartwarming**. It's a place where we can make a difference, and that is why I truly love what I do.

Just like 2020, this last year has not been easy. While we have all been getting used to the pandemic, it is still hard to comprehend our current times, and the ever changing guidelines. Communication during these times is more important than ever. As a shelter, we expected to see a lot of returned adoptions or surrenders of pets in 2021 as individuals were returning to their workplace, instead of working from home. While we did take notice to this, it hasn't been as much as we anticipated.

Thankfully, we were able to host two of our biggest events, in addition to adding a brand new event to our yearly fundraising efforts. These events helped gain more supporters, meet our old supporters, and talk to members of our community about us and our future. One of our biggest accomplishments this year was hiring a Director of Development who has brought nothing but positive energy and great ideas/suggestions to the table in order to help Wanderers' Rest succeed and grow.

Animal intake numbers are continuing to decline. We did see more strays this year that stayed with us instead of being redeemed by their owners. While we have been able to continue adoptions throughout this entire time, nothing was better for our shelter than opening back up to walk-ins. We strive to consistently grow and mold to the current times, and we are always looking for ways to be better, to improve on our techniques and protocols. As we plan ahead for our new facility we will continue exploring new practices in the shelter's operations, staff and volunteer management, public involvement and outreach, and shelter related programs. I am looking forward to a great 2022!

Sabrina Wilcox  
Executive Shelter Manager

## Director of Development Report

By Erica Hallock Toyama

2021 was a big year for fundraising and events at Wanderers' Rest Humane Association! I began my journey with the organization on April 26<sup>th</sup>, and it has been an absolute joy working with every Board member, staff person, volunteer, and of course, animal associated with this wonderful shelter.

We kicked off the early summer with an Annual Fund appeal to our entire donor base to reintroduce the concept and importance of unrestricted funds needed for the day-to-day running of the shelter, and we were met with enthusiastic support at a level we hadn't anticipated. For that we are so grateful.

Summer saw the return of what would normally be a spring event – Bone Appétit at The Lincklaen House in Cazenovia, N.Y. We had a terrific turnout and some very generous donors who bid on the many items and baskets that were donated by local individuals and businesses. The event was a great success and will be held this year again in the spring on April 30<sup>th</sup>. We hope you can make it!

Fall was spent in preparation for what was a brand new event for Wanderers' Rest: Poker, Paws, and Passion. Held At the Lawrence A. Appley Center at the White Eagle Lodge on beautiful Lake Moraine in Hamilton, N.Y., on December 4. The event provided us a chance to connect with a large contingent of people in the Hamilton area and show them what we do on a personal level. It also provided us a chance to meet folks face-to-face in a festive environment. We were lucky enough to have two wonderful musical acts perform: Pamme Swan on acoustic guitar and Eddie Vollmer and Friends. We enjoyed a beautiful buffet dinner, a silent auction, a complimentary beer tasting from Erie Canal Brewing and Seneca Street Brewery and so much more! We plan to hold the event again this year on December 3.

The Final, and most important part of the fundraising year took place when we participated for the 4<sup>th</sup> consecutive year in the Staffworks Save A Life campaign. Over the course of 33 days, Wanderers' Rest staff worked tirelessly to fundraise and steward gifts from far and wide, as well as right here in our backyard. When the campaign officially ended, we brought in \$94,564.67, which Staffworks topped off with an additional \$18,000, bringing our grand total to \$112,564.67 from 417 donations!

This was truly a great way to end the year, and gives us a NEW goal to beat for 2022!



## WHO ARE WE?

### BOARD MEMBERS

Lewis Carinci—President

Gerald Taylor, Esq.—Vice President

Audra Smyrski-Graywicz—Treasurer

Rachelle Keator—Secretary

Kerry Brown, DVM

Julie Koelsch

Rachel Elder, MD

### STAFF MEMBERS

Sabrina Wilcox, Executive Shelter Manager

Erica Toyama, Director of Development

Sally Eller, Adoption Coordinator

Danielle Schermerhorn, Office Manager

Ahlysa Perry, Animal Care Specialist

Lance Dolan, Animal Care Specialist

Kim Muehlenbein, Animal Care Specialist

Tori Killian, Animal Care Specialist

Jason Driscoll, Kennel Attendant

## Employee Comments

### Adoptions

Sally— As the new Adoption Coordinator, I am looking forward to working with our team to improve the flow from intake to adoptable animal, thus making each animal's stay with us as short as possible. I am hoping to represent the shelter with a professional and positive attitude and assist in finding the best possible homes for the animals in our care. I look forward to learning new skills and bringing my experience to the team.

### Financial

Danielle— Even though 2021 still presented challenges as COVID-19 continued, it was all-in-all a good year for Wanderers' Rest. We were able to bounce back from 2020 and get stable again. Our donations have increased and we have finally been able to build our donor database back up. Our finances are looking pretty good as we continue to take the steps to improve every year. We are looking forward to a successful 2022 as we have started to use more programs in QuickBooks and are switching to Kindful (a more practical donor database). Using these new programs will help us tremendously to keep Wanderers' Rest on the right track. Erica, Sabrina and I have teamed up to continue to help Wanderers' Rest move forward with new ideas, big events, and great plans for the future (with the help of the staff, volunteers and Board of Directors). I have no doubt this year will bring us great things!

### Animal Care

Kim— Well, 2021 offered a lot of unique situations. I think as a whole we did a pretty good job of getting our animals in the best possible homes we could. With all the pandemic issues of the past year, we can be proud of ourselves for working as a whole to get it done. We learned a lot and adapted to the changing issues. I think we have gained a lot of knowledge this past year and made some positive changes that will make us a better organization in the long run. If we continue to change with the times, I think we will be even better next year. We need to continue to work as a team (staff, volunteers and board members) to ensure this happens. One goal I see that is important is to listen to all suggestions and find things that work to make us better. We need to work as one team not small groups and listen to everyone's input. Some things we have tried and didn't work but some things did. My hope is we all come together and make more great things happen in the future.

## COVID-19 Influence on WRHA during 2021

### **Adoption Events**

Due to the current times, we were only able to attend a few adoption events this past year. The ones we were able to attend were great and we appreciate the support we received from these events. These events are still important for getting our name out in the public and for getting animals seen. We hope we can participate in more of these events in 2022.



### **Other Events**

After having to cancel all of our main events in 2020, we were fortunate to be able to host three big events in 2021. Bone Appetit and Woofstock are two of these events that had great turnouts. The third event was a brand new one: Poker, Paws, and Passion. This was a fun and exciting new event that we are looking forward to hosting again in 2022. We have already started planning all three events to make them bigger and better than before.

### **Prison Program**

Wanderers' Rest Humane Association, Inc. was excited to finally start the Veterans Canine Training Program at Mid-State Correctional Facility. We have had two successful rounds of training (currently on our third) and are proud to be making an impact.

### **Opening!**

While we are open, we are continuing to prohibit the public from walking down our dog kennels as we have found this is the best option for getting our dogs adopted. It keeps the dog's stress levels down and it allows for the public to only see the dog's true personality (not how they act in the kennel).

In addition, we have created new hours to allow individuals with varying work schedules to be able to visit our shelter at some point.

Monday—Friday: 12pm to 6pm

Saturday: 12pm to 4pm

Sunday: By appointment only

### **New Shelter Plans**

We are continuing our plans for a new shelter facility. We will be starting our Capital Campaign this year!





## A Special Thank You!

As we all know, the past couple of years have been tough, not just for our shelter, but for all animal shelters and rescues in general. The only reason we can keep doing what we do, is because of the amazing support we have. This is support from our community, the public—as donors, volunteers, adopters, and fosters. All of these help to keep the shelter running. Even a quick mention of our name to someone who has never heard of us before is helpful. It spreads the word. Whether you are donating to another shelter or ours, you are still supporting our cause - to help find homeless and unwanted animals their forever homes.

We would like to thank all the other animal shelters in our area for the work they are continuing to do. We know it's hard and they are all doing phenomenal jobs with the resources that they have. While we struggle from time to time, we know we will pull through because of our community. Just as much as we want the community to support us, we will always support our community and help whenever and wherever we can. This isn't just a shelter with employees and volunteers, this is a team. A team that relies on the entire Madison County and beyond in order to accomplish our goals and do what is best for the animals in our care. Our volunteers are our family, our donors are our backbone, and our adopters/fosters help us help more animals.

Another special thank you goes to the Board of Directors who always step up when we need them, and for consistently looking for ways to improve our shelter and protocols.

As always, thank you to the Staffworks Fund for their critical support.



## Adopt

Our goal is to get every animal out of the shelter and into a new home as quickly as possible. Adoptions are the key to this success. We are continuing to try to make the adoption process more fun and easier, while trying to find a perfect match for each animal, ensuring each are going into a home that matches their lifestyle and will be the best environment. In 2021, WRHA facilitated 232 adoptions. We know this number has been decreasing yearly as the number of animals coming into the shelter decreases, in addition to being influenced by the current pandemic. However, we anticipate the number to remain steady for the current year.



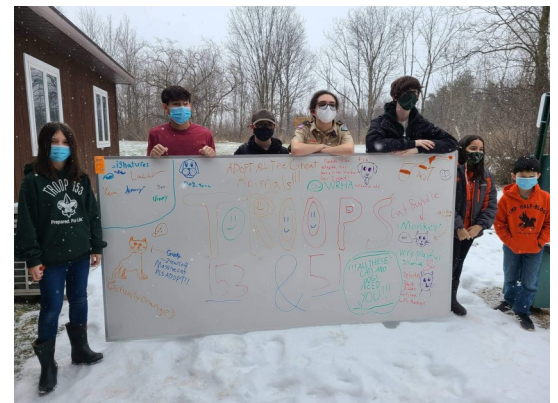
## Foster



WRHA's Foster Program was great this year, helping to save more lives. Kittens are very prone to illness in the shelter environment, which is why it is our goal to get kittens out into foster care as soon as possible to help prevent this. Fosters are an important asset to the shelter, giving animals a chance to get out of the shelter environment while waiting for a forever home. In 2021, WRHA sent over 50 animals into foster care, whether for a night, a week, a month, until the animal was healthy, or until that animal was adopted. Fostering is also important to get to know an animal's behavior in an actual home environment, which ultimately helps find them their best fit forever home.

## Volunteer

Volunteers are the backbone that hold our shelter together. Without them, we cannot do what we do. We are so grateful to have the volunteers with the heart and dedication that we do. While we are thankful for each and every volunteer, we always like to give a volunteer appreciation award at our Woofstock event every year. This year, we honored Deb Norwalk for her consistent help with animal care at the shelter, as well as her dedication to helping at off-site events. Volunteers, like Deb, help keep our shelter in operation and give us hope in our current times.



# Animal Care: Intakes and Outcomes

## 2021

### INTAKES

### OUTCOMES

	Dogs	Cats	TOTAL		Dogs	Cats	Total
Stray	161	100	261	Adoption	82	150	232
Owner Surrender	17	47	64	Euthanized	2	6	8
Seized	1	3	4	Returned to Owner	112	6	118
Return	13	12	25	Transfer Out	2	1	3
Transfer In	4	0	4	Died in Care	0	3	3
<b>TOTAL</b>	<b>196</b>	<b>162</b>	<b>358</b>	<b>TOTAL</b>	<b>198</b>	<b>166</b>	<b>364</b>

## PAST YEARS

### INTAKES

### OUTCOMES

	2020	2019	2018	2017		2020	2019	2018	2017
<b>Stray</b>	306	394	407	503	<b>Adoption</b>	302	340	411	439
<b>Owner Surrender</b>	77	94	164	163	<b>Euthanized</b>	4	15	13	30
<b>Seized</b>	5	4	6	7	<b>Returned to Owner</b>	99	172	171	209
<b>Return</b>	24	29	26	32	<b>Transfer Out</b>	13	9	14	9
<b>Transfer In</b>	16	5	5	3	<b>Died in Care</b>	7	9	11	7
<b>TOTAL</b>	<b>428</b>	<b>526</b>	<b>608</b>	<b>892</b>	<b>TOTAL</b>	<b>425</b>	<b>545</b>	<b>620</b>	<b>885</b>

## Animal Care Continued...

The ASPCA states that the Live Release Rate is calculated using the following formula:

***(Live Outcomes) divided by (All Outcomes)***

Therefore, our Live Release Rates are as followed:

2015: 72%

2018: 96%

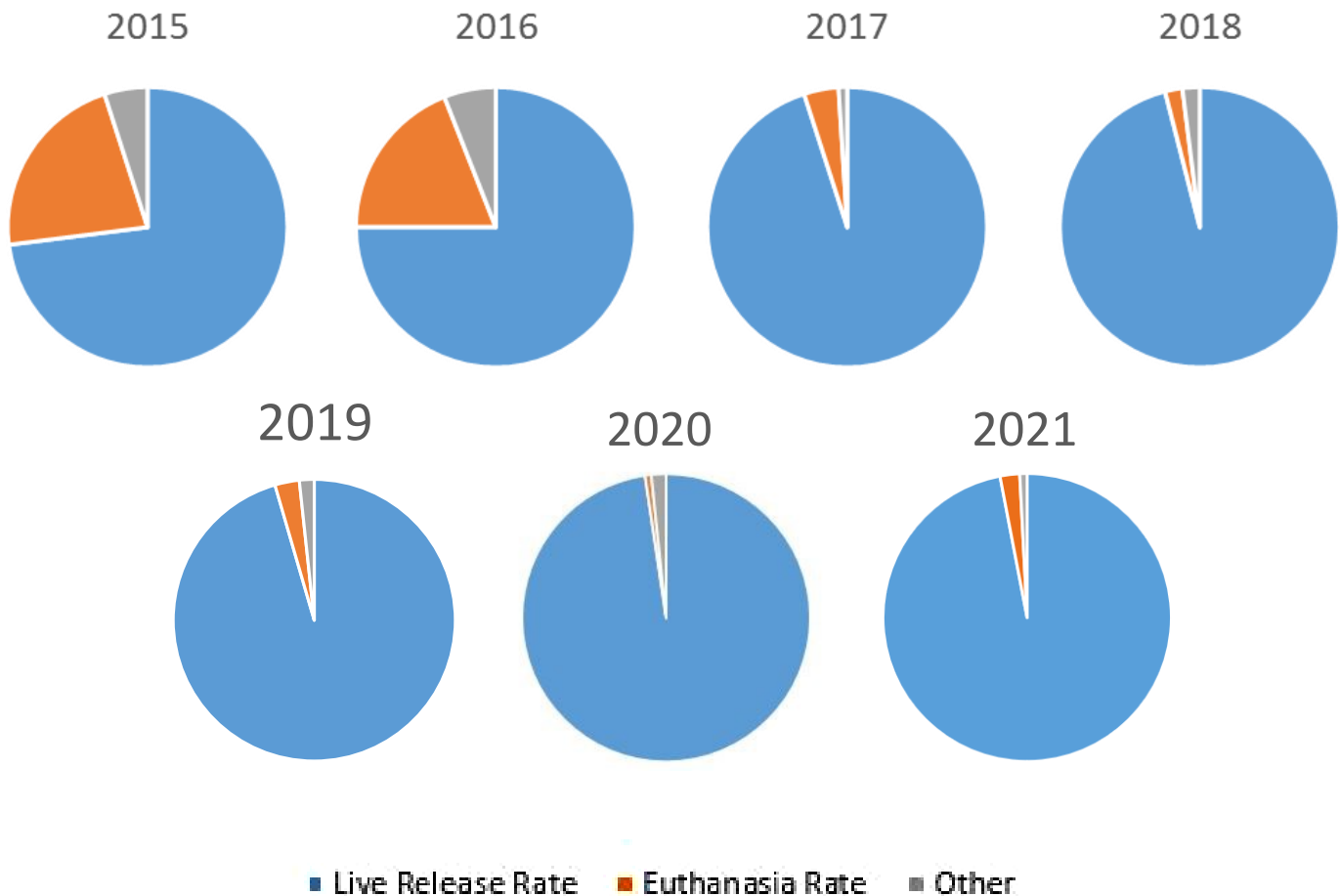
2016: 75%

2019: 96%

2017: 95%

2020: 97%

2021: 96.97%



“Other” represents animals who may have died onsite or went missing .

The live release rate in previous years may have been influenced by the number of hoarding cases or seized animals that came in potentially sick or aggressive and euthanized.



# Staffworks FUND

## Save A Life Campaign 2021

The Staffworks Fund Save A Life Campaign matched donations given to Wanderers' Rest Humane Association from November 29th to December 31st, 2021.

This year, the Staffworks Fund was matching based off the following criteria:

FIRST \$10,000 in donations = \$10,000 match  
PLUS \$500 for every additional \$5,000 in donations  
Up to \$160,000  
\$25,000 TOTAL POTENTIAL!



We raised over \$100,000 with the match from the Staffworks Fund!!

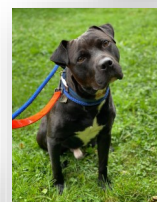
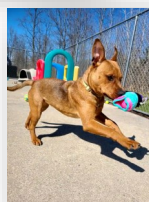
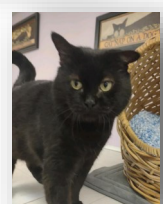
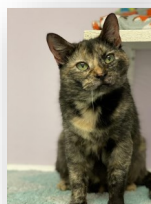
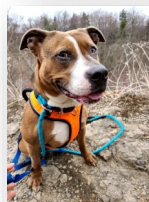
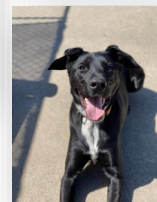
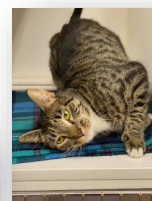
This money raised helps to offset the cost of providing the necessary care to the animals that make Wanderers' Rest their temporary home. Thank you to everyone who donated and supported us this past year. We cannot do what we do without your help!

Thank you to the Staffworks Fund for your consistent critical support of our shelter.

## OUR 40TH ANNIVERSARY

2021 was a very special year for Wanderers' Rest Humane Association, Inc. as we celebrated our 40th Anniversary of helping the dogs and cats in our community. On August 14, 2021, we combined our Woofstock event with our Anniversary celebration which included vendors, two music performances (Old Clay Stone and Steve Laureti), many raffle baskets, family fun activities, and much more!

We have come a long way in 40 years, and we still have a long way to go. Our staff and volunteers are proud of the changes we have made to get to where we are, and we hope that our supporters and donors are proud as well. We will continue to improve as new standards are created, and we promise to never settle for any state that we are in, as our goal is to always improve, help the animals in the best way possible, and provide support to our community in any way that we can. Wanderers' Rest is important to so many people, so our 40th Anniversary was a huge celebration and accomplishment that we are all proud to be part of.



## CALL FOR VOLUNTEERS

While we do have employees at the shelter, we rely heavily on volunteers to keep the shelter going. We are in search of volunteers willing to commit to a weekly routine (one day per week or more). Below you will find some of the shifts needed (you are not required to stay the entire shift, only as you are able to). If interested, you can apply online at [www.wanderersrest.org](http://www.wanderersrest.org) and click “Volunteer” to fill out an application, or email: [sheltermanager@wanderersrest.org](mailto:sheltermanager@wanderersrest.org)

8am-9am	<b>Dog Walking</b>
9am-12pm	<b>Dog Kennel Cleaner</b>
	<b>Cat Kennel Cleaner</b>
11am-2pm	<b>Dog Walking/Enrichment</b>
	<b>Cat Enrichment</b>
3pm-4:30pm	<b>Dog Walking</b>
8am-6pm	<b>Office Support (4pm on weekends)</b>





## UPCOMING: What to expect in 2022

- Continued e-blasts
- Meowlers—by mail or email
- 3 big events
  - ⇒ Bone Appetit: April 30, 2022
  - ⇒ Woofstock: August 13, 2022
  - ⇒ Poker, Paws & Passion: December 3, 2022
- Kicking off our Capital Campaign
- New ideas for methods to connect with the community
- Participation in parades
- More small events/specials for the holidays
- Increased activity on social media
  - Instagram
  - Facebook
  - Twitter
  - Snapchat
  - Tik Tok
- and much more...



### If you would like to be:

- an active member on one of our event committees...
- on our mailing list or update your current address...
- on our e-mail list...

...Please contact the shelter at  
(315) 697-2796

or

[info@wanderersrest.org](mailto:info@wanderersrest.org)





## Contact Us!

WANDERERS' REST HUMANE ASSOCIATION, INC.

7138 Sutherland Drive—PO Box 535

Canastota, New York 13032

**Telephone:** (315) 697-2796

**Fax:** (315) 697-4065

<b>Executive Shelter Manager</b>	Sabrina Wilcox	sabrina@wanderersrest.org sheltermanager@wanderersrest.org
<b>Humane Educator and Public Outreach Coordinators</b>	Danielle Schermerhorn Kim Muehlenbein	programs@wanderersrest.org
<b>Office Manager</b>	Danielle Schermerhorn	officemanager@wanderersrest.org
<b>Adoption Coordinator</b>	Sally Eller	adoptions@wanderersrest.org
<b>Foster Coordinator</b>	Butch Hall	wrhafosters@gmail.com
General Information: info@wanderersrest.org		

**Website:** [www.wanderersrest.org](http://www.wanderersrest.org)