



VOTED BEST IN RICHMOND
BEST COMMUNITY ORGANIZATION
RAPS ANIMAL HOSPITAL
BEST VETERINARIAN

2020

Annual Report

Celebrating 25 years of saving and improving the lives of animals!

25 Years of Progress

REPORT FROM THE PRESIDENT

The tiny band of deeply dedicated volunteers who launched this organization 25 years ago probably had no idea their efforts would grow into one of Canada's largest and most innovative animal-serving organizations.

Their tenacity was extraordinary. At all hours of day and night, crews of volunteers set and maintained feeding stations and humane traps all over Richmond to capture the feral cats that were roaming the farms, vacant lands and neighbourhoods around town.

From those very grassroots beginnings, the organization (then called Richmond Homeless Cats Society) began a makeshift sanctuary in a private home until the RAPS Cat Sanctuary was opened at its current location in 2000.

A more detailed history of the organization is included in this Annual Report, but the highlights of the subsequent decades include RAPS taking over operations of the City of Richmond Animal Shelter, beginning in 2007. Until then, the Shelter had been euthanizing as many as 700 animals a year. That stopped when we took over. RAPS is a no-kill organization and that is at the core of our mission and our worldview. It is why we are such a beloved community asset and attract the support of volunteers, donors and friends.

As our society grew, we expanded our work into education and advocacy. Our fostering program expanded. We opened a thrift store, which has been an important source of revenue for our work – while also massively reducing waste and helping the environment. We also offer quality products to people on every budget at extraordinarily low prices. A second thrift store opened, more than doubling our capacity.

In 2017, we changed our name from the *Richmond* Animal Protection Society to the *Regional* Animal Protection Society – both to recognize the geographical diversity we serve and also as a commitment to our expanding vision.

Then, in 2018, after a period of significant professionalization and streamlining, our community came together – individuals, longtime supporters and friends, new members, corporate partners and financial backers – to open the first and only community-owned, not-for-profit veterinary facility. The RAPS Animal Hospital is at the heart of a new “RAPS Model” of sustainable, no-kill animal care. Not only does the hospital care for the animals at RAPS' facilities, our services to the public generate revenue to help us save and improve even more lives. It has allowed us to assist other rescue organizations in caring for their animals and to deliver \$1.5 million in fully

and partially subsidized care to animals in households with low incomes or facing other challenges. We believe that no one should be forced to make life and death decisions about their companion animals based on ability to pay. The RAPS Animal Hospital helps us keep our promises!

We who today are the human face of RAPS – the volunteers, board members, staff, supporters, community partners and friends – owe such a debt of gratitude to the many who came before us. Al Brew and his family, animal-loving philanthropists, made the permanent RAPS Cat Sanctuary a reality, guaranteeing a loving home for unadoptable felines and saving so many lives.

These are animals' lives, of course. But the human lives that have been touched by this work are no less significant. The families whose lives have been enriched by adopting or fostering a pet, the volunteers who are admirably dedicated to our cause, the visitors with health or developmental challenges who benefit from interactions with animals – these are lives that have been improved by our work too!

In recent years, as we look back with pride on the achievements of more than a generation of work, we have come to realize the impact we have had has enriched the lives of animals ... *and their people.*

To those who, whether in small or enormous ways over the past 25 years or just in recent weeks, have helped make this organization what it has become: THANK YOU – on behalf of the people we serve but especially on behalf of those who cannot thank you in words but whose gratitude is evident to all who encounter them.

This remains a labour of love for all of us.

As we embark on our second quarter-century, empowered and inspired by the foundation of our first, we feel immensely fortunate to have your continued support.

Sincerely,



Fearn Edmonds

A Year of Resilience

REPORT FROM THE CEO & EXECUTIVE DIRECTOR

In January of this year, we looked forward to another year of growth and progress, culminating in a vast celebratory gala to mark RAPS' 25 years of saving and improving the lives of animals in this community.

I don't need to explain how, in mid-March, everything changed.

As we reflect back on the year we have experienced, so unlike anything before in human history, we recognize the pain, loss, grief, fear, anxiety and just plain uncertainty. Our hearts and compassion go to those families who have been directly affected by the pandemic.

But while many of us have been fortunate not to have experienced the health impacts or loss associated with the virus, all of us have been affected deeply and irrevocably by what we have experienced.

When I look back, though, through the range of emotions, I find pride, admiration and inspiration above all. Like every country, organization, family and individual in the world, RAPS had to find new ways of doing what we must do. It was a blessing that the virus is not a threat to animals – but animal rescue organizations worldwide had to find means to care for the animals who depend on us while maintaining the health and safety of our human volunteers and staff.

The dedication of our volunteers and staff drove us to find ways to do everything we do in new ways. The hundreds of residents at our RAPS Cat Sanctuary require small armies of volunteers to care for, feed, clean up after and just give the cats the love they crave. We found ways to do that by working in pods so that, should an outbreak occur, we could still deliver these life-sustaining services. At the RAPS City of Richmond Animal Shelter, we succeeded in ensuring adoptions, control and all the other services we deliver continued with social distancing and other precautions. The RAPS Animal Hospital, an essential service, implemented unprecedented protocols so that we could continue delivering the lifesaving services the community depends on. Our thrift stores were forced to close for a long period, which caused detrimental impacts on our revenues.

Through all this change and uncertainty, one thing shone through. The RAPS family stood together, united in cause, supported by a vibrant and resilient community of volunteers, staff and supporters.

There are silver linings in the darkest clouds. This challenging year has brought uplifting and inspiring reminders of the goodness of human beings and the inter-species bonds that drive our work and our vision.

To everyone who has been with us during this unforgettable year – and those who have contributed to all we have accomplished over the quarter-century we have been building RAPS into one of Canada's largest and most innovative animal-serving organizations, THANK YOU!

Sincerely,



Eyal Lichtmann



RAPS CITY OF RICHMOND
ANIMAL SHELTER

Samantha

[See story on page 19](#)

Helping Animals *And Their People*

The Regional Animal Protection Society remains steadfastly committed to the values of saving and improving the lives of animals. Our mission of “From a street life to a safe life” still resonates. But recent years have allowed us to expand our mission and the breadth of our service delivery.

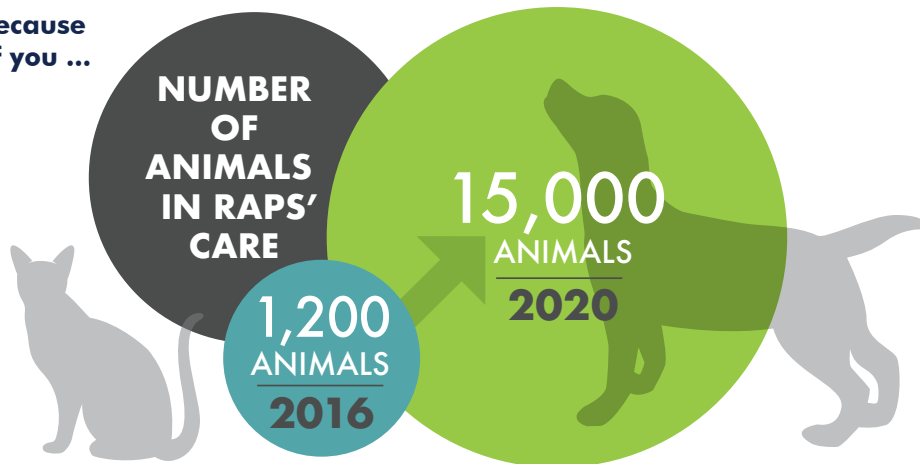
We have realized that caring for animals sometimes requires caring for their people. During times of economic and other challenges, families need assistance in caring for their companion animals.

Through our Pet Food Bank, we ensure that no one is forced to choose between feeding themselves or feeding their pet.

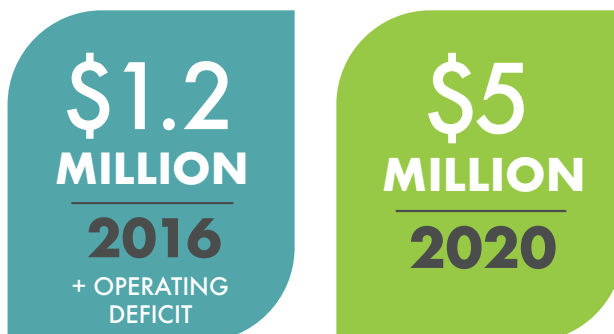
The opening of the RAPS Animal Hospital has allowed RAPS to provide veterinary care to those in need so that no one is forced to make life-and-death decisions about their animal based on ability to pay. We have a no-interest wellness payment program and subsidies for households in need.

**That is why we now focus on
Helping animals ... *and their people.***

**Because
of you ...**



ORGANIZATIONAL REVENUE



Timeline

1989

A small team of volunteers began a makeshift cat sanctuary in a private home after learning that 1,100 cats were being euthanized annually in Metro Vancouver.

Soon, the small team of volunteers were overseeing 43 feeding and trapping stations across Metro Vancouver, where feral and stray cats were captured in “Tender Traps” and then spayed or neutered.



1995

Organization formally established and registered as Richmond Homeless Cats Society.

1999

Site preparation begins for new Cat Sanctuary, made possible by benefactor Al Brew.

Cats move from makeshift sanctuary in private home to temporary sanctuary at front of permanent site.

Organization was feeding more than 340 cats every day at a cost of about \$4,500 per month for food, supplies and veterinary care.



2000

RAPS Cat Sanctuary opens.



2002

After just two years of operations, the RAPS Cat Sanctuary has expanded to 12 buildings on the site, large enclosed sundecks on the two main buildings for fresh air and sunshine, a tea room for visitors and volunteers, a wheelchair-accessible washroom, brick walkways, two outdoor pens and a covered large courtyard area. Volunteers beautify the site with shrubs and flower gardens.

A new kitten house was built to accommodate the high number of kittens being found, including 50 in the past year that had been living on the streets of Richmond and Vancouver.



Partnerships

HELPING OTHER ANIMAL AGENCIES

They say rabbits reproduce like, er, rabbits. That was what Rabbitats discovered again recently when they rescued a colony of rabbits from Richmond's Dover neighbourhood. Astonishingly (well, not really) every single one of the females they trapped was pregnant.

Rabbitats is a Richmond-based rescue that RAPS is proud to partner with to save and improve the lives of animals in our community. Now that we have the RAPS Animal Hospital, we are able to do so much more to help other rescue organizations.

On one Sunday this summer, Dr. Joseph Martinez and Dr. Veronica Gventsadze kindly donated their time and RAPS donated the equipment and supplies to perform the 21 spay and neuter procedures on rabbits that had been trapped by Rabbitats.

Rabbitats has two main rabbit sanctuaries and a network of "mico-sanctuaries" – where 10 or 20 rabbits live together on farms or in large yards. Sorelle Saidman, founder of Rabbitats, says her organization will not rescue rabbits until they have the resources to spay or neuter and house them. The support from RAPS helped allow them to rescue this colony – now they just need to find a place for the scores of rabbits to live, she says.

Through the City Animal Shelter, RAPS also rescues and adopts out rabbits. Because we are not a specifically rabbit-focused rescue group, though, our Shelter is limited to eight rabbits at a time to meet the Canadian Standards of Care in Animal Shelters, facilitated and published by the Canadian Advisory Council on National Shelter Standards.

In addition to Rabbitats, RAPS Animal Hospital has assisted other animal rescue agencies, including the BC SPCA, Lower Mainland Humane Society, Northwest Canadian Greyhound League, Straight Outta Rescue Society, Save A Life Society, Small Dog Rescue BC, Soi Dog Foundation, Loveabull Rescue Society, C.A.R.E.S.S. Rescue and Coogo Rescue Foundation to name a few.

"We feel so fortunate to have this community-owned veterinary facility to serve animals and their people," says RAPS CEO Eyal Lichtmann. "This was our vision – a hospital built and supported by the community in turn supporting animals in the community."



GOOD SAMARITANS SAVE NEGLECTED DOG: BLOSSOM'S STORY

RAPS CITY OF RICHMOND
ANIMAL SHELTER

Blossom

A family found Blossom running loose around No. 6 and Blundell roads one evening in September and brought her to the RAPS City Shelter. The German shepherd-lab mix was in horrible condition and very underweight. She was suffering from terrible mange, most of her hair was missing except on her back, head and neck. She had scabs all over her body, she was bleeding in a number of places and she kept chewing her skin because she was so itchy. She had all sorts of fluids discharging from her skin. And she smelled horrible.

Blossom was taken to the RAPS Animal Hospital, where her treatment began immediately.

Under BC law, the BC SPCA is responsible for investigating and recommending charges in cases of animal cruelty or neglect. Officials met with our team, spent time with Blossom and the matter is now in their hands. The owner admitted Blossom had not been to a veterinarian since she was a pup. She's now six years old.

But Blossom is blooming in our care. She has been undergoing a range of treatments, including hyperbaric oxygen therapy. This innovative modality, common for many years in human medicine, is especially effective in repairing tissue damage, among other conditions. RAPS Animal Hospital is home to Canada's only veterinary hyperbaric oxygen facility.

Blossom has been improving daily. Her skin is healing, her hair is growing in. She's on three meals a day to regain appropriate weight. More than that, she's really come out of her shell. She loves hugs and cuddles.

The RAPS Animal Hospital—and the hyperbaric oxygen therapy facility—allows us to deliver specialized veterinary care to animals that many other animal organizations would not be able to provide. As Blossom continues to improve, we'll be looking for a special home for this very special girl. For now, though, she's about to finally get spayed and vaccinated—procedures that have been delayed until her health permits.

We want to get her to a place where her fur is completely grown in, she's not itching and she's ready to take her place at the heart of a family. That will probably be a few more months.

In the meantime, we are asking people to be conscious of animals in the community and, if you notice any signs of neglect or abuse, please contact RAPS or your local animal shelter.

PHOTO: MICHELE WRIGHT, FURRY FRIENDS PHOTOGRAPHY



HELPING THOSE IN NEED

People come to the Salvation Army's Richmond House Emergency Shelter for a lot of different reasons. They may have addiction or mental health issues, be experiencing unemployment or a divorce or any number of other factors that have led to temporary homelessness.

For a number of guests at the shelter, a companion animal may be their most important relationship.

"A lot of these people who have animals, that's all they have," says David Burgess, the shelter manager. "For whatever reason – whether they are estranged from their family – they often don't have anyone. They have society basically looking down on them, ignoring them, frowning on them ... They don't have any love, they have no connection, and these animals give them that, keep their humanity, their dignity. That's so important. Hugely important."

A little more than a year ago, B.C. Housing, the provincial agency that funds the shelter, set out new guidelines that encourage pet-friendly policies. This spring, one of the cats belonging to a guest underwent a hernia repair and other procedures at the RAPS Animal Hospital. The work, estimated at \$2,700, was done pro bono. Another guest's cat was neutered and another guest's dog had an injured dewclaw that became infected and RAPS took care of that issue as well.

"One of the biggest issues that even working poor people face, let alone our guests ... there is no way they can afford veterinary care," he says. Since the RAPS Animal Hospital agreed to provide free veterinary care to animals in the shelter, Burgess says he can see the relief in people.

"Guests love that," he says. "When they do bring a pet in, and they have a concern, I say, 'Look we have an arrangement with RAPS and they're fantastic to provide our guests' pet services for free.' What a relief that is to them. You can see the weight off their shoulders."

2004

The organization spent \$53,000 on veterinary care, \$70,000 on food, and \$13,000 on litter, according to records.



2005

City of Richmond passes bylaw mandating the spaying or neutering of all cats over six months of age (unless a breeding license is in place). RAPS has advocated for animals and their people, helping to make Richmond one of Canada's most progressive animal-affirming communities.

Richmond Homeless Cats Society changes its name to the Richmond Animal Protection Society.

RAPS Thrift Store opens on Granville Avenue.



Expanded RAPS educational programs teach young people about responsible pet ownership and interactions with animals.



2007

RAPS is awarded the contract to operate the City of Richmond Animal Shelter and to provide animal care and control services in the City.

Richmond becomes a “no-kill community.” As many as 700 animals were being euthanized annually at the Shelter. When RAPS takes over, euthanasia due to space restrictions, age, lack of socialization or manageable illness ends.



2011

Supported by RAPS’ advocacy work, the City of Richmond bans the retail sale of puppies, becoming the first municipality in the country to do so. Richmond is one of Canada’s most animal-affirming communities – thanks in part because of the work of RAPS and our supporters.



The Salvation Army shelter is just one of the organizations that the RAPS Animal Hospital has partnerships with, ensuring that no one has to make life-and-death choices for their companion animals based on ability to pay. RAPS also works with BC Children’s Hospital, Canuck Place Children’s Hospice, Ishtar Transition Housing Society, the Richmond Food Bank and many others. Since opening less than three years ago, the hospital has provided more than \$1.5 million in partially or fully subsidized services to animals of people with financial or other challenges. For those who can afford it, but for whom the sudden cost of a vet bill is still a shock, RAPS has a no-interest payment plan available.

“The RAPS Animal Hospital is a community-owned facility,” says RAPS CEO Eyal Lichtmann. “Our bottom line isn’t profit ... it’s saving and improving the lives of as many animals as possible. But we also know that, to do the best we can for animals, we need to help their people, too. Caring for animals means ensuring that their guardians are cared for so they can do the best for their animal companions.”

In addition to the vital, mutually sustaining relationships between people and their animals, there are a number of serious, systemic outcomes from policies that are not animal-inclusive. Households with pets are more likely to pay more for housing and/or live in substandard accommodations.

More urgently still, individuals who are experiencing domestic violence are more likely to remain in the relationship longer – or return to it sooner – if there is a pet in the household. This is because the vast majority of shelters in Canada and elsewhere do not accept pets.



RAPS rescued three dogs and 12 cats from a home in Richmond in August after neighbours called police with concerns. The owner was apparently out of the country when the pandemic began and was relying on friends or family to care for the animals. We discovered them in squalor, with the house filled with animal waste. The animals were examined by veterinarians and found to be in generally good health. The incident, which could have resulted in tragedy, was caught in time because of the vigilance of neighbours. Through media coverage, we were able to remind the community to be aware of cases where animals may be neglected or abused and to let RAPS (or their local animal protection organization) know. Our message: If you see something, say something.

“We are incredibly grateful that B.C. Housing and shelters like Richmond House recognize the vital importance of companion animals,” Lichtmann says. “Still, not enough shelters in the country do.”

In addition to direct services to animals and their people, RAPS is also an advocacy organization. Among other things, RAPS made a significant submission to the provincial government’s task force on rental housing.

“We hope that our advocacy played some role in the B.C. Housing policy,” says Lichtmann. “Many serious policy issues still need to be addressed. But we are pleased to see the kind of progress exemplified by the animal-welcoming policy of Richmond House and we are so happy to support the guests there with veterinary support for their companions.”

PET FOOD AND SUPPLIES

RAPS enjoys incredibly generous support from pet food and supply wholesalers and retailers, especially Anipet, which routinely donates vast pallets of pet food, toys, litter and other necessities and treats. We receive similar support from retailers including PetSmart, Bosley’s by Pet Valu, Tisol Pet Nutrition & Supply Stores, Pet Food N More, Jamieson Pet, Pet Shop Boys and many more. Locally owned Richmond companies Companion Pet Foods & Supplies and Meow and Bark Avenue are also among our generous supporters with in-kind food and supplies. We are so thankful for all of this support. It makes our cost-per-animal low, which means every donor dollar gets stretched to the limit!

RAPS CAT SANCTUARY

Portia



GOOD INTENTIONS AND BAD OUTCOMES

Feeding local cats got out of hand ... RAPS rescues scores of felines

A well-intentioned Richmond resident was feeding stray cats but the situation got out of hand. By the time a family member contacted RAPS, there were 30 adult cats and 20 kittens in the colony. After RAPS Animal Control Officers trapped all of the animals, several of the females delivered additional litters, bringing the numbers up to more than 70. This represents one of the largest single-incident rescues in the organization’s history. Adults were spayed and neutered, kittens and mamas were fostered, all were given necessary veterinary care and we have successfully rehomed all of the animals from this rescue. Our community came through as always, donating to support the care and treatment of the dozens of cats and the number of adoption applications was far beyond the number of animals available!





LAWYER REBEKA BREDER

EDUCATION

RAPS plays an important role in the education of young people around issues of human-animal interactions and the joys and responsibilities of companion animals. Despite the centrality of animals in almost half of households and the importance they play in our lives and community, there is nothing in the curriculum that mandates education on animal-related topics. RAPS staff and volunteers go into schools to share our knowledge with teachers and students. We also welcome student groups to our facilities and are proud to partner with clubs in the schools that are engaged in peer-to-peer education and that frequently raise money for our programs.

VANCITY

Vancity credit union has been a very supportive partner in the development of the RAPS Animal Hospital. In addition to financing the project on very favourable terms, they are always available for advice and to offer expertise when necessary.

KEVINGTON BUILDING CORP

Kevington Building Corp is a pet-friendly developer and operator of commercial and residential, purpose-built rental spaces in British Columbia. The company has been supportive of RAPS through contributions of funds and in making their tenants aware of the programs and services RAPS offers for households with companion animals and the entire community.

BREDER LAW

Rebeka Breder, of Breder Law, is a foremost expert in animal law. She has partnered with RAPS to help educate lawyers and the public about how to plan for a pet's future in the event of a guardian's passing. Hosted by Richardson GMP, a Canadian independent wealth management firm, RAPS educational seminars featuring Rebeka Breder have helped make lawyers, financial planners and the public more aware of the need to plan ahead for pets that survive us.

APPLEWOOD NISSAN

Thanks Applewood Nissan!

So much of what RAPS has been able to accomplish in recent years has been made possible through the extraordinarily generous support of Applewood Nissan and the Applewood Auto Group.

Applewood has donated 6,000-square-feet of space that houses the RAPS Animal Hospital and the RAPS administrative centre, conveniently located in the Richmond Auto Mall. The Richmond Auto Mall Association and every one of their tenant dealerships have been incredibly welcoming and supportive of our presence here!

Applewood's generosity allowed a long-held dream of the RAPS family to become a reality. For a long time we had hoped to open a veterinary hospital to eliminate the hundreds of thousands of dollars we expended annually on external vet bills.

In 2018, and with the generous support of contractor Mainland Ventures, we opened the RAPS Animal Hospital. This has not only allowed us to provide even more responsive care for the animals in our facilities, it has meant that the revenues generated through services to the public have been reinvested into RAPS programs to save and improve the lives of even more animals!

If you are in the market for a new (or new-to-you) vehicle, make your first stop a dealership that shares your values of caring for animals.

We acknowledge the financial support of the Province of British Columbia.



COMMUNITY HEALTH AND SOCIAL SERVICES

Whether it is through volunteering, therapeutic visits or special tours of our facilities, many groups and individuals in the community benefit from partnerships with RAPS. We know that interaction with animals improves human wellness in many tangible and intangible ways. We are honoured to work with groups like BC Children's Hospital Eating Disorders Clinic and other clinics at the hospital, who bring folks to the Cat Sanctuary for visits and bonding. Vancouver Coastal Health's Youth Leadership & Resiliency Program brings at-risk youth for Sanctuary visits and volunteering. SD38 Richmond School District Aboriginal Success Team arranges youth volunteering at the City Shelter. Richmond Society for Community Living organizes volunteers at both the Shelter and the Cat Sanctuary. Pacific Autism Family Network arranges volunteering at Thrift Stores. Vancouver Resource Society's Adult Day Program organizes tours of the Sanctuary and Shelter. S.U.C.C.E.S.S. Youth Leadership Millennium brings participants for tours of the Sanctuary and volunteering. Scouts and Brownies troops come on animal education visits. Kidtropolis hosts RAPS animal education visits to school holiday camps. Kwantlen Polytechnic University Access Programs for People with Disabilities partner for volunteer practicums at the RAPS Thrift Stores. These are just a few of the partnerships we have developed over 25 years of building community while saving and improving the lives of animals.

All of these partnerships are critical to our ability to deliver the individualized care we provide to animals ... and their people. To these – and to all those we have not mentioned – THANK YOU!



RAPS CAT SANCTUARY

Francis

**RAPS NOW HELPS
TEN TIMES MORE
ANIMALS THAN WE
DID 5 YEARS AGO**

2013

Staff at the City Animal Shelter arrive on an August morning to find 38 caged dogs that had been dumped anonymously at the gate of the Shelter overnight. The community mobilized and every pet was rehomed. It was an extreme example, but RAPS rescues and rehomes individual animals and groups regularly due to all range of reasons.



2017

RAPS changes its name to Regional Animal Protection Society, reflecting the geographic diversity of the animals and people we serve.

2018

RAPS Animal Hospital opens. Metro Vancouver's first community-owned, not-for-profit veterinary facility serving the public. The hospital is a key component of the "RAPS Model" of sustainable no-kill animal care, generating revenue to support all the programs of the Regional Animal Protection Society.

The second RAPS Thrift Store opens, on Francis Road, more than doubling capacity and generating more revenue for the animals while helping the environment and offering quality products at incredibly low prices.

**RAPS BELIEVES THAT
SOCIAL ENTERPRISE
AND GENERATING
REVENUES FROM
SUSTAINABLE
BUSINESSES IS THE
FUTURE MODEL
OF ANIMAL RESCUE**

2019

RAPS opens Canada's only Hyperbaric Oxygen Therapy facility for animals. This innovative, non-invasive treatment, used for decades in human patients, is increasingly offered by the most innovative and advanced veterinary hospitals in the world.



Used in conjunction with other preventative and treatment regimes, hyperbaric oxygen therapy (HBOT) can deliver anti-inflammatory, anti-microbial and tissue-healing benefits, accelerating healing dramatically, especially in conditions involving an oxygen deficit.

As part of a comprehensive and holistic approach to animal wellness, HBOT addresses a vast range of medical conditions.

2020

Thanks to your support, we celebrate 25 years of saving and improving the lives of animals.



**RAPS' GOAL IS TO
FRANCHISE OUR
HOSPITAL AND
SANCTUARY MODELS
ACROSS NORTH AMERICA**

When Jay Z arrived at the RAPS Cat Sanctuary, he was not a fan of the humans that were attempting to care for him. In typical feral fashion, he was very hissy and swatty and overall uncooperative. Within a couple of months, once Jay learned to trust us, he realized humans are not that bad and he became a sweet affectionate boy. Such transformations happen sometimes.

We don't usually adopt out cats from the RAPS Cat Sanctuary, but occasionally we are able to make a match (usually with one of our volunteers or staff). Cats come to the Sanctuary and remain here mostly because they are considered "un-adoptable." They may have behavioural or health issues that make them unlikely to find a human family. That's why the Sanctuary exists: To provide a forever home for animals who might be euthanized in other jurisdictions. For cats who are not likely to be adopted, the Sanctuary is a glorious "Kitty Club Med." We have special sections for residents with special needs or preferences.

Sometimes, though, cats' personalities change. Or they bond with a particular volunteer or staff member. Every now and then, a cat who we thought was not adoptable lets us know that they are, in fact, quite ready to go home with a very special human.

Our volunteers and staff are fortunate enough to spend time with the cats and get to know their personalities and



whether they would be a match or not. They also know the cat's history, so there are likely to be few surprises. That makes the decision a lot easier for us when contemplating an adoption.

For the past couple of years, dedicated volunteer Dana was falling madly in love with Jay. Jay had tamed up nicely and was very fond of all the attention we humans lavished on him. Dana had expressed interest in adopting Jay but we were not sure he was ready. After many lengthy discussions, we decided to send him home with Dana to see if he would get along with her other pets. Well, he did. And he became best buds with their dog and elderly cat. He acts as if he has lived there forever. He even sleeps in the bed with his new mom and dad – and the dog, of course. He has also fallen in love with their daughter and looks forward to his special cuddle time with her. Jay Z is definitely an unexpected adoption success.



Organizational Overview

This is a time of growth and improvement in every aspect of the RAPS organization. Here are updates on the year past in each component.

RAPS CAT SANCTUARY

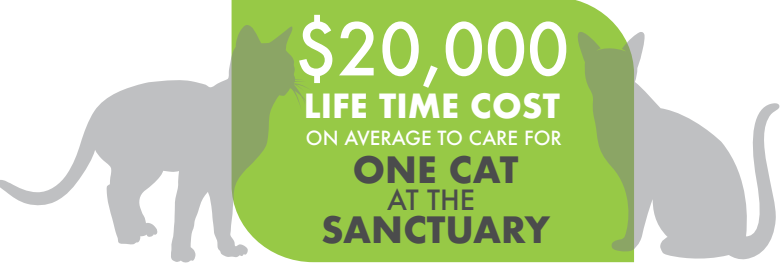
The RAPS Cat Sanctuary has been massively upgraded in the past year. While there remains much to do – being home to hundreds of cats takes its toll on infrastructure – we have dramatically improved the premises.

We have installed new pens and upgraded all cat structures, renovating flooring, roofing, sidings and insulation. Security has been improved. Landscaping projects have made the facility more pleasant for cats and people, with new garden beds, increased pedestrian safety and overall maintenance and enhancements. A spray mister was installed to help keep cats and people cool on warm summer days.

Your support of RAPS allows us to provide a happy and healthy life for hundreds of unadoptable cats – many of whom might have faced euthanasia in other jurisdictions.

RAPS CITY OF RICHMOND ANIMAL SHELTER

In collaboration with the City, RAPS is in the process of redeveloping the Shelter. With construction expected to begin in early 2021, the project will see more efficient use of property, a 50% increase in facility space, improved safety conditions for animals and humans, upgraded electricity and plumbing, and a healthier environment for all. Since RAPS was awarded the contract to operate the Shelter, in 2007, Richmond has been officially a no-kill community! Under our care, no animal is ever euthanized due to lack of space, treatable illness, physical defect, age, behavioural or socialization issues. The individualized care we provide to all the animals is possible due to a small army of animal-loving volunteers who are the real heroes of our organization.



\$20,000
LIFE TIME COST
ON AVERAGE TO CARE FOR
ONE CAT
AT THE
SANCTUARY

THE POPULATION OF BRITISH COLUMBIA IS **5,071,000** AND WE ESTIMATE THAT THERE ARE **1,500,000 DOGS IN THE PROVINCE**, AND APPROXIMATELY **600,000 IN METRO VANCOUVER**. THE NEED FOR A **DOG SANCTUARY** IN BRITISH COLUMBIA, **BUILT ON BEST PRACTICES AND PROVIDING REHABILITATION AND A SAFE HOME FOR UNADOPTABLE DOGS**, IS ESSENTIAL.



Rider was about four years old when he came to us as a stray. This sweet black lab had a few serious but non-life-threatening conditions, including problem skin, missing fur on his head and, most significantly, paw problems, including a large swollen open wound on his left hind leg. He had a lumpectomy and his recovery was very slow. He spent an entire year with us during recovery, including ongoing medical treatment and hyperbaric oxygen therapy.

In one of those star-crossed joys of life, along came Ileana, who was hired as a kennel attendant at the RAPS City of Richmond Animal Shelter. Everyone at RAPS loves Rider, but Ileana and he formed a special bond. She fostered him a year ago November and formally adopted him on January 2 this year.

In too many other jurisdictions, a dog with challenges like Rider's might have been deemed unadoptable and euthanized. RAPS' no-kill

promise means we are able to save the lives of animals like Rider – and it's all possible because we have the support of people in the community who share our certainty that every animal deserves their best chance at a happy life.

RAPS ANIMAL HOSPITAL

Since the opening of the RAPS Animal Hospital less than three years ago, we have provided more than \$1.5 million in partially or fully subsidized veterinary care to animals in households with low incomes or facing other challenges. We have almost entirely eliminated the hundreds of thousands of dollars RAPS previously spent annually on external veterinary expenses. We have sponsored community vet care days, in conjunction with other agencies such as Rabbitats and the BC SPCA, to provide spay and neuter procedures for rabbits and cats. The hospital has stepped up in extremely challenging scenarios such as the rescue of a colony of feral cats that numbers more than 70. We have treated victims of severe animal abuse and delivered hyperbaric oxygen therapy to speed recovery in animals with a vast range of conditions, in Canada's only veterinary hyperbaric oxygen facility. When you choose the RAPS Animal Hospital, 100% of your fees are reinvested into RAPS programs that save and improve the lives of animals.



Dobby

The RAPS Animal Hospital is foundational to the vision we have of a future where no-kill animal welfare is financially sustainable and accessible in all communities. The hospital completes the basis of an entirely new “RAPS Model” of animal care, including shelters, sanctuaries, fostering and community-owned, not-for-profit veterinary facilities. As this model is perfected, it will be codified and shared with no-kill animal-serving organizations across Canada and worldwide.



RAPS ANIMAL HOSPITAL OPEN

5 DAYS
50 HOURS
PER WEEK
2018

7 DAYS
68 HOURS
PER WEEK
2020

24/7
168 HOURS
PER WEEK
NEXT!

\$10 MILLION IN SAVINGS PER YEAR
ON VETERINARY CARE FOR FAMILIES
IF RAPS IS ABLE TO OPEN **24/7** HOSPITAL

EDUCATION AND ADVOCACY

RAPS is a hands-on animal-serving organization. But we are also an advocacy and educational organization. Caring for animals means advocating for laws, regulations and conditions that make life better for animals and their people.

Our volunteers and staff deliver outreach programs to the public, especially to young people, about the joys and responsibilities of companion animals and safe animal-human interactions. We advocate with all levels of government for animal-affirmative policies.

We brought a world-leading expert in veterinary applications of hyperbaric oxygen therapy to Vancouver to help educate veterinarians about the benefits of this innovative modality. With our friend and partner Rebeka Breder, an expert in animal law, we have presented seminars for lawyers on advising clients to ensure the well-being of companion animals during estate planning.



HOW MANY ANIMALS HAS RAPS RESCUED IN RICHMOND OVER THE PAST 25 YEARS?

12,000
500
CATS
PER YEAR
RAPS CAT
SANCTUARY

25,000
1,000
ANIMALS
PER YEAR
RAPS
SHELTER

HOW HAS RAPS HELPED THE COMMUNITY?

\$50,000 PER YEAR AVERAGE IN **FOOD ASSISTANCE**
= **1.25 MILLION**

CLOSE TO **\$2 MILLION** IN **COMMUNITY VETERINARY ASSISTANCE** 2018-2020

RAPS SPENT AN AVERAGE OF **\$200,000** PER YEAR ON **VET CARE**, PRIMARILY IN RICHMOND – **\$5 MILLION** INVESTED IN RICHMOND

RAPS HAS PROVIDED **VOLUNTEER OPPORTUNITIES** AVERAGE OF **250 VOLUNTEERS** PER YEAR, 25 YEARS, 4 HOURS PER WEEK
= **1.3 MILLION HOURS**



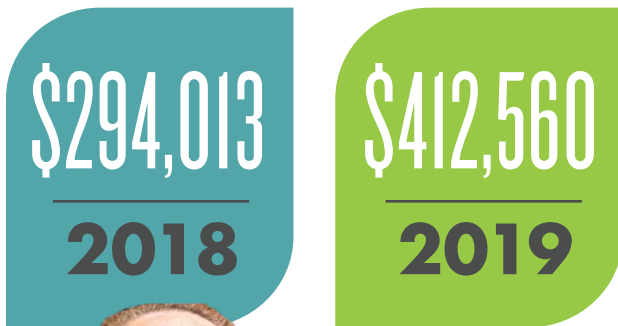
Ace is an older, diabetic and partly blind Alaskan Husky. One summer day, for reasons his family do not understand, Ace decided to tear apart the gate in his back yard and dash through the neighbourhood. In the end, he didn't really go very far. He was found a couple of blocks away, sitting on a neighbour's lawn. But it gave his folks hours of worry. While some members of the family scoured the city, another posted about Ace's disappearance on social media. A RAPS team member saw the post and knew that a dog matching the description had arrived at the RAPS City Shelter that afternoon without a microchip or tattoo. Usually, a pet would have remained in the Shelter overnight but because of Ace's diabetes, our veterinarian urged staff to reopen the Shelter late at night to reunite the family with their beloved companion animal. The message we want everyone to remember is this: If your pet goes missing, ALWAYS call RAPS first! They may already be safe in our care. Plus ... be sure they are tattooed, micro-chipped and licensed. That way we can reunite them almost instantly and avoid the trauma on the animal and the humans who love them!

RAPS THRIFT STORES

Although the challenges of the COVID pandemic shut down our thrift stores for part of the year, we were able to use that time to process a vast contribution that came to us from a storage warehouse corporate partner. Scores of storage bins were opened, sorted and prepared for sale so that, when we safely reopened the stores, the merchandise was a bargain hunter's dream come true.

Also during this time, we received another unprecedented donation of a huge lot of household furniture. The contribution is so enormous that it forced us to open a third thrift store – this one in New Westminster, in a space donated by our corporate supporter Kevington Building. The RAPS Thrift Stores are a crucial component of our sustainable operations. When you donate to or shop at our stores, you can be assured that 100% of revenue is invested directly into programs and services that save and improve the lives of animals.

THRIFT STORE REVENUE



First RAPS Thrift Store



Second RAPS Thrift Store



Third RAPS Thrift Store



SHARING OUR STORY

RAPS has undergone a consistent and thoughtful rebranding, marketing, public relations and communications overhaul, allowing us to more clearly and efficiently communicate our mission and accomplishments with our constituents and the larger community.

Policies are clearly set out for use of social media, email and other internal and external communications to ensure our message and mission are shared with the community succinctly and comprehensively.

UP-TO-THE-MINUTE STANDARDS AND PROCEDURES

RAPS has renewed, revised or developed procedures and policies for the organization that represent best practices in every area of operations. These include human resources manuals and Standard Operating Procedures for all departments, to ensure consistent and seamless delivery of services, appropriate reporting and responsive management of all components of RAPS.

**RAPS ADMINISTRATIVE COSTS ARE
AROUND 6.5%, WELL BELOW AVERAGE
OF OTHER CHARITIES**

ADMINISTRATIVE STREAMLINING

We have eliminated silos and maximized collaborations across all aspects of the RAPS organization in recent years. Duplications have been eliminated. Professionalization and standardizations have made all areas of administrative operations more efficient and effective. Software and hardware have been upgraded to reflect the professionalism of our work. Purchases and contracts have been centralized to maximize economies of scale. Cash flow and financial projections, CRA reporting, accountability for financial controls and other accounting and administrative processes have been brought up to sector standards.

DIVERSIFIED, SUSTAINABLE REVENUE

RAPS has grown sustainably in recent years, increasing our annual budget and broadening our revenue base through social enterprise – our thrift stores and the RAPS Animal Hospital. We have also innovated in encouraging diversified means for our supporters to contribute, by making it easier to incorporate planned giving, equities donations and monthly donations. We are reaching out to more foundations for support. And we are implementing new donor software and databases to allow us to manage our relationships effectively and be more responsive to our constituents.

OUR VALUES CAN LIVE ON ...

So many of us have devoted our time and financial resources to saving and improving the lives of animals.

The positive effects we have had in the world can continue even after we are gone.

Estate planning is the most effective way to advance the things that are important to us in this world, even after we have passed. A bequest to the Regional Animal Protection Society can make a world of difference.

Whether by loving and caring for companion animals or supporting animal care and advocacy groups like RAPS, we have dedicated our lives to making the world a better place for animals. That doesn't have to end.

We have animal-loving lawyers and tax, financial and estate planners who volunteer with RAPS to advise you on how to maximize the tax benefits of charitable giving. You can even save on taxes this year by pledging a gift that will be realized much later, when you pass.

There are many ways to do good for animals and do good for your own financial position today. To speak with one of our professional advisors – at no cost or obligation – **contact admin@rapsbc.com.**



RESCUED IN THE NICK OF TIME: SAMANTHA'S STORY

RAPS CITY OF RICHMOND
ANIMAL SHELTER

Samantha

Brea St. James, a Vancouver actor was hanging around Spanish Banks when she was drawn to a man and a French mastiff who were walking by. She sees something of fate's hand in what happened next.

She started talking to the man and getting to know the dog, Samantha. She noticed a tumour on the dog's head, which the man said he didn't have the money to get removed.

"I was so drawn to this dog," she said. "Then I'm noticing that she's very skinny. Then I notice that she's got patches on her that have no hair. She wasn't well.

"Something broke in me," she said.

She could scrape together \$400. She said to the man, "Hey, what if I gave you this money and I buy your dog from you?"

He said, "Is that the best you can do?"

"I can give her a better life. (I was) trying anything to get her away from him."

After the transaction was agreed to, they went to the man's car, in which he and Samantha were both clearly living, and in which feces and other waste was visible. Incredibly, the man had papers indicating that Samantha was a purebred with papers going back four generations. Eventually, after some more odd twists, the man departed.

"And I burst into a bucket of tears, because I had this huge, beautiful, amazing animal that was so sick," said St. James.

"Immediately I put something out on Instagram and said, I have this dog and I don't know what I'm doing." A friend started a GoFundMe page. Someone else directed St. James to the RAPS Animal Hospital.

Samantha was severely underweight, her skin was in terrible condition and she had any number of infections.

Samantha underwent surgery to remove the growth on her head and also to be spayed. During surgery, the vets discovered she had pyometra, an infection of the uterus. If Brea had not brought Samantha in – and if surgery had not occurred immediately – Samantha almost certainly would have died.

Through social media, an entire community mobilized to help Samantha. People volunteered to walk her and dog-sit.

"It's been a whole village, an incredible, incredible village of people," Brea recalled.

When she was restored to ideal health, Samantha found her loving forever home in Comox, with a wonderful family – including another big dog for a sibling!



SHADRACK'S STORY: LONGTIME RESIDENT OF RAPS CAT SANCTUARY

Shadrack came to the RAPS Cat Sanctuary in 2010 with his brother Shakey. They were feral cats who were trapped at a cement plant and brought to safety. Shakey had a neurological condition that made him a little unsteady on his paws. One of our volunteers fell in love with him, and adopted him to a home where he would be kept safe.

RAPS CAT SANCTUARY

Shadrack

While Shakey was friendly from the start, his brother Shadrack was more wary of humans and not ready to be handled. Like human siblings, sometimes brothers turn out a little differently. Once Shakey had been adopted, Shadrack joined the cage-top crowd, which is a place where a certain type of cat congregates. These are ones who like to be almost out of reach so as to have the choice of whether or not to engage with humans, but not so far away that they can't mooch passersby for treats or, when in the mood, a head rub.

The RAPS Cat Sanctuary is home to hundreds of cats, each with their own story. Some have medical conditions – we have colonies of FIV-positive cats, another of cats with leukemia, special places for shy cats and another for older felines. Other residents have behavioural issues that make them likely unadoptable. Inability to control their functions or to use a litter box is an example. Then there are those like Shadrack, who just prefer the company of fellow felines to that of most humans.

Over the years, Shadrack's become more and more affectionate. But he's not yet ready to be picked up and cuddled, though he does occasionally jump on some of his favourite humans and knead, while blinking his conditional love.

As many cats as there are at the Sanctuary, there are stories of unique personalities, quirky characteristics and adorable traits. Cats like Shadrack and hundreds of others living in this Kitty Club Med might have faced euthanasia in other jurisdictions. Here, they live their lives surrounded by all the love and care they need and want.



PANDEMIC RESPONSE

This has been a challenging year for everyone worldwide. But the animals who depend on us need our help. We are proud to say that the individualized care we provide to every animal continued uninterrupted throughout the entire pandemic.

We organized staff and volunteers into pods so that, if an outbreak were to occur, our care for the animals would only be minimally disrupted and other pods could pick up the slack. Fortunately, none of our team members have been directly impacted.

Across the organization, we adopted the strictest protocols of care. Turning on a dime, like so many worldwide were forced to do, we shut the RAPS Thrift Stores to the public. Visits to the RAPS Cat Sanctuary were suspended. Services at the RAPS City Shelter remained fully functioning, though public access was limited and adoption visits were by appointment only. The RAPS Animal Hospital, which was deemed an essential service, implemented extraordinary protocols to continue delivering care to animals while keeping their humans safe and distanced. Most of our administrative operations have taken place remotely.



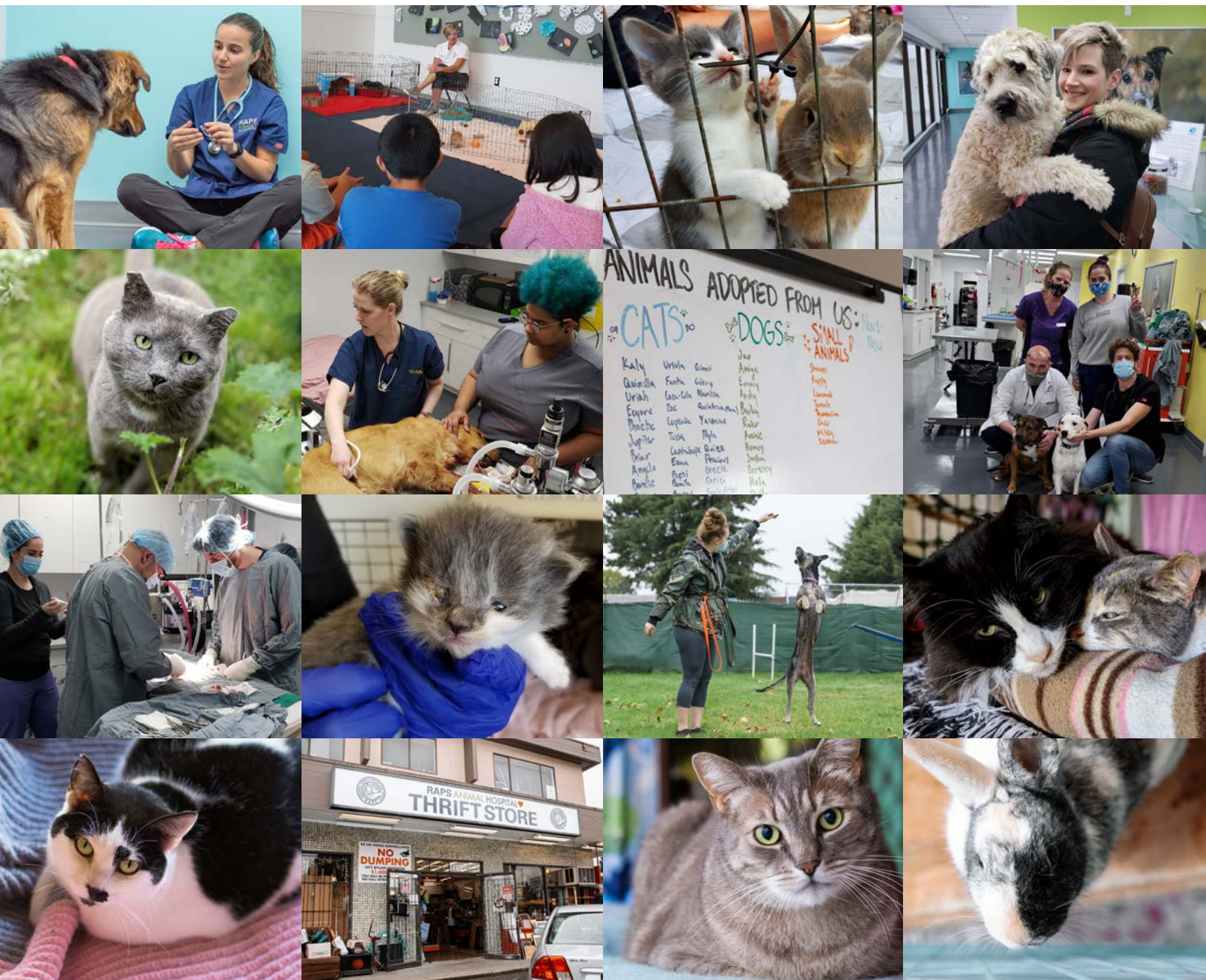
Our Future

The Regional Animal Protection Society is in a period of extraordinary and sustainable growth. And we're not done yet.

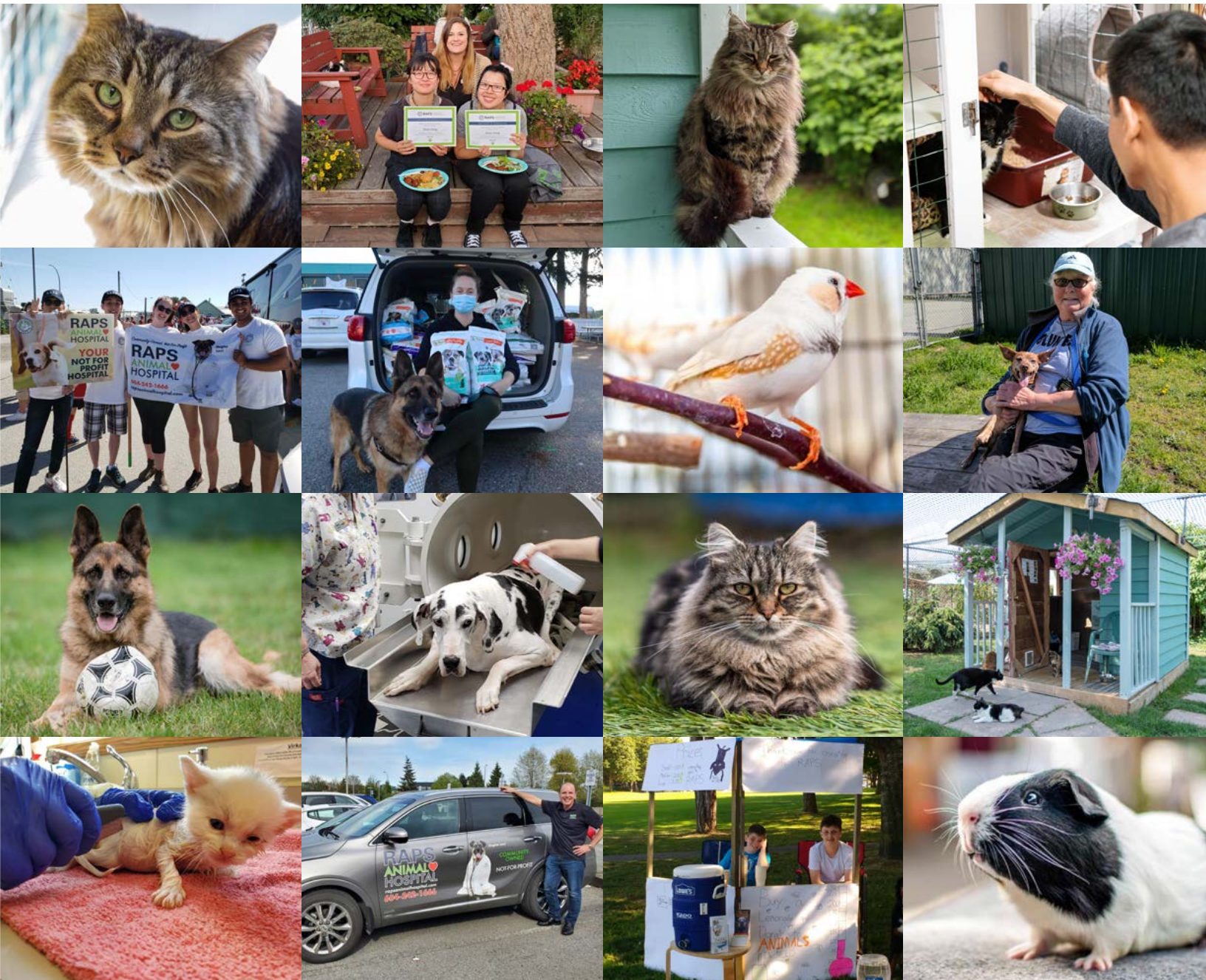
Our top goals for the very near future include expanding the opening hours of the RAPS Animal Hospital to provide care 24/7. This would make ours the only round-the-clock veterinary hospital in the city, maximizing our impacts and reassuring families with midnight pet emergencies.

Another goal for which planning is underway is the creation of a RAPS Dog Sanctuary! We seek to open a dog sanctuary to rehabilitate and home dogs who require medium- to long-term preparation for the next phases of their lives. This will be a crucial contribution to RAPS' aim to ensure seamless care to animals at all stages of their lives and regardless of particular challenges or needs.

We are celebrating 25 years of saving and improving the lives of animals. All of this has been possible because of the support of animal-loving friends like you.



As we launch into our second quarter-century – hopeful and confident that we will help more animals and people than ever – we thank you for all that you have done.



Thank you for your support.

RAPS ANIMAL SHELTER

Kane



RICHMOND ANIMAL SHELTER

12071 No. 5 Road,
Richmond, BC, V7A 4E9
info@rapsbc.com
604-275-2036 | RAPSBC.COM

ADMINISTRATION OFFICE

201-13340 Smallwood Place,
Richmond, BC, V6V 1W8
admin@rapsbc.com
604-242-1661 | RAPSBC.COM

REGIONAL ANIMAL PROTECTION SOCIETY
CAT SANCTUARY
When you give... They live!

CAT SANCTUARY

3380 No. 6 Road,
Richmond, BC, V6V 1P5
catsanctuary@rapsbc.com
604-285-7724 | CATSANCTUARY.CA

CAT SANCTUARY THRIFT STORE

8260 Granville Avenue,
Richmond, BC, V6Y 1P3
shop@rapsbc.com
604-244-7529 | RAPSBC.COM



RAPS
ANIMAL 
HOSPITAL

ANIMAL HOSPITAL

205-13340 Smallwood Place,
Richmond, BC, V6V 1W8
animalhospital@rapsbc.com
604-242-1666 | RAPSANIMALHOSPITAL.COM

ANIMAL HOSPITAL THRIFT STORE

9040 Francis Road,
Richmond, BC, V6Y 1B1
shop@rapsbc.com
604-242-1825 | RAPSBC.COM

PHOTO: MICHELE WRIGHT, FURRY FRIENDS PHOTOGRAPHY