



2021



# Annual Report



# PALS at a Glance

## PALS Office

3019 21st Street NE, Calgary, AB T2E 7T1  
 Phone 403-250-7257

Office Hours: Monday to Thursday 8 am to 5 pm;  
 Friday by appointment only

Email: [info@palspets.com](mailto:info@palspets.com)

Website [www.palspets.com](http://www.palspets.com)

Charitable Registration number 10781 1879 RR0001

## Staff

Diana Segboer ..... Executive Director

Linda Street ..... Volunteer Coordinator,  
 Special Visits & Enrolment

Jennifer James ..... Volunteer Coordinator,  
 Placement & Retention

## Statistics as of December 2021

Board Members .....	9
Total Active Volunteers.....	360
Clinics .....	76
Supporters.....	131
Visiting Volunteers.....	229
Total Visiting Animals.....	216
Visiting Dogs.....	203
Visiting Cats.....	12
Guinea Pig .....	1

## Board of Directors

President	Holly Yaschuk
Vice President	Wendy Witczak
Treasurer	Shona MacKenzie
Secretary	Lee Sudrich
Veterinary Director	Dr. Wanda Vockeroth, DVM
Director	Lydija Dahl
Director	Daniel Lombardi
Director	Michelle Kempenich
Director	Katie Frost



## Mission Statement

*To enhance the lives of Calgarians, through the known human-animal bond, with pet visitation therapy, program development, research, education and collaboration.*



# From the PALS President



*Resilience – the capacity to maintain our core purpose and integrity in the face of dramatically changing circumstances – the ability to overcome setbacks but also to move forward.*

If I had to think about one word to describe PALS it is *resilience*.

The challenges of the past two years continue to be very real. Now more than ever our community needs our pet therapy services.

Reflecting over the year, we are fortunate to be part of such an amazing organization with a 36 year legacy serving our Calgary communities. Our two and four legged volunteers remain at the core of our services. By mid-2021 we resumed much of our programming. In order to do this, changes to how we visit were made, always with the safety of our volunteers, pets and those we visit at the forefront. The isolation of the past 2 years and its impact on mental health in our community has increased the need for pet therapy.

PALS biggest challenge at this time is the economic downturn brought on by the pandemic. Innovative and unique fundraisers help us remain viable in these uncertain times. We thank our donors, supporters and volunteers for remaining committed to PALS.

To our volunteers and amazing staff who have led us through this crazy ride, the PALS board of directors sincerely thanks you!

The outlook for 2022 is brighter. As we continue with our core programming, we strive to balance the demand for our services with volunteer resources. Fortunately the interest in joining PALS is higher than ever and we are excited to bring this new energy onboard!

Now that sums up PALS and what we have accomplished over the year – we thank you!

*Holly*



# The year that was . . .



2021 will be a year that PALS will never forget—part nightmare—part rebirth. This was the year that the long term effects of the pandemic were truly felt. When COVID first struck in 2020 everyone was hopeful that the lockdowns would be quick, at first it was a novelty, with everyone enjoying the luxury of working from home . We were also more patient because there was still the aspect of the unknown and how it could affect each of us. By 2021 so many just wanted it all to go away so we could start living life again.

And PALS tried! We held evaluations for the returning PALS volunteers in June, July and August for existing PALS volunteers in anticipation of having them ready to fill the requests for visits which had begun. It was during these evaluations that we noticed the negative effect that the pandemic had had on some of the current PALS pets as they were less than eager to engage with anyone who was not their people. Having a year at home with no socialization outside of their family unit had a huge impact on these pets and many were not able to return. This left PALS with significantly fewer volunteers than were with us before COVID and more requests for visits than we could fill. This coupled with the ongoing tightening and loosening of restrictions, created havoc for the PALS office and their efforts in getting visits organized.

In October, PALS did the first NEW volunteer evaluations in more than 2 years. These new volunteers were essential to the PALS programming. The newbies, in concert with the current volunteers did their very best to fill the visiting requests that bombarded PALS each and every day. The biggest, but perhaps the most rewarding, was PALS opportunity to provide pet therapy at the vaccinations clinics from November to early March 2022.

The year did end with cautious optimism that 2022 would bring more of the old normal back into our lives, as the need for pet therapy has never been greater.

*Diana*



# PALS programs comfort & support to seniors

*Every time we visited at our Senior's home, we had one gentleman who insisted that the caregivers dressed him in his best suit as he wanted to be sure to look good for his visit with the dogs.* Carol M.

*It isn't uncommon to come across a senior that is staring straight ahead, almost in a trance. I will always ensure my dog comes into their line of sight. Frequently, they will come out of their trance and a huge smile will appear! My absolute favourite, most rewarding experience is visiting seniors.* Kelly B.

*We went up to a gentleman who was laying in bed, I asked him how he was doing, and he said "Great, now that I've seen the beautiful dog."* Kayla



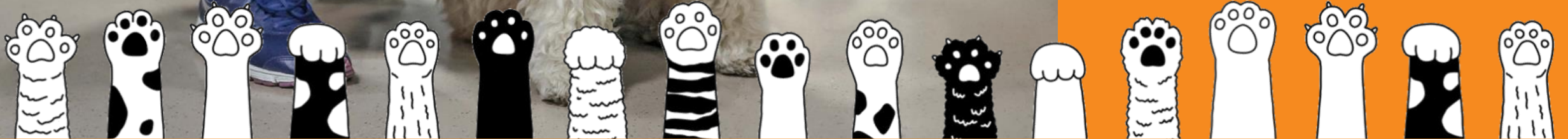
# PALS programs bring calm to the storm

The one thing 2021 will be remembered for is the incredible amount of stress it brought to everyone lives. This was especially true for those who were in the health care field, and those working in long and short term care facilities.

PALS created a number of new teams specifically for visits the staff at these high stress environments.

*I have witnessed so much strength and bravery throughout the past years. The nurses have sacrificed their own health, their families and their physical, emotional and mental health. Having some furry friends giving some cuddles and TLC is just what the doctor ordered.*

Jenn B



PALS volunteers helped ease some of the stress for children who were getting vaccinated at the AHS Clinics which ran from November of 2021 to March of 2022.

*Thanks so much for coming to the children's vaccine clinics. It helped my 6 year old so much with his first shot, and helped him have something to look forward to when getting his second dose. He especially loved the trading card.*  
Robin K

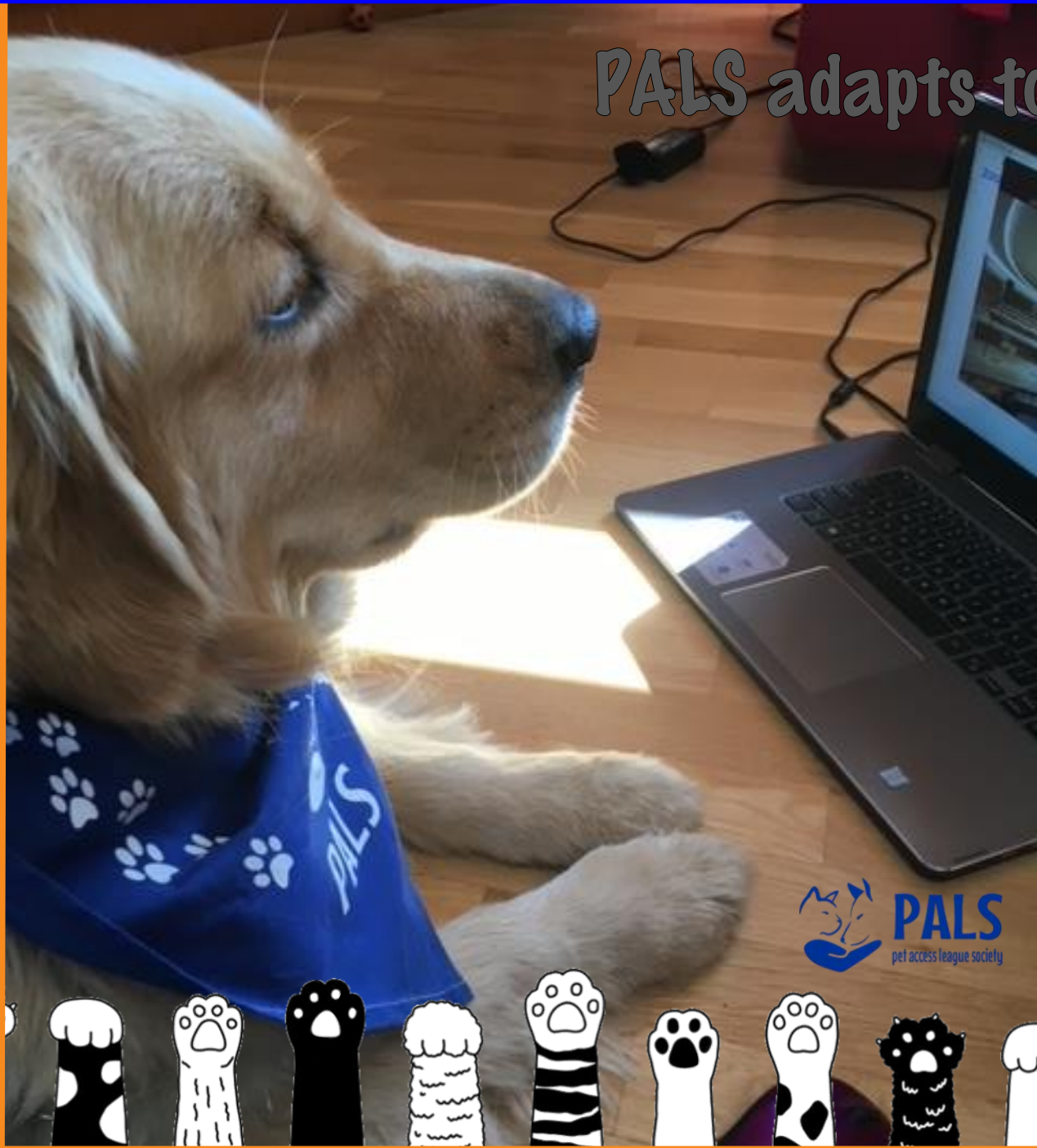
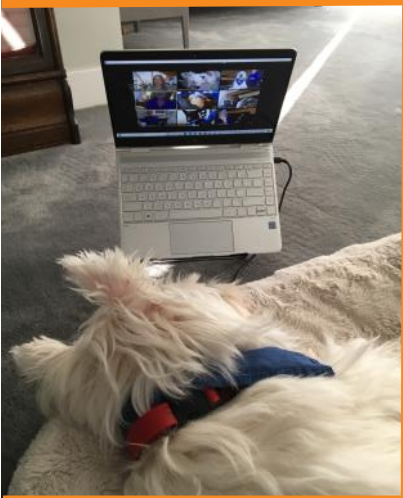
*From my perspective, having a PALS team present is the best tool I can have in my tool box to help kids manage their anxiety and stress. There was one hour during my shift that PALS wasn't present and I can tell you my job was A LOT more difficult during that time.*  
AHS Volunteer

# PALS pets help those who need strength



PHOTO BY LEAH HENNEL





# PALS adapts to the changing needs

Story PALS is a collaboration with the Calgary Public Libraries that began in 2006. For a 6-week session, struggling readers, aged 6-12 years old, are paired up with PALS therapy dog teams for one-on-one reading sessions.

During the pandemic PALS volunteers provided Story-PALS virtually.

*Thank you so much for working hard to bring important programming to children through the library. Camryn, and recently Kennedy, have been reading to the dogs and absolutely love it. Camryn knows each dog well and tells me all about their personalities. It has helped encourage her love of reading. Thank you for always being so engaged and patient while she worked through her insecurities and anxiety.*

Cynthia





# PALS pets are there when you need it most

PALS volunteers bring Puppy Rooms to visit with the students and faculty at Calgary's universities, colleges and other post-secondary institutes by providing some pet therapy for those who may be struggling.

*Pet Therapy remains to be one of our highest attended events throughout the year averaging 200 students in each monthly hour and a half session. We continually see the benefits the dogs provide to students including decreasing stress and providing a mental break during a hectic day. This program brings a smile to everyone's face and is of value to students as well as our new furry friends!*

U of C Students Union



PHOTO BY ANNA BURNS



**PET ACCESS LEAGUE SOCIETY**  
**Statement of Financial Position**  
**For the Year Ended December 31**

	2021	2020
<b>Assets</b>		
<b>Current Assets</b>		
Cash	\$153,210	\$139,335
Raffle	820	5,131
Casino	31,791	3,724
GST Receivable	7,310	5,395
	<u>\$193,131</u>	<u>\$153,585</u>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Accounts Payable & Accrued Liabilities	5,589	16,844
Wages Payable	11,484	0
	<u>17,073</u>	<u>16,844</u>
<b>Deferred Contributions (Note 4)</b>		
Related Operations	0	0
Related to PP&E	0	0
	<u>0</u>	<u>0</u>

**Net Assets**

Invested in PP&E	120,391	34,832
Unrestricted	16,352	85,559
	<u>\$136,743</u>	<u>\$120,391</u>

**Retained Earnings**  
Ending

39,316	16,352
<u>\$193,132</u>	<u>\$153,587</u>

Approved on behalf of the Board:

Director:



Director:




**PET ACCESS LEAGUE SOCIETY**

**Statement of Operations**

**For the Year End December 31**

	2021	2020
<b>Revenue</b>		
Fundraising	\$ 54,517	\$ 31,581
Donations	53,366	83,551
Casino	57,686	4,228
Grants	66,597	77,979
Memberships	6,840	8,200
	<b>239,006</b>	<b>205,539</b>
<b>Expenses</b>		
Salaries & Wages	132,058	130,736
Rent	18,600	18,300
Fundraising	25,024	10,218
Office	9,374	13,953
Volunteer	3,784	4,193
Professional Fees	325	1,724
Telephone	2,754	2,735
Insurance	3,393	4,348
Interest & Bank Charges	1,208	1,182
Travel	470	684
Repairs & Maintenance	1,117	304
Training	1,583	810
	<b>199,690</b>	<b>189,187</b>
<b>Excess (deficiency) of revenue over expenses</b>	<b>\$ 39,316</b>	<b>\$ 16,352</b>

