



OPERATION KINDNESS

Where homeless pets find hope.

2019 Annual Report



our **MISSION**

To care for homeless cats and dogs in a no-kill environment until each is adopted into responsible homes and to advocate humane values and behavior.

our **STORY**

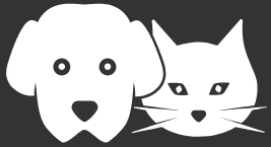
Founded in 1976, Operation Kindness is a pioneer in North Texas for providing assistance to animals in need of medical care, companionship, and most of all, a home.

More than simply a shelter, Operation Kindness is a safe haven for homeless pets in need of a second chance to find a loving family. We believe in going above and beyond to give every animal the care and kindness they deserve.

We strive for a world where all cats and dogs have loving, responsible, forever homes.

Your Impact in 2019

Because of faithful and generous supporters, we are celebrating another year of milestones.



4,375
adoptions

108,163

pounds of
food & supplies
distributed by the
Pet Food Pantry



1,230
animals in
foster care

45,690

volunteer
hours =
22 full-time
employees



23,407

visitors to
Operation
Kindness

3,137

spay/neuter
surgeries



305

heartworm
treatments

91

community
adoption events



2,768

animals
transferred from
rescue partners



815

animals received
behavioral
support



Launched new pet
training resources
on our website

Formed a
new rescue
partnership with
San Saba Friends
of Animals

Dear Friends,

Thanks to you, 2019 has been a year of growth and expansion at Operation Kindness – and we are thrilled about what the future holds for animals in North Texas. As of November 2019, our new Rees-Jones Foundation Medical Wing is fully up and running. With this additional space and state-of-the-art equipment, we anticipate we'll be able to care for 35 percent more animals.

But we're not done yet. Progress on Bear's Den, our designated housing for large-breed dogs, began in June 2019. This new and improved housing will increase our daily capacity, offer indoor/outdoor access for each dog, and include a "zen den" for dogs who need more peace and quiet. Our new Bear's Den is expected to open in early summer 2020.

The renovations also continue in our new back yard. Enhanced landscaping will create new trails for long walks, dog parks for off leash play time, and areas for adopters to meet their prospective pets. Outdoor improvements will begin in spring 2020.

Throughout the expansion, our dedication to the animals remains steadfast. While each dog and cat is with us, they have the very best care, made possible by the support of friends like you – our donors, volunteers, and staff. Because you choose to support our mission, dogs and cats in need will receive lifesaving medical care, companionship and most of all – a home.

Please explore this annual report to experience the impact that you made in 2019. Your generosity is what fuels our mission and enables this lifesaving work.

Thank you for your devotion to the animals. Together, we can give hope to homeless pets.

With gratitude,



Bob Catalani, CEO
Operation Kindness



2019 BOARD OF DIRECTORS

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Opening their hearts & homes

Through the Operation Kindness foster program, 371 families cared for animals needing a temporary space to stay in 2019.

Round-the-clock bottle feedings. Warm shelter. Extra loving attention. These are all the things required to save the lives of tiny abandoned puppies – and something that our foster home network makes possible!

In the spring of 2019, a Good Samaritan found a litter of eight stray puppies. Less than two weeks old, the orphaned puppies' eyes and ears hadn't even opened.

Once the puppies were brought to Operation Kindness, staff jumped into action to find a volunteer foster home for Maggie and her siblings. During this most vulnerable stage of a puppy's life, regular feeding, care, and socialization is essential.

Because of a devoted foster family, the puppies continued to grow and thrive until they were big and healthy enough to find loving families to adopt them. We're happy to report that all eight puppies were adopted.

In 2019, foster care was provided to 1,230 cats and dogs like Maggie. Without our generous supporters and volunteer foster families, we simply couldn't provide this level of 24/7 care to the most vulnerable animals in our community.



Training to help more pets

Volunteer trainers led 974 new volunteers through the orientation process in 2019.

A dedicated team of volunteers is the lifeblood of Operation Kindness. Assisting in every aspect of our organization, volunteers provide essential support including walking dogs, socializing cats, counseling pet adopters, grooming pets, providing enrichment activities, fostering animals, helping with events, and so much more. But how do they get started? None of this is possible without proper training and orientation.

The Operation Kindness team of volunteer trainers are the ones who introduce volunteers to the first kitten they get to socialize and show them how to get their first dog out of a kennel. They ensure that our animals and volunteers are safe.

This amazing team, consisting of Jeff Anderson, Bailey Davenport, Beckie Hall, Cathy Headley, Judy Holleman, Kayla Johnson, Vicki Jones, Michelle Castro and Jody Venturoni, successfully trained 974 new volunteers on how to help the animals.

In 2019 alone, volunteers dedicated 45,690 hours of service, fulfilling the effort of 22 full-time employees. Without this compassionate group of animal lovers who donate their time, the scale and quality of Operation Kindness' lifesaving work would not be possible.

Partnering to save lives

By working together, we can make a lifesaving difference for homeless pets in North Texas.

Every day, North Texas faces the challenge of how to tackle pet homelessness. It's a complex problem that requires the community to work together to reach the most animals in need. Operation Kindness is proud to serve as a transfer partner for 41 municipal shelters and rescue groups when they are low on space or have animals in need of lifesaving medical care.

2019 Rescue Partners:

Addison Animal Control
Allen Animal Shelter
Angie's Friends
Arlington Animal Services
Balch Springs Animal Shelter
Bell County Animal Control
Bosque County Spay Neuter
Carrollton Animal Control
Catsnip
Collin County Animal Services
Coppell Animal Services
Corsicana Animal Services
Dallas Animal Services
Dallas Cat Lady
Dallas Companion Animal Project
Dallas Pets Alive
Denton Animal Services
Ferris Animal Control
Gatesville Animal Control
Glen Rose Animal Control
Grand Prairie Animal Shelter

Hill County Paw Pals
Hillsboro Animal Control Services
Hood County Animal Control
Humane Society of Central Texas
Humane Society of North Texas
Humane Society of Young County
Irving Animal Control
Killeen Animal Control
Lewisville Animal Control
Longview Animal Care & Adoption Center
Mesquite Animal Shelter
Mineral Wells Animal Shelter
Paws 4 Life
Plano Animal Services
Red River SPCA
San Saba Friends of Animals
Spay Neuter Network
The Colony Animal Service
Tri-Cities Animal Shelter
Wilbarger Humane Society



We are also a proud participant in Shelter Animals Count, a collaborative initiative formed to create and share a national database of sheltered animal statistics, providing facts, and enabling insights that will save lives.



Time is no obstacle at Operation Kindness

For one of our longest residents, her happily-ever-after is very well deserved.

Tiny but mighty, Rikka was the reigning queen of the Operation Kindness cat room. Our screened cat porch was another one of her favorite spots to spend time, watching squirrels and birds outside. She also enjoyed sitting in the tallest cat tree, watching over her domain, waiting patiently for her new family.

Rikka was one of our longest residents — she spent 18 months waiting for her special person. Fortunately, time is not a factor at Operation Kindness. We believe that there's someone for everyone, and some animals just require a little extra patience to find their perfect fit. That's why the animals get all the time they need to find the perfect family and a new beginning.

Now, at long last, Rikka is getting the royal treatment in a home of her own. She was adopted in September 2019 and is a beloved family pet with a bright future ahead.





A new home for lifesaving medical care

The Rees-Jones Foundation Medical Wing at Operation Kindness is now open.

Our new 9,200 square-foot medical wing has been years in the making. It's the first of our facility renovations to be completed and opened in November 2019. We are thrilled about the lifesaving that is already happening!

A few of the state-of-the-art enhancements include an oxygen generator, a hydrotherapy tub, separate lab areas for in-house tests, hydraulic lift exam tables with built-in scales, a dedicated pharmacy for lifesaving medications, two surgical tables with high powered lights, and much more.

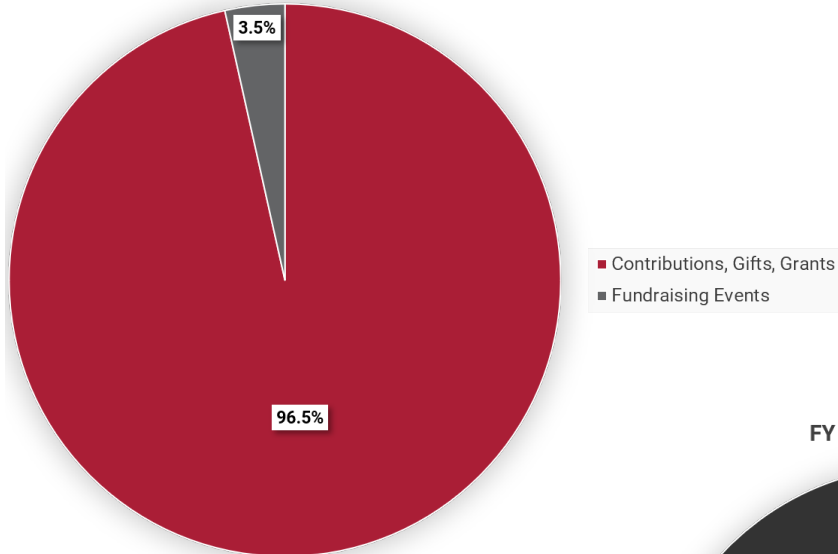
The new layout includes dedicated laundry and kitchen areas, individual isolation rooms to keep germs from spreading, separate housing for dogs and cats, and a private nursery for pregnant animals or nursing mothers. Each area also has its own enclosed, outdoor porch to allow dogs and cats access to fresh air and sunshine every day. The increase in square footage means that we have enclosures to provide housing for an additional 90 sick or injured animals.

Our goal is to provide an even higher quality of care for the animals receiving medical treatment while at Operation Kindness. With these enhancements, we expect that animals will recover faster and get adopted into their new home even sooner. Thank you to the Rees-Jones Foundation and our capital campaign supporters for making this dream a reality for homeless pets!

Financials

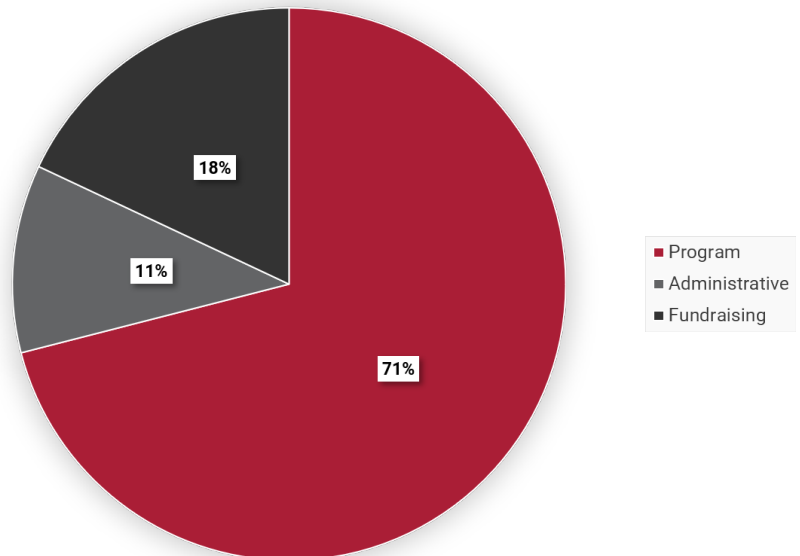
Contributions Breakdown

FY 2019 (July 1, 2018 – June 30, 2019)



Expenses Breakdown

FY 2019 (July 1, 2018 – June 30, 2019)



Operation Kindness has earned the coveted Charity Navigator 4-star rating for the third consecutive year. This is the highest possible rating and indicates that Operation Kindness adheres to sector best practices and executes its mission in a financially efficient way. Only 25% of the charities evaluated by Charity Navigator have received at least 3 consecutive 4-star evaluations, indicating that Operation Kindness outperforms most other charities in America.



GuideStar has recognized Operation Kindness with a Platinum Seal of Transparency for voluntarily and publicly sharing information about how we measure our progress and results.




OPERATION
KINDNESS
STAFF



OPERATION KINDNESS

Where homeless pets find hope.

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