2020/2021 ANNUAL REPORT
MESSAGE FROM OUR CHAIR & CEO

Happy Silver Jubilee! We are so pleased to celebrate 25 years of diligently and passionately transforming lives with Guide Dogs, Autism Service Dogs, and OSI-PTSD Service Dogs.

How can we even begin to express our gratitude for the multitude of dedicated volunteers, board members, staff, and generous supporters who have empowered our organization to reach this special milestone? You have been integral to our success and we are so thankful! We hope that you all feel the same pride and sense of accomplishment that we feel.

On the cover of this report is a photo of Robyne and Guide Dog Tasha. Robyne was 18 years old when she was our very first graduate. She has received dogs from us over the years and we’ve had the privilege to watch her raise a family and experience many of life’s adventures. How special it is to share a transformative journey of 25 years with her.

From the beginning, the health and well-being of our dogs has always been paramount, and we are grateful for key individuals and organizations over the years that have helped us achieve excellence in our breeding program. In particular, this report showcases Dr. Corry van der Ende for her invaluable expertise with trans-cervical insemination, and Dr. Irene O’Brien for her exceptional care of our puppies and dogs.

The enclosed financial highlights show that revenue for the year ended June 30, 2021 amounted to $2,597,022. This was up approximately $375,000 from 2020. Expenses amounted to $1,572,382; resulting in a surplus of $1,024,620. This result is made possible by your ongoing support and will fund the significant expansion of our advanced training department and breeding program to increase our capacity.

Thank you as always for being a part of our story. Here’s to the next 25 years!

Linda Reid, Chair
William S. Thornton, CEO

The mission of BC & Alberta Guide Dogs is to meet the demand for professionally trained Guide Dogs, Autism Service Dogs, and OSI-PTSD Service Dogs for citizens of British Columbia and Alberta. At all times we meet or exceed international standards as established by the International Guide Dog Federation and Assistance Dogs International.
LEADERSHIP IN ACTION

THANK YOU FROM BC & ALBERTA GUIDE DOGS PATRON, LEAH MEEKER

My beloved Howie would be incredibly proud of the accomplishments and standard of care that BC & Alberta Guide Dogs has achieved over its 25 years of existence. We shared such an enormous privilege as Patrons for this organization, and I will cherish the many years we had together supporting this cause. I will continue to dedicate my patronage and friendship to this amazing charity and look forward to seeing some of our loyal supporters at our annual Golf for Guide Dogs tournaments in future years!

I would like to extend my hearty congratulations to everyone who has played a part in reaching our Silver Jubilee year - I am so grateful for your dedication to our wonderful mission of transforming lives.

Howie called the dogs in this program “absolute magic”, and I have no doubt that with the guidance of expert staff and devoted volunteers, they will continue this beautiful magic as they continue to be placed with the people who need them.

Thank you as well to our donors. With your support, there is so much we can achieve and do. I’m very excited for what the years ahead of us will bring.

A TRANSFORMATIVE JOURNEY

ROBYNE ADLAM, OUR FIRST GUIDE DOG RECIPIENT, REFLECTS ON 25 YEARS

As Graduate #1, I have been part of the BC & Alberta Guide Dogs family from the very beginning. Candy came into my life after an orientation and mobility instructor put me in touch with Bill Thornton after hearing about my desire for a Guide Dog. Candy and I started a journey that continues to this day.

When it came time for Candy to retire, Tickey was brought in to fill her very large paws. He was a huge part of my working life as I worked for the school district. He was so important to me for travelling around the city using public transit, cabs, and walking. He was also on deck when my daughter was born. Tickey was succeeded by my sweet chocolate Lab, Purdy. Purdy continued the legacy of amazing assistance and he was around when my son was born.

My most recent blessing from BC & Alberta Guide Dogs came with the addition of Tasha to our family. She is a gorgeous and loving black Lab who has made herself indispensable to all of us. With Purdy now retired at home, my kids now have a dog each to snuggle with!

Being a part of BC & Alberta Guide Dogs for so long has been such a pleasure. The four dogs I have received from them have truly changed my life. I want to take this time to thank all the donors, volunteers, trainers, and everyone involved. What they do makes a huge difference to those lucky enough to receive one of these amazing dogs. I am so grateful to everyone involved for the ability to have some independence, autonomy, and companionship. From the bottom of my heart, Thank You.
When I think back 25 years, what do I recall? In the spring of that year I had taken a well-deserved sabbatical. It was time to find out if there was life outside of small animal practice. My new hobby at the time was breeding Boxers. It was a breed that frequently died of right ventricular heart arrhythmia. I was told by a scholarly veterinary cardiologist that I should look towards Scandinavia for a Boxer line that was free of this condition. I had also heard of a technique being used in Norway, which made it possible to inseminate dogs with frozen semen without surgery, so off I went. It was also during this period that I assumed ownership of Sunshine Hills Veterinary Clinic.

Returning from Norway with frozen Boxer semen and the knowledge of how to do non-surgical insemination, I was eager to put it into practice. Shortly thereafter, I was introduced to a wonderful, knowledgeable and experienced animal health technician named Linda Burritt. There was no doubt in my mind that she would be a valuable asset to the team at Sunshine Hills Veterinary Clinic. Her abilities, dedication to the job and sense of humour made for a great work environment. Little did I know that there was a special person in her life (Bill Thornton) that would soon steal her away from veterinary medicine. However, I believe that there is a purpose behind all the curves that life sends our way, even if it’s not obvious at the time.

Bill was a unique individual and always thinking up new ways to make the rest of our lives busier and more interesting. He came across this new idea in veterinary medicine called endoscopic insemination of the dog. Dr. Marion Wilson was performing this technique on dogs in New Zealand with frozen semen. In general, the veterinary community said it was not possible to do this in the dog and yet she was not only doing it but had taught the technique to the people at Guiding Eyes for Blind (GEB) in New York. Bill sent me off to GEB as I was only too eager to learn. So, off I went to New York with my personal necessities in a backpack, my dog in heat in one hand and a dry shaker with frozen dog semen in the other. Nine weeks later there were 6 Norwegian/Canadian/American Boxer puppies born.

Returning to Sunshine Hills, I received a call from Bill asking how it all went and what equipment was required. The equipment was purchased, and I was ready to practice the art of endoscopic insemination of the dog using frozen semen. Bill came to the opening performance, playing the role of brood bitch holder upper.

Over the last 20 years, BC & Alberta Guide Dogs has acquired and exchanged frozen semen from Guide Dog Schools in France, Britain, Australia, and the USA. Frozen semen allows us to access genetic material from around the world. By freezing semen from the stud dogs in their early years we can monitor what they produce in the way of health and working aptitude for the future. One collection can service up to 4 dams and hence a stud of superior quality can cover more dams than would be possible naturally. It also gives so much more genetic diversity than is naturally possible.

To date, I have assisted BC & Alberta Guide Dogs with 29 litters, producing 165 pups through TCI. The addition of their breeding centre will allow for the show to move in-house with my supervision and help. Who knows what the next 25 years will bring?
A LABOUR OF LOVE

Behind each of our life-changing dogs is a breeding program that continually assesses their health, temperament and genetic data. Over 25 years, amazing progress has been made with testing. We currently work with Paw Print Genetics, who with the help of Guide and Service Dog Schools, continually research and provide a panel of hereditary diseases that are prevalent in the breeds we use.

Many dogs show no sign of a disease but may carry a gene that could produce it in future generations. By being diligent with our screenings and choosing breedings wisely, we are able to reduce and eliminate the incidence of these diseases. This genetic testing is happening worldwide, which is beneficial when exchanging frozen semen (“pup”sicles) with schools from other countries. We are able to compare the genetic makeup of dogs and select breedings that would be most beneficial for the positive outcome of a litter.

We thank all the schools that have provided frozen semen, or in some cases breeding dogs, over the last 25 years - the cooperation between schools internationally is amazing! It is a small world when it comes to breeding Guide and Service Dogs, and we are all on the same page to learn and improve what we can from each other.

Special thanks to the following for assisting us in the last 25 years: Dr. Irene O’Brien, for medical advice, treatment and care for our dogs and breeding stock; Dr. Corry van der Ende, for being behind the endoscope for our inseminations; and Dr. Graham Lewis, Dr. Charlotte Keller and Dr. Brian Skorobohach (veterinary ophthalmologists) for providing annual eye exams for all of our dogs. They are all integral to our success and we hope they are around for the next 25 years!

A BREEDING PROGRAM OF EXCELLENCE TO GIVE OUR PUPPIES THE BEST START

Mother Dog, Star with her litter born March 2, 2021

Runa and Finn’s puppies born November 15, 2020

Linda Thornton is the co-founder of BC & Alberta Guide Dogs and the Director of Breeding and Puppy Raising.
EXCEPTIONAL CARE

PROVIDING CARE AND MEDICAL ADVICE FOR OUR PUPPIES AND DOGS

I have been involved with BC & Alberta Guide Dogs for many years and it has been amazing to watch this organization grow from the personal efforts of just Bill and Linda into the success it is today with branches that serve the needs of the blind community, parents and children who are affected by autism, as well as the newest partnership that helps provide Service Dogs to Veterans experiencing PTSD. The dogs we raise and train have the ability to change the world for each person they are placed with.

My role is to provide care and medical advice for the puppies and dogs who form the backbone of our organization. It is so rewarding to see these puppies start their careers at 8 weeks old, go through their wild teenage phases (corresponding with a spay/neuter), mature through phases of training, and eventually become a successful team with their visually-impaired partner. It is also so rewarding to see dogs that possess different skill sets become valuable Autism Service Dogs or OSI-PTSD Service Dogs.

For anyone who is fortunate to have one of these dogs, the impact on their lives cannot be measured. The bond and independence a dog can bring enhances lives to an extent that we as visual people, and people without disabilities, can only just begin to appreciate. Volunteering for this charity is like no other as I am personally involved in helping to make a difference in the lives of the dogs, those who care for them, and those who rely upon them. This charity is a labour of love for all involved from the volunteers who dedicate every minute of the better part of 8 weeks of their lives to whelp and raise a litter, to the Puppy Raisers who have these amazing (although sometimes very busy and naughty) puppies through until they are ready to train with our fantastic team of Instructors and become qualified after a long and rigorous training program. It takes a community to raise Guide and Service Dogs!

To know how much of a difference I have helped in a small way to make, takes just a single conversation with the lucky recipient of one of these dogs. I am proud to be a member of this great organization and to help produce the healthiest dogs we can. I want to extend my sincere congratulations to Bill and Linda Thornton and BC & Alberta Guide Dogs on reaching your 25th Anniversary milestone, and to thank all the volunteers who have helped along the way!

Dr. Irene O’Brien from Scottsdale Veterinary Hospital is the Primary Veterinarian for BC & Alberta Guide Dogs.

Thank You!

TO THE FANTASTIC VETERINARIANS AND CLINICAL STAFF WHO CURRENTLY SUPPORT OUR PUPPIES AND DOGS ACROSS BRITISH COLUMBIA AND ALBERTA

Boundary Bay Veterinary Specialty Hospital
C.A.R.E Centre Animal Hospital
Canada West Veterinary Specialists
Central Victoria Veterinary Hospital Ltd.
Chase River Veterinary Hospital
Crestwood Veterinary Centre
Fish Creek Veterinary Hospital
Little Creek Veterinary Clinic
Mckenzie Veterinary Services
Qualicum Beach Animal Hospital
Scottsdale Veterinary Hospital
Vetcor Canine Reproduction Services
Woodlands Veterinary Hospital
RAISING PUPPIES WITH CARE AND GUIDANCE

There are volunteers raising puppies for BC & Alberta Guide Dogs in three locations, namely Vancouver, Victoria and Calgary. Pups are placed with loving families when they are 8 weeks of age and stay until they progress into advanced training, which can be anywhere between 14-24 months of age.

Our Puppy Raisers not only provide a loving and caring home for the pups, bringing them along to many, if not all, of their activities, but they spend many hours training and laying the foundation for the dogs to start their career as life-changing Guide and Service Dogs. Not only do the dogs learn basic obedience commands like “sit”, “down”, “stand”, “stay”, “go to bed”, coming when called and more, but also to stay focused and settle around all sorts of distractions. Distractions may include passing other dogs, kids running around, people playing sports, heavy traffic, public transport, food on the ground or working in a crowd. Puppy Raisers receive support from their Puppy Training Supervisors through attending group obedience classes, monthly one-on-one meet ups, as well as through educational material in the form of manuals, handouts and videos.

While the number of dogs on the puppy program is always changing, it has been continuously growing over the years to the point where we reached over 100 puppies in the program.

Giving the dogs up at the end of puppy raising is not easy for our Raisers, but knowing they significantly help change someone’s life is a very gratifying experience and well worth it - as many of our repeat Puppy Raisers could tell you.

Matthias Lenz is the Manager of Puppy Raising at BC & Alberta Guide Dogs

Volunteers in the Puppy Raising Program are supported at all times by Puppy Training Supervisors in each of our training locations.

Pictured: Matthias Lenz, Samantha Jagt, Sandra Cramer, and Linda Thornton.
FAR-REACHING TRANSFORMATIONS

57 COMMUNITIES SERVED

“Storm has changed my life in so many ways, that I find it hard to explain how wonderful it has been for me. He does not permit me to go into those deep dark places because of the bonding we have done.”

DAVE WITH PTSD SERVICE DOG STORM

“Dave is the first PTSD Service Dog from BC & Alberta Guide Dogs in Williams Lake, BC. He really brings awareness to our little community and teaches everyone about the important work done by these incredible dogs. Liam and Sam are paving the way together.”

LIAM WITH AUTISM SERVICE DOG SAM

“I can tell you that a Guide Dog has given me so much freedom. I’ve travelled so many places around North America and locally by myself. It’s a different world when you have one — it’s invaluable. How can I narrow down my appreciation for the Puppy Raisers, trainers and staff who trained Toby. You do so much to provide these wonderful dogs. Just so much energy and love.”

DONNA WITH GUIDE DOG TOBY

283 GRADUATED TEAMS
COMMUNITY SUPPORT

We are grateful to the individuals and businesses that choose to support us throughout the year! Your generosity helps provide Guide Dogs to individuals who are blind/visually-impaired, Autism Service Dogs for children ages 3-10 with autism and their families, and OSI-PTSD Service Dogs for Veterans and First Responders living with operational stress injuries (OSI).

WE ARE HONOURED TO RECOGNIZE THE FOLLOWING ESTATE GIFTS:

Wills & Legacy Gifts

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Financial Highlights

### Financial Highlights

Includes results from 2017/2018 Fiscal Year onwards

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<th>2020</th>
<th>2019</th>
<th>2018</th>
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<td>387,899</td>
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<td>Training/client services expenses</td>
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<td>1,905,602</td>
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<td>Administrative expenses</td>
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<td>224,892</td>
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<td>234,334</td>
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<td>Total expenses</td>
<td>1,572,382</td>
<td>2,118,394</td>
<td>2,048,679</td>
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<td>Excess (deficiency) of revenues over expenses</td>
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<td>Transfer to/from endowment funds</td>
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<td>61,640</td>
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<td>Transfer to/from endowment funds</td>
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<td>-</td>
<td>2,590</td>
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### Financial Highlights

Operating revenue fund cash/investments net of bank indebtedness | 1,310,469 | 117,007 | 337,768 | 116,262 | 68,763 |

Endowment fund and internally restricted fund investments | 99,297 | 91,771 | 91,771 | 88,771 | 69,271 |

V. Adams fund cash/investments | 806,350 | 1,064,721 | 1,273,774 | 1,228,386 | 1,282,790 |

Fisher fund investments | 88,228 | 88,228 | 98,228 | 98,228 | 98,228 |

Capital assets | 3,063,579 | 1,470,789 | 1,470,789 | 1,470,789 | 1,454,385 |

Bequests receivable | - | - | - | - | - |

Total assets | 4,187,929 | 3,568,750 | 2,087,406 | 2,783,582 | 3,041,962 |

Accounts payable and payroll liabilities | 60,452 | 63,411 | 115,165 | 70,581 | 102,244 |

Mortgage/loan payable | - | - | - | - | - |

Deferred contributions | 2,020,661 | 2,292,164 | 1,520,164 | 1,474,346 | 1,482,425 |

Net assets | 2,106,860 | 1,074,714 | 700,137 | 1,175,787 | 1,248,150 |

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### THANK YOU TO OUR DONORS

And thank you to the many anonymous donors throughout the year!

A complete set of financial statements audited by Crowe MacKay LLP is available upon request.

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### ANNUAL REPORT 2020/2021

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BC & ALBERTA GUIDE DOGS
GUIDE DOGS • AUTISM SERVICE DOGS • PTSD SERVICE DOGS

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Leah Meeker

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Diamond Foundation
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John Hardie Mitchell
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The Robert Tegler Trust
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Boomer’s Legacy
Candy Ashbridge
Dr. Graeme Linton
Maria Yerema
Mary Jane Alyward
Stefanie White
Wounded Warriors Canada

bcandalbertaguidedogs.com
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