

Building  
**COMPASSION**  
with your support

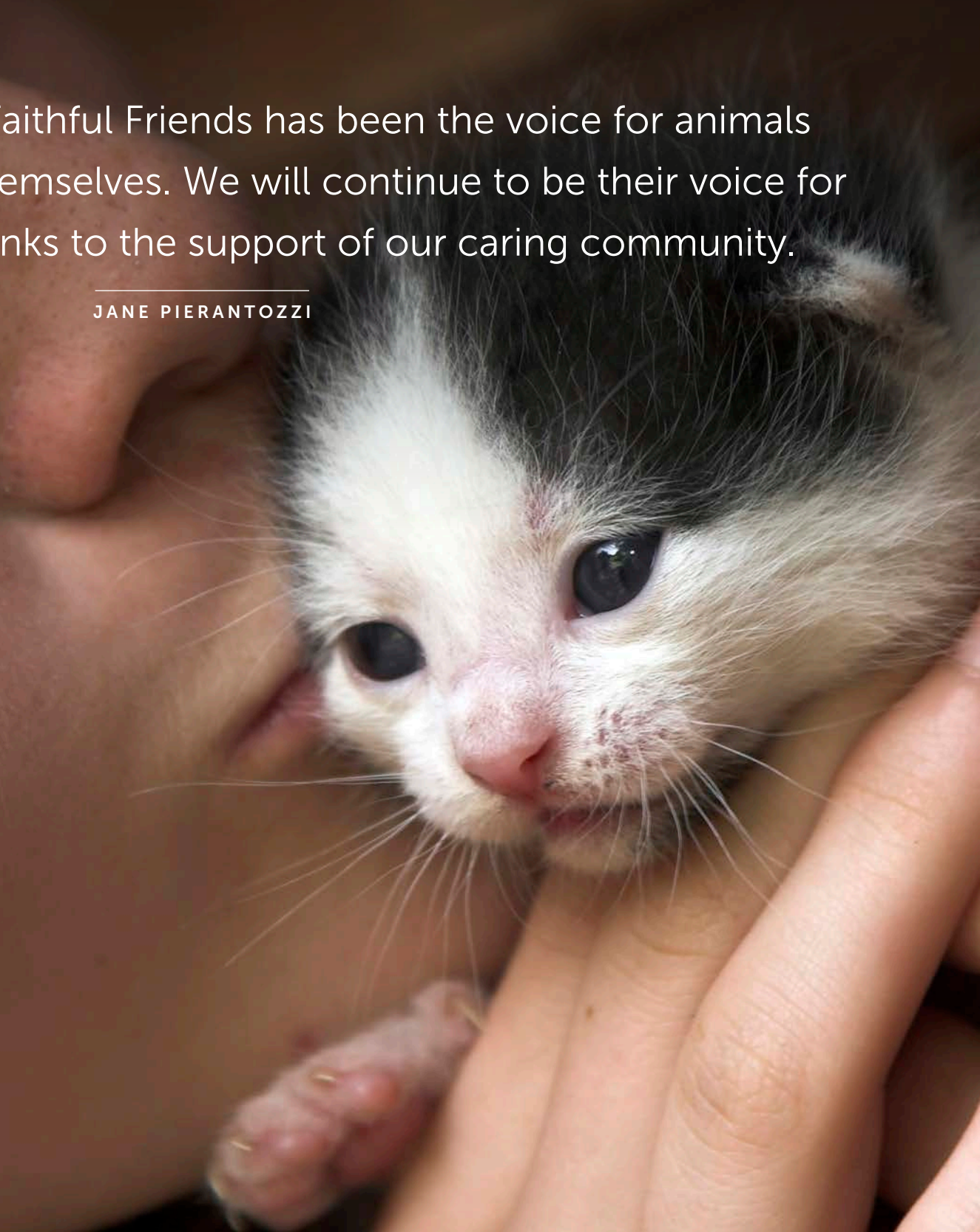


For the past 21 years, Faithful Friends has been the voice for animals who cannot speak for themselves. We will continue to be their voice for decades to come, thanks to the support of our caring community.

JANE PIERANTOZZI

## Table of Contents

- 1** Message from Jane Pierantozzi
- 2** Board of Directors and Leadership Team
- 3–5** History of Faithful Friends  
New Facility Updates
- 6–7** FY2021 Financial Summary  
Saving Lives
- 8–10** Stories of Hope & Happiness
  - 11** Keeping Pets Safe and Healthy
  - 12** Foster Care
  - 13** Sanctuary Care
  - 14** Dog Training Triumph
  - 15** The Heart and Soul of Faithful Friends: Volunteers
  - 16** Pet Life Line: Bear's Story



## Expanding Our Circle of Compassion

This year, more than 1,500 animals came to our shelter, many often scared and confused. At any one time, we cared for over 575 animals, with nearly 1,400 dogs and cats placed in loving homes. Serving 17,000 pets and 24,000 people annually, our lifesaving care and numerous essential services provide the love and compassion these animals – and the people in their lives – deserve. We were only able to achieve these amazing goals – even during a pandemic – with the unwavering support of our dedicated volunteers, generous donors, and hardworking staff.

### Beyond the Shelter Doors

Our shared passion for protecting animals extends beyond our shelter doors. This year, we led the creation of a law that will significantly increase the state's Spay/Neuter Fund, which supports shelters, rescues, and low-income pet owners. We also expanded our community veterinary clinic's services to include low-cost emergency surgeries for pets who would otherwise face euthanasia due to their family's inability to afford needed treatment.

### Keeping Pets and Families Together

Preventing pet relinquishment through free and low-cost services is critical to our mission to provide animal-centered social services. Even with our love and high standards of care, a shelter can still be stressful for animals, especially older pets and high-energy dogs. **We believe the best place for a pet is often right where it is: in his or her loving home.**

We launched an affordable dog training service to address behavioral challenges – one of the primary reasons people give up their dogs. We are in our second year of providing services to homeless pet owners at New Castle County's Hope Center, where families, including pets, stay together. We also expanded partnerships with human service organizations to provide free pet food and supply banks and pet food delivery services to those in need.



### On Track to Building Compassion

As we move into 2022, we look forward to the day when we walk through the doors of a modern shelter and sanctuary, fully equipped with all of the standard-of-care features and ample space to provide the best care possible for our resident animals. Construction has begun on our new 17,000 sq. ft. facility, marked by a groundbreaking ceremony that unveiled the name of our new shelter: Sharon Struthers Animal Adoption and Community Resource Center. Making all of this possible are the donors who have given generously to our Building Compassion Capital Campaign, which is now underway.

As we make plans to move from our small and aging space on Germay Drive to a new, modern center in a more natural setting in New Castle, I am overwhelmed with gratitude. With improved living space, lots of natural light, modern systems, and safe walking trails with large playgrounds, our new home will truly expand our circle of compassion to our animal friends.

A handwritten signature in cursive script that reads "Jane Pierantozzi".



## Board Leadership

### HONORED FOUNDERS

**Ellice McDonald, Jr.**

**Bill Farrow**

### BOARD OF DIRECTORS

**Robert Wasserbach, CPA, Esq.**  
*President*

**Sharon Struthers**  
*Vice President*

**Erin Salamone**  
*Treasurer*

**Rebecca Frederick**  
*Secretary*

**Cheryl Bradley**

**Jeffrey M. Bross, P.E., LEED AP, FACEC**

**Jonathan Choa, Esq.**

**Kathryn Pincus**

### BOARD OF ADVISORS

**Sean Baval-Montgomery**  
*CFO, Integrity Staffing Solutions*

**Bonney Brown**  
*Humane Network*

**Jill Cantera**  
*President, Bellevue Contractors, LLC*

**Kathy Gallagher**  
*Owner, Michael Gallagher Jewelers*

**Jane Gibson**  
*Philanthropist*

**Nancy Horisk-Sherr**  
*Freelance Writer/Editor*

**Donna Kinzel**  
*Executive, Ursuline Academy*

**Craig Prettyman**  
*Chief of Technology,  
University of Delaware*

**Ann C. Rose**  
*Philanthropist*

**Laurisa Schutt**  
*Philanthropist*

**Robin Starr**  
*No Kill SPCA, Richmond, VA*

**Nathan Winograd, Esq.**  
*No Kill Advocacy Center*

**Connie Wittig**  
*Diamond State Management*

## Staff Leadership Team\*

**Jane Pierantozzi**  
*Executive Director*

**Pam Heissenbuttel**  
*Chief Financial Officer*

**Jeannie DiSabatino**  
*Facilities and Human Resources Director*

**Shannon O'Neill**  
*Development and PR Director*

**Bruce Barry**  
*Director, Animal Welfare Operations*

**Dr. Gia Croce**  
*Medical Director*

**Dr. Kim Perley**  
*Associate Veterinarian and  
Shelter Medicine Supervisor*

**Geannine Checchio**  
*Dog Department Manager and  
Customer Service Manager*

**Lynn Albright**  
*Cat Department Manager*

*\*At time of publication*



Pam Heissenbuttel,  
Chief Financial Officer



Robert Wasserbach, CPA, Esq.,  
President





## HOW IT ALL BEGAN: **The Little Dog in Cage 134**

Twenty-one years ago, Jane Pierantozzi, the founder of Faithful Friends, visited a Delaware publicly funded shelter to find a dog. The dogs had no names, only numbers, and no bedding or toys. Even worse, the employees who interacted with customers had no basic knowledge of dogs and cats. Shockingly, they discouraged adoptions. After walking among the desperate animals who were barking, hiding, and pawing to get her attention, one dog caught her eye, and ears.

Peanut, as he would come to be named, was a Lhasa Apso who sounded like a crying baby. While he was whimpering and shaking with fear, Jane asked about the little dog in cage 134. A shelter employee replied: "You don't want him, honey. He has a skin disease that will cost you thousands of dollars to fix."

Unable to forget Peanut and the other suffering pets, Jane returned to adopt him when his "stray hold" was up. Peanut had missing hair and exposed raw skin. After seeing a local veterinarian for \$150, it was determined that Peanut had a simple flea allergy. Peanut was neutered and quickly found a new, forever home with a loving family.

### **Combating the 90% Kill Rate**

Jane later discovered that Peanut's shelter was funded by taxpayers, and mass numbers of animals were being killed in these facilities. In 2000, the shelter and Delaware overall had a 90% kill rate. About 25,000 animals a year were being killed year after year in our state. Peanut's voice was her inspiration to reform our publicly funded shelter system for abandoned, abused, and neglected animals. Ending poor shelter conditions, and killing as a routine solution, required leadership.

Faithful Friends educated state policymakers, which was the goal, about the national no-kill movement that had success in communities across the country. Change starts with a progressive, caring shelter director.

In 2004, Senator Patricia Blevins heard our pleas for help. As the animal welfare reform lead legislator, Senator Blevins and the entire assembly joined us to improve the lives of pets in Delaware. In 2016, Delaware reported a 90% save rate.

## OUR JOURNEY TO Make Delaware a No-Kill State

Faithful Friends was formed by a group of concerned citizens who believed there was a more humane way, than mass euthanasia, to solve pet overpopulation and animal homelessness in Delaware.

Over the years, the number of animals we have saved has soared. Demand for our services continues to grow.

We are proud to have led reforms in animal welfare that have become the building blocks for a comprehensive, humane animal welfare system in Delaware.

—Jane Pierantozzi  
Executive Director

### 2000-2003

Group of citizens led by Jane Pierantozzi exposes the 90% kill rate in publicly funded shelters; starts the volunteer Pet Life Line to provide alternative animal welfare resources to the public. Faithful Friends incorporates and opens a No-Kill shelter in Delaware.

### 2006

Faithful Friends leads the creation of Delaware's first spay/neuter legislation signed into law, and becomes a national model for animal welfare; public spay/neuter fund is created to help pet owners on public assistance; and shelters are required to spay/neuter pets prior to adoption.

### 2008

Faithful Friends opens the first free food and supply bank in Delaware.

### 2010

Faithful Friends leads the creation of Delaware's Animal Shelter Standards Law, a national model for animal welfare. Shelters are now required to: provide basic medical care to animals; extend a 72-hour stray hold to include cats; and publicly post animal outcomes.

### 2011-2013

Faithful Friends requests that Delaware's animal welfare services be consolidated and moved under a supportive state agency. The state legislature appoints a task force to review. In 2013, the Office of Animal Welfare is created under the Department of Health and Human Services.

### 2014-2017

Faithful Friends expands their low-cost, quality veterinary services for the community to include basic sick care, wellness care, and special procedures. In 2017, completes renovation to an adjacent building, further expanding services and providing pet owners with affordable alternatives to relinquishing pets to shelters or euthanasia.

### 2018

Building Compassion Capital Campaign begins with the goal to construct a new Adoption and Community Resource Center at 165 Airport Road in New Castle.

### 2021

Faithful Friends led the creation of a registration fee increase to manufacturers on the sale of pet food in Delaware, adding to the state's spay/neuter fund.



# On Track to Building Compassion

In October 2021, we took another step closer to achieving our goal of a new shelter at 165 Airport Road in New Castle. We celebrated the groundbreaking of our new 17,000 sq. ft. facility and unveiled the naming of the building: Sharon Struthers Animal Adoption and Community Resource Center. We were joined by honored campaign donors, legislators, and adoptable pets. The easy-to-access 27-acre site deeded to Faithful Friends from the State of Delaware will be used to create a new facility for the animals we care for – providing the space needed for a comfortable shelter, dog training, and sanctuary care; and a more welcoming space for staff, volunteers, and visitors.

The move from our cramped industrial building on Germay Drive to a new modern center in a natural setting is long overdue and is now within reach, and will increase our lifesaving in the community. Our new headquarters has a variety of needed upgrades:

- Spacious, bright areas for animal residents waiting for loving homes
- Group living and quieter space for animals with special needs

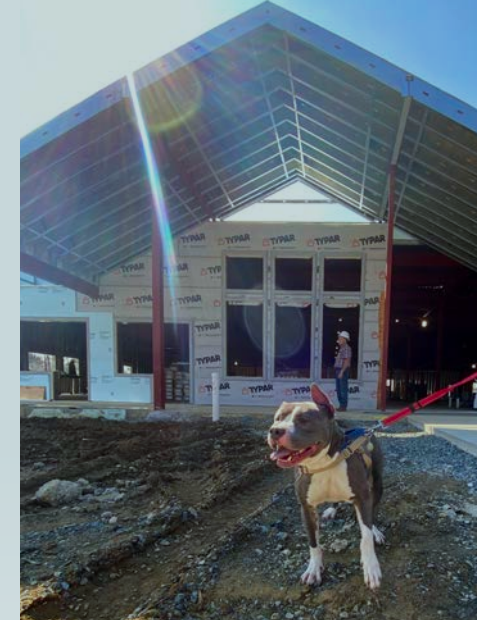
- Ample space inside and outside for our visitors and volunteers to interact with animals
- Safe walking trails and spacious play areas

After celebrating our groundbreaking, we memorialized the hard work of staff, volunteers, major donors, and adoptable animals by signing the final capping beam that was placed at the front entrance of our new Adoption Center. Our signatures and pawprints represent the hard work and dedication over the last 20 years, and our dream of a permanent home designed for animal needs, and the needs of those who care for them.

Bancroft Construction, Adel Construction, Duffield Associates, and Blake and Vaughn Engineering, along with a core team of local dedicated contractors, have worked tirelessly on the building construction, interior spaces, and exterior amenities including screened-in “catios” and dog play yards. Faithful

Friends hopes to move into our new space by the end of 2022, where we can live happily for another 20+ years.

**For more information about our new facility or to help us reach our funding goal, contact Jane Pierantozzi, Executive Director, at 302-427-8514 x106 or [Jane@faithfulfriends.us](mailto:Jane@faithfulfriends.us) or visit our website at [buildingcompassion.us](http://buildingcompassion.us).**



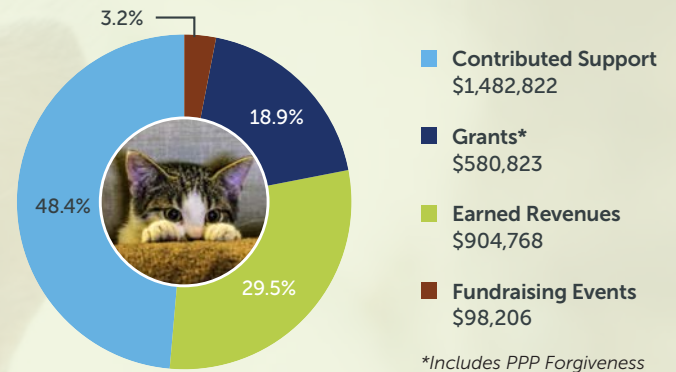




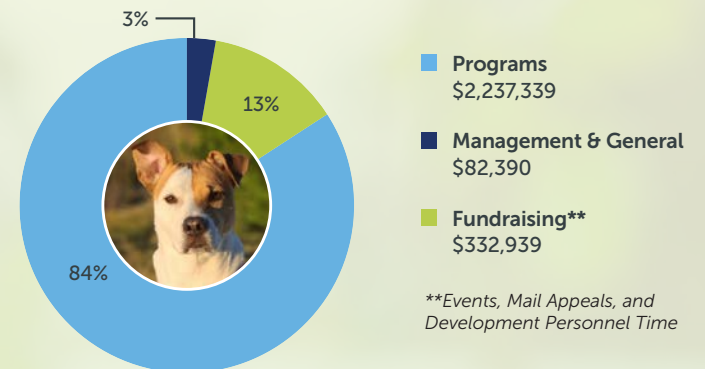
## FISCAL YEAR 2021 FINANCIAL SUMMARY

(July 1, 2020 – June 30, 2021)

### 2021 REVENUE \$3.1M



### 2021 EXPENSES \$2.7M



#### Program Services include:

- Sheltering and Adoption
- Community Veterinary Care
- Food and Supply Bank
- Pet Therapy Programs
- Pet Life Line
- Sanctuary-Lifetime Care
- Advocacy

*An independent audit is conducted each year and is available upon request.*





#### AT-A-GLANCE

**17,000**  
PETS SERVED

**24,000**  
PEOPLE HELPED

## Saving Lives

**W**e saved lives through a comprehensive adoption program, foster care network, and rescue partnerships. Exemplary shelter care was provided to **1,580** homeless cats and dogs, with **1,395** adopted to loving homes. **585** animals were in shelter and foster care at year's end.

We care for **more than 575** animals at any one time, with **23%** of our budget allocated to medical care. We provide lifetime sanctuary care and enrichment to **351** cats and dogs who are least likely to be adopted. We prevented pet homelessness through low-cost spay/neuter

surgeries for **2,500** pets. Our free pet food bank services help people to care for the animals in their lives. These include animals in shelter care, owned pets, and community free-roaming pets. We served **4,990** people with free pet food for **5,172** pets and community cats.





# Stories of HOPE & HAPPINESS

## Caring for Community Cats

Throughout the state of Delaware, there are thousands of community cats that need food and shelter. In some cases, there are individuals who care for over 40 cats daily in many different cat colonies.

While these individuals support the care of cat colonies, they aren't always able to do it on their own. Faithful Friends' Free Pet Food and Supply Bank provides resources to keep community cats healthy. Without the many generous donations our food bank relies upon, we would not be able to help people keep these animals safe. Our program serves pet owners in financial need or on a limited income, as well as those who need support to care for free-roaming community cats.



Friends for his Eagle Scout project and built community cat houses and feeding stations that were distributed throughout New Castle County. These resources not only provide protection for the cats, but can also discourage them from wandering around the community, putting themselves into undesirable and dangerous situations.

In addition to pet food and supplies, Faithful Friends provides cat houses to caretakers across the state. **With the help of volunteers, each year we build 250+ houses to distribute throughout the state.**

Boy Scouts of America also supports this effort to care for community cats by providing community cat houses and food stations to colony caretakers. Recently, Austin Green of Troop 252 chose to work with Faithful



## From Fear and Anxiety to Contentment: A True Champion

*Champ, a Staffordshire-Pit Bull mix was surrendered to Faithful Friends after his long-time beloved owner passed away. Despite Champ's rough start in life, he truly lives up to his name, in every sense of the word. Understandably, he arrived scared, confused, and shaking. He refused to eat, play or connect with humans. Faithful Friends then tried the next step in the process: foster care.*

***Thankfully we have a network of 96 foster parents and loving families willing to help.*** After some time in foster care, he was adapting well, but the family soon realized they were unable to continue caring for him due to time constraints. Luckily for Champ, after just three days in the shelter, his forever family came in and adopted him! After just a few months in his new home, he has bonded with his big four-legged brother. The pups are inseparable!



## Homelessness to Hope: Faithful Friends to the Rescue!

In the spring of 2021, a family of five, including two sweet pit bulls, found themselves without a home, like so many others in these difficult times, falling victim to an illegal housing scam.

Along with their dogs Indo and Kona, the Agosto family luckily received a referral to New Castle County's Hope Center, where a pet-friendly room awaited them. But they also needed to find a way to continue caring for their pets during their financial hardship.

After learning of the family's needs, staff at Faithful Friends, in partnership with Hope Center, sprung into action. **Faithful Friends has provided case management support services for 47 pets while their families were residing at Hope Center.** Faithful Friends' vet team immediately examined their large dogs, who received wellness checks, updated vaccinations, and spay/neuter services. Faithful Friends continues to provide food, flea/tick treatment, heartworm medications, and other essential supplies to the family, along with counseling and support.

Four months after their arrival at Hope Center, their beautiful female six-year-old pit bull Indo was experiencing urinary tract issues, so Faithful Friends sent her to a local emergency room for consultation. Sadly, necessary medications and outside vet care were needed. Faithful Friends' client support manager closely monitored her, checking in on the family three times weekly. Amazingly, Indo is still enjoying life, and the family is so grateful for every day they have with her.



## Barn Placement Success: Sette's Story

*Designed to give feral, unadoptable, and displaced community cats a safe haven, **Faithful Friends' Barn Program this fiscal year alone gave 60 displaced community cats a second chance. Since the program's inception, 97 cats have been placed in barns.***

*One of the program's greatest success stories features a horse farm in Maryland, where 21 feral and unadoptable cats happily thrive in a bucolic setting. Rescued from unsafe parts of the community, the cats have quickly acclimated to their new home. No longer do they need to worry about the source of their next meal, or how they'll stay warm in winter.*

*Sette, one of the cats that happily dwells at the horse farm, was rescued by one of Faithful Friends' dedicated volunteer humane trappers. After placement in the shelter and then in foster care, she was struggling to adapt to indoor living. In June, Sette was taken to the horse farm. After four weeks, she is now the "cat-triarch" of her barn mates! Sette's story, and so many others like hers, give us the validation we need to continue using the Barn Program.*



# Stories of HOPE & HAPPINESS

## Off-Site and Outreach

Faithful Friends has partnerships with several local pet supply stores including Concord Pet Foods & Supplies, Petco, and Pet Supplies Plus, that are used for off-site adoptions. These stores help care for our cats and kittens and promote them through social media. Several Saturdays per month, we host adoption events at one or more of these locations. Each event places more cats and kittens into loving homes, and is successful in finding potential adopters, and on any given weekend, the cages can be emptied. Staff and volunteers hold the adoption events and not only help cats find their new homes, but also inform the public about all the wonderful things Faithful Friends does for our animals, the community, our adopters, and volunteer efforts.

Each store also promotes donations, both at checkout and through events like “Christmas in July” where customers select ornaments from a Christmas tree that has the wish list of our shelter animals written on them, and a “Thanks for Giving” event which raises money for our shelter supplies.



Rachael, who oversees the West Chester Concord Pet Adoption Center and participates in adoption events at several locations, states she “enjoys working with our partners, spreading the word about Faithful Friends, and finding cats their loving forever homes.” Rachael credits the adoptions of multiple cats and kittens to the staff at our adoption centers, volunteers, and the store managers who promote our cats through their social media and outreach efforts in addition to talking one on one with potential adopters.





#### AT-A-GLANCE

11,000

Pet caretakers counseled

4

Free Pet Food and Supply Banks  
available to the community

4,990

Pet caretakers received  
free pet food

5,172

Pets received free food

4,000

Pets received affordable veterinary  
care, such as surgeries, wellness  
visits, and vaccines

2,500

Pets spayed and neutered



## Keeping Pets Safe and Healthy

We supported local pet owners in need by providing guidance and counseling to more than **11,000** community members through our **Pet Life Line and customer service team**. The goal is to help keep pets with the people who love them or find alternative placements to keep them safe. The life line is operated by volunteers who dedicated nearly **650 hours of service**.

We helped **4,990** people receive free pet food for **5,172** animals from our **Free Pet Food and Supply Bank**. In addition to the pet food bank at our shelter, we offered four other food bank locations in New Castle County including at Bellevue Community Center (serving Edgemoor Gardens); Child, Inc. (serving Sparrow Run); and New Castle County Hope Center. We also offered food delivery programs for pet owners without transportation through our own pet food delivery program and in partnership with Meals on Wheels. These programs served pet owners in financial crisis or on a limited income, and those who needed support to care for free-roaming community cats. Our pet food bank is supported by donations from individuals and local businesses.

We provided **quality, low-cost veterinary services** to our community, which allow families to keep their pets, and enable community cats to stay healthy in colonies. Our goal is to avoid pets entering shelters because of medical needs, unnecessary euthanasia, and medical neglect due to financial constraints.





## Foster Care for Animals

When our shelter is at full occupancy, or when animals can't thrive in a shelter environment, we turn to volunteers and foster parents to extend our lifesaving capacity.

Our Foster Care Program's network of **96** foster parents assists very young pets such as kittens and puppies, moms and their babies, and adults and seniors with special medical or behavioral needs.

The youngest and oldest animals are most vulnerable to illnesses common in shelters. Our largest population served by foster parents is kittens.

Delaware continues to face challenges with the number of abandoned and homeless, which has created a cat crisis in our state.

Kitten season is the time of year when kittens are found and thousands are brought to shelters for refuge. For a chance to survive, some orphaned kittens need bottle feeding.

Kitten season has been lasting longer than past years. Kitten season started in late April of 2020 and continued through 2021. The hardest months for high volumes are June through October.

Faithful Friends provides medical care and food, while foster families provide a safe place, full of love, companionship, and exercise.

### AT-A-GLANCE

96

Foster Parents

253

Cats and kittens in short- and long-term foster care

50

Dogs in short- and long-term foster care



# Sanctuary for Community Cats and Dogs

One of our core values is to provide a safety net of care options for animals. Long-term and lifetime care was provided to **351** hard-to-adopt cats and dogs. The care is provided either onsite or through supported foster families.

Our **Feral Cat Sanctuary** houses up to **60** displaced feral cats in a small barn. It features a pet door leading to a fenced 40' x 40' outdoor space, with vertical areas for cats to climb and sun themselves. The barn is insulated, heated, and cooled. Oftentimes, a sanctuary cat socializes with humans and they are transitioned into our adoption program.

Because of age, behavior, incurable disease, disability, and/or terminal illness, some cats and dogs are not adopted and therefore are placed in one of

several sanctuary care options. Cats may be placed in one of our cat group living rooms in the shelter, or in a long-term specialized foster home.

Some dogs, because of neglect or abuse, have developed challenging behaviors and require rehabilitation. Faithful Friends promises sanctuary care to these dogs. They're offered priority for a limited number of **dog apartments**, and paired with Volunteer Ambassadors when possible.

We also provide behavioral assessments and medical treatment as warranted for stress/anxiety, positive-based behavioral training, and training and activities to keep them mentally engaged and emotionally fit.



Fluffy



Charlotte



Charlie

## AT-A-GLANCE

351

Hard-to-adopt dogs and cats received long-term and lifetime care

38

Cats housed in feral cat sanctuary at shelter

121

Cats in group living at shelter

13

Dogs in long-term or sanctuary care at shelter

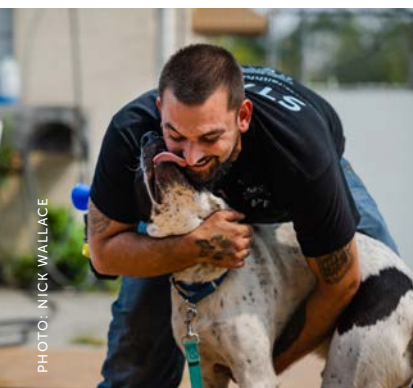
179

Cats and dogs in short- and long-term sanctuary foster homes



# Dog Training Triumph

Charlie was adopted from another Delaware rescue organization and her new family soon realized her puppy energy and separation anxiety were becoming overwhelming for everyone. Kristen and her partner Sam knew of Faithful Friends' reputation amongst their friends and family, and reached out to us to inquire about training for Charlie. After filling out the questionnaire, Ben, our staff dog trainer, contacted them to get a few more pieces of information about Charlie, and decided that a series of face-to-face sessions would be appropriate.



Since Charlie was still settling into her new surroundings, Ben provided training in their home while following all standard COVID safety guidelines. During their first session, Ben introduced Charlie's family to the concepts of clicker training and positive reinforcement, which was previously unfamiliar to them. Charlie quickly was able to catch on to the clicker training through Ben's direction. It was clear that Charlie was a very trainable dog, but the family needed a little training on how best to work with her. After the first session with Ben on a Friday, they immediately noticed a positive change in Charlie's behavior that same weekend.

Throughout their sessions with Ben, Kristen and Sam received resources and tips for how to conduct Charlie's training. Resources included handouts of exercises they were to practice during the week, websites and videos for clicker training, and – Charlie's favorite – fun suggestions for high-value treats (like Cheez Whiz!).

With these resources, and Ben's help, over the course of three months they were able to see improvement in Charlie's behavior including better leash manners, greatly reduced separation anxiety, and an overall calmer demeanor. They are now equipped with the tools to continue Charlie's training to be a well-behaved dog.

Charlie would not have settled into her new home as fast or as well without the training that Ben provided. Kristen and Sam are forever grateful to Ben and Faithful Friends for helping make Charlie a part of their family.



## A Very Important Job for Bitsy the Pig

**Faithful Friends opens its doors to many other types of animals, including guinea pigs, ducks, hens, ferrets, rabbits, and farm animals.** Bitsy the pig made her way to the shelter from a partner agency that lacked the resources to care for her.

Filled with all the comforts of a typical farm home, Faithful Friends converted one of its dog apartments to accommodate Bitsy. With hay, comforters, and toys, this cute girl spent many happy days at the shelter and even celebrated her first birthday while in Faithful Friends' care. She bonded with members of the care staff and was inquisitive about the other animals.

Luckily she was soon adopted by the Cook Family, owners and founders of The Cook Foundation, LLC, whose vision is to make life meaningful for adults with profound autism and intellectual development delay. Their mission is to make Person-Centered Connections through community-led sessions that range from arts and crafts, weaving and gardening, to animal care and others. Bitsy will participate in day-to-day farm activities and help those with different abilities find meaning in their lives while enjoying the benefits of pet therapy.





# ~ THE ~ HEART & SOUL of Faithful Friends



Faithful Friends relies on the generosity of our volunteers seven days a week. We have flexible volunteer hours to accommodate students, families, professionals, and retirees. There are volunteer opportunities available at our shelter as well as at offsite adoption centers, Pet Life Line counseling done by trained volunteers from their homes, and Pet Therapy Programs throughout the state. **Without the support of 300 volunteers working both at the shelter and in the community, unselfishly giving of their time, talents, and resources, Faithful Friends could not end the neglect, abandonment, and killing of pets in Delaware, and enrich the lives of people by promoting and providing compassionate animal-related welfare and social services.**

By providing foster care for animals young and old, or by joining the Ambassador program to become an advocate for a special shelter dog, volunteers

open their hearts and souls to some of the most vulnerable pets at our shelter. They help us provide the physical, social, emotional, and psychological support animals need to eventually find their forever families or to live out the remainder of their lives with love and compassion.

Human-animal interactions provide a multitude of benefits to people of all ages in a variety of settings. Studies have shown that animals can improve the physical and mental health of individuals whose lives they touch. Faithful Friends matches caring volunteers who are happy to share their well-trained, loving dogs and cats with people in need through community partnerships to provide therapeutic visits. Despite challenges Faithful Friends faced related to COVID-19, we continue to find innovative ways to connect with our program partners and bring joy to those in need.





## Pet Life Line

More than 11,000 community members annually benefit from the guidance and counseling provided by Faithful Friends' Pet Life Line – operated by volunteers who dedicate hundreds of hours of service. The goal: to keep pets with the people who love them, or find alternative placements to keep them safe.



One afternoon, a call came into the Pet Life Line from a distressed person. The family had found a senior dog in poor health.

The dog named Bear was obese, lethargic, and struggling with hair loss and skin issues, in addition to chronic ear and eye infections. The family had financial difficulties and needed our help.

Faithful Friends' Dog Department Manager counseled the family on the best options for Bear. The family decided, since they had just lost their other senior dog, that they would take Bear on as a foster.

After a thorough exam by Faithful Friends' staff, he was diagnosed with hypothyroidism, which was critically affecting his weight, skin, and energy levels. Bear was given several medications, including medicated baths three times a week, to relieve his irritated skin. The foster family was on board with the treatments, even creating a spreadsheet to make sure they gave Bear his medications properly!

Within two weeks of treatment, Bear's recovery was underway. His hair grew back, the itchiness subsided, his weight came down, and energy levels increased! Bear was back to being his happy self. Because of Faithful Friends' Pet Life Line and Foster Care Programs, Bear continued to receive the care he needed. His new family is grateful for Faithful Friends, and overjoyed that Bear is on the path to a happier, healthier life!

### BY THE NUMBERS

**300**  
Volunteers

**15+**  
Volunteer Roles –  
help at the shelter, at home,  
or in the community

**49**  
Community Partners

**650**  
Pet Life Line hours  
dedicated by volunteers

**11,000**  
People counseled by  
Pet Life Line volunteers and  
customer service representatives



# THANK YOU

to all of our dedicated Volunteers!







Faithful Friends Animal Society  
12 Germay Drive  
Wilmington, DE 19804  
302-427-8514

[faithfulfriends.us](http://faithfulfriends.us)

**Faithful***friends*  
ANIMAL SOCIETY

FY 2021  
ANNUAL REPORT