

2025 ANNUAL REPORT



Table of Contents

03	Message from the Executive Director
04	Message from the President
05	Mission and vision
06	Governance
07	Highlights
09	Statistics
13	Municipal and Government Partnerships
16	A Dedicated Team
17	Corporate Partnerships
18	Key Events
20	Community Involvement
22	Online Presence
23	Key Programs
25	Heartwarming Stories 
28	Fundraising
29	Initiatives and Services
31	Finances
32	Acknowledgments and Conclusion

Message from the Executive Director

The past year marked a major turning point for the SPCA of the Outaouais. Facing challenging circumstances, the organization undertook a comprehensive transformation to strengthen its foundations and move forward with rigor and consistency.



Major strides have been made: financial restructuring, modernization of management tools, clarification of roles, and adoption of the 2026–2030 Strategic Plan. The organizational review and collaboration with municipalities have also improved the efficiency, consistency, and predictability of operations.

This progress is based above all on the exceptional commitment of our teams, who provide essential services every day with professionalism and dedication.

Despite ongoing challenges, particularly regarding resources and infrastructure, the SPCA de l'Outaouais is now better equipped to carry out its mission with confidence.

I would like to sincerely thank the Board of Directors for its trust and collaboration throughout this term. I also welcome Ms. Mélissa Cadieux as Executive Director, confident that she will continue this work and guide the organization in implementing its strategic plan.

This term concludes with the sense of an organization that is better structured, stronger, and ready for what lies ahead.

A handwritten signature in black ink that reads "Mathieu Fleury". The signature is written in a cursive style with a large, sweeping flourish at the end.

Mathieu Fleury, directeur général

Message from the President

Dear members, partners, and allies in animal welfare,

This annual report reflects a year marked by significant challenges and transformative progress for the SPCA of the Outaouais. Thanks to the solidarity of our team and our partners, we have achieved milestones that will shape the future of our organization.



In 2025, the second year of our agreement with the City of Gatineau continued with the expansion of our teams and the gradual rollout of animal control services across the region, with the goal of achieving full coverage by the end of 2026.

The year was also marked by a major organizational review and transformation initiative led by the Acting Executive Director, Mr. Mathieu Fleury. This work helped consolidate the organization's financial and operational foundations and resulted in a 2026–2030 strategic plan that will guide our future actions.

We would like to highlight the appointment of Ms. Mélissa Cadieux as Executive Director. Her expertise in law and municipal affairs is an asset as we continue to implement this strategic plan, with the support of the Board of Directors.

Finally, the results presented in this report reflect the daily work of our teams, volunteers, foster families, and partners. Their commitment is at the heart of our mission and enables us to make a tangible difference in the lives of the animals we care for.

The Board of Directors sincerely thanks Mr. Mathieu Fleury and the entire SPCA de l'Outaouais team for their dedication throughout 2025.

A handwritten signature in blue ink, appearing to read 'Nathalie Joly'. The signature is fluid and cursive.

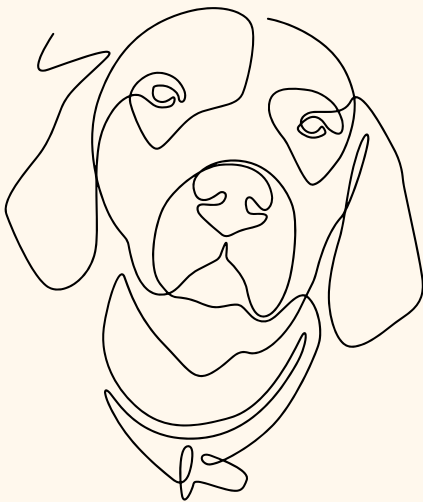
Nathalie Joly, présidente du conseil d'administration

Our Mission

Protecting, caring for and giving a second chance to vulnerable animals in the Outaouais region, while supporting the community through responsible and accessible services.

Our Vision

To be, for the Outaouais region, a recognized and accessible reference in animal welfare that improves animal health through prevention, structuring partnerships and local expertise across the entire territory.

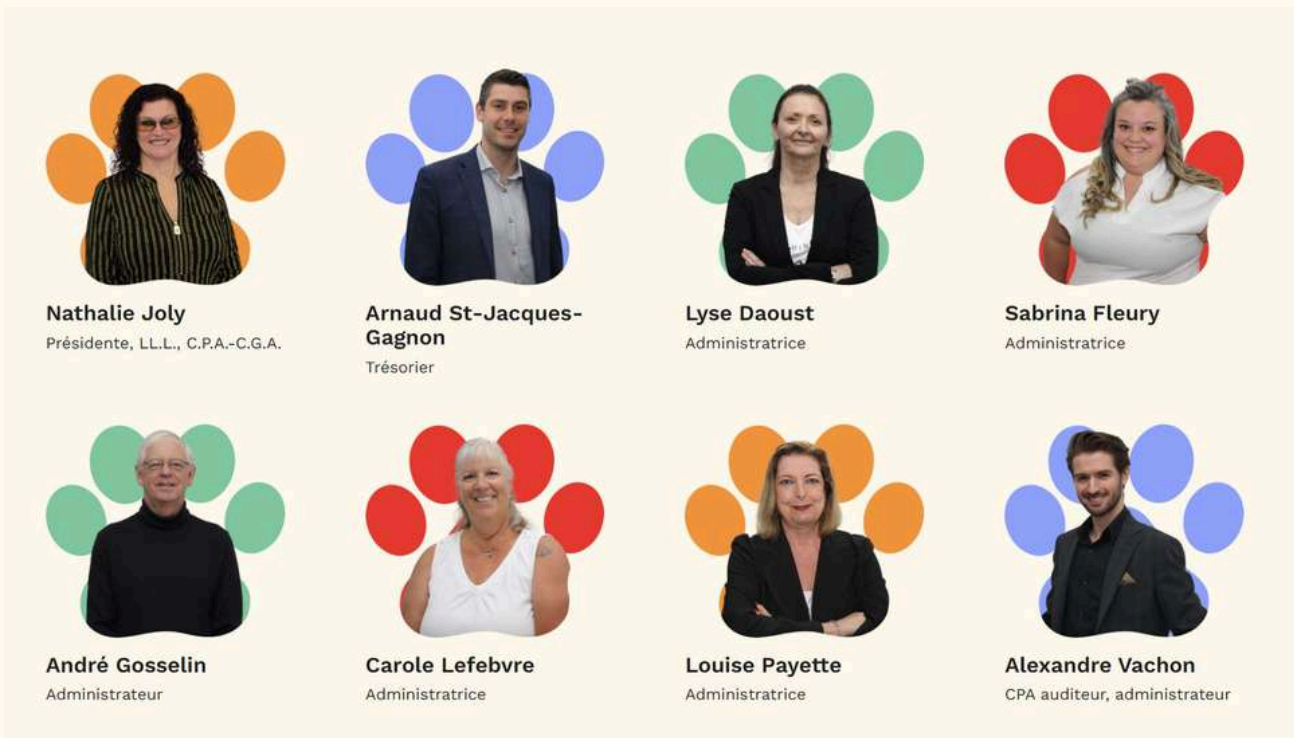


Governance

The board of directors plays a vital role in the governance and development of the SPCA de l'Outaouais. Composed of dedicated individuals from various fields of expertise, it brings its knowledge, experience, and strategic vision to the organization.

Throughout the year, the directors work closely with the management team to ensure sound governance, support the organization's strategic directions, and ensure the sustainability of our mission.

Their volunteer commitment and trust in our organization contribute directly to our ability to innovate, grow and meet the needs of vulnerable animals and our community.



2025 Highlights

Mathieu Fleury Assumes Role as Interim Executive Director

The year 2025 was marked by Mathieu Fleury's appointment as interim executive director of organizational support, a significant transition for the organization.

Upon his arrival, he successfully rallied the teams around a clear vision: **to strengthen the SPCA de l'Outaouais's foundations in order to better meet the growing needs of the community and the animals.** His leadership enabled the implementation of structural measures to support decision-making processes and establish strategic foundations while maintaining the quality of daily services.

Implementation of a new organizational structure

In the interest of efficiency and sustainability, a new organizational structure was implemented in 2025. This reorganization **clarified roles and responsibilities, optimized internal processes, and provided better support for field teams.** This evolution is a key lever for improving service coordination and ensuring a more agile response to operational challenges in order to achieve annual goals.



2025 Highlights

Improvement of financial management tools (cost entry)

The year 2025 was also marked by a significant improvement in financial management tools, particularly with regard to cost entry and tracking. This initiative **strengthened rigor and transparency in resource management**, while providing better visibility into expenditures.

This advancement supports more informed decision-making and helps ensure the long-term financial viability of the organization.

Changing insurers for employees

In its ongoing commitment to providing a stimulating and safe work environment, the SPCA de l'Outaouais has changed its employee insurance provider. This transition aims to offer **more advantageous terms tailored to the team's needs**. With employee well-being remaining a priority, this initiative contributes to staff retention and recognizes their essential contribution to the organization's mission.



2025 Statistics

Admissions

Cats	Dogs	Others	Total
2928	1131	175	4235

Strays	Surrenders
2974	1111

Adoptions

Cats	Dogs	Others	Total
1685	396	59	2140

Returns to the guardian

Cats	Dogs	Others	Total
96	409	12	513



2025 Statistics

2,140 adoptions in 2025

Behind this number lie stories of renewal, healing, and second chances. Each adoption represents a unique encounter between an animal ready to start over and a family ready to welcome it.

These successes are made possible thanks to the work of our team, the commitment of our host families and the trust of the community.

2,140 times thank you for these new lives that are beginning!



2025 Statistics

513 returns to the guardian in 2025

Reunions are among the most memorable moments of our work. Every year, many lost animals find their way back to their families thanks to community collaboration, citizen vigilance, and identification tools such as **licenses and microchips**.

A reunion after a year on the run: Link

After more than a year on the run, Link the cat was finally reunited with his owner for an emotional reunion.

Thanks to the perseverance of her human, who remained attentive to our reports of found animals, this long absence turned into a happy reunion.

A story that reminds us of the importance of the license and the microchip... and above all that we must never lose hope: **reunions are possible!**



2025 Statistics

Euthanasias : 811

At the SPCA de l'Outaouais, every decision regarding euthanasia is made with compassion and in the best interest of the animal. When an animal **is suffering from a serious illness, significant injuries, or has an irreparably compromised quality of life**, euthanasia may sometimes be the most humane option to avoid unnecessary suffering.

These difficult decisions are always made following a rigorous assessment of the animal's condition. Our priority remains, at all times, the well-being, dignity, and respect of the animals entrusted to our care.

TNR (trap, neuter and release) program: 337

The CSR program aims to reduce feline overpopulation and improve the welfare of stray cats in the area. It involves safely capturing community cats, sterilizing them, and then returning them to their original environment when they are deemed fit to live there.

This program helps to limit the **reproduction, stabilizing feline colonies and gradually reducing the number of stray cats.**

It also promotes better coexistence with the community, while offering a more humane and sustainable approach to the management of free-roaming cats.



Municipal and Government Partnerships

Municipal and government partnerships are the cornerstone of our animal protection services. In 2025, the SPCA de l'Outaouais continued to **develop and harmonize its agreements** to ensure consistent, professional, and accessible services across the region.

With this in mind, the organization has adopted a standardized contract model for its municipal partners, enabling it to maintain uniform service standards across the entire territory served.

◆ MAIN PARTNER | City of Gatineau

The City of Gatineau remains our primary partner and plays a central role in fulfilling our mission.



Thanks to this agreement, our teams ensure daily animal control, respond to citizen requests, care for stray, lost, or injured animals, and enforce municipal regulations.

In 2025, this collaboration resulted in the processing of **653 citizen requests** and the care of **over 2,100 animals** from the Gatineau region. Thanks to a consistent presence in the field and close collaboration with municipal services, we maintained a live release rate of 81%.

This agreement makes it possible to offer the population structured, professional services adapted to the realities of the community, while promoting responsible management of animal welfare.

Municipal and Government Partnerships

◆ TERRITORIAL PARTNER | MRC Vallée-de-la-Gatineau



The year 2025 marked an important milestone with the signing of a three-year agreement with the **MRC de la Vallée-de-la-Gatineau** aimed at deploying animal services across its entire territory.

This agreement ensures that citizens have access to uniform, consistent, and equitable services, aligned with the standards of the SPCA de l'Outaouais. It helps to harmonize practices, improve the quality and speed of interventions, and better support municipalities in the application of their regulations.

This collaboration strengthens regional intervention capacity and marks an important step towards a more structured and harmonized management of animal welfare.



Municipal and Government Partnerships

◆ GOVERNMENT PARTNER | MAPAQ

The partnership with the Quebec Ministry of Agriculture, Fisheries and Food (MAPAQ) is at the heart of our role in protecting animal welfare.



In 2025, our patrol and inspection team carried out **596 interventions related to reports of neglect, cruelty, or animal welfare issues**. More than a quarter of the interventions conducted by our patrol team fell directly under this government mandate, demonstrating the importance of our contribution to the protection of vulnerable animals in the Outaouais region.

In total, our officers also carried out **1,420 municipal interventions**, travelled **154,229 kilometers** across the territory, and contributed to the registration of **16,749 animal licenses**. These figures demonstrate the scope of the work accomplished daily to meet the needs of citizens, support municipalities, and ensure animal safety.

This essential work, carried out in service of the Government of Quebec, directly contributes to preventing animal suffering, raising public awareness and ensuring compliance with animal welfare standards in Quebec.

A Dedicated Team

A life changed: Clover's story

Among the many interventions carried out by our patrol team in 2025, Clover's perfectly illustrates the concrete impact of our work on the field.

Discovered by citizens with a **paw badly caught in a metal trap**, she was rescued urgently thanks to the swift action of the community and our team.

Despite the severity of his injury, Clover received the necessary care, including **the amputation of her leg**, to offer her the best possible quality of life.

Her resilience quickly won the hearts of our staff and visitors. After her recovery, Clover found her forever home where she can now enjoy a future filled with safety, comfort, and love!

Her story is a reminder of the importance of animal protection interventions and demonstrates that with proper care and compassion, even the most difficult situations can have a happy ending.



Corporate Partnerships

◆ CORPORATE PARTNER | ROYAL CANIN

The SPCA de l'Outaouais is proud to have the support of Royal Canin, a partner committed to animal welfare.



Thanks to this collaboration, we are able to offer **high-quality food tailored to the specific needs of each animal at the shelter**. Whether for young animals, animals recovering from illness or injury, or those with special needs, this support directly contributes to their health, recovery, and readiness for adoption.

◆ CORPORATE PARTNER | MONDOU

The SPCA de l'Outaouais warmly thanks Mondou for its support in the campaign **Mondou Mondon for the shelters**.



Thanks to this initiative, our organization received a grant of **\$13,000**, essential support that directly contributes to the care and well-being of the animals at the shelter.

We warmly thank our partners for their essential support and continued collaboration, which make our mission for animals possible!

Key Events

Recognition at the National Assembly

In January 2025, the SPCA de l'Outaouais had the honour **of being recognized at the National Assembly of Quebec** as part of its 40th anniversary.

Chapleau MP **Mathieu Lévesque** highlighted the work done by our team, our volunteers and our founders with vulnerable animals in the Outaouais region.

This recognition touches us deeply and underlines the importance of our mission in the community.



Certified copy of the statement made by the Member of Parliament for Chapleau, Mathieu Lévesque, on January 28, 2025. He personally visited the shelter to give us a copy.



Visit of the Mayor of Gatineau

We were pleased to welcome the Mayor of Gatineau, **Maude Marquis-Bissonnette**, to the shelter. This visit provided an opportunity to discuss several important issues related to animal welfare, including stray cats, animal control, and our growing need for space.

We are grateful for the interest shown in our mission and the realities our team faces every day.

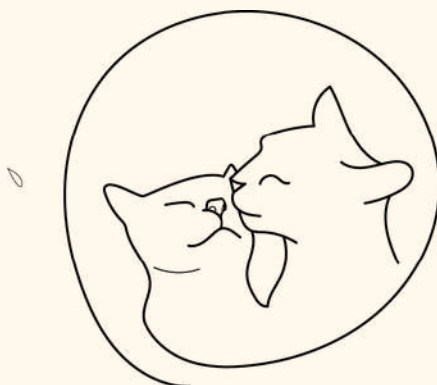
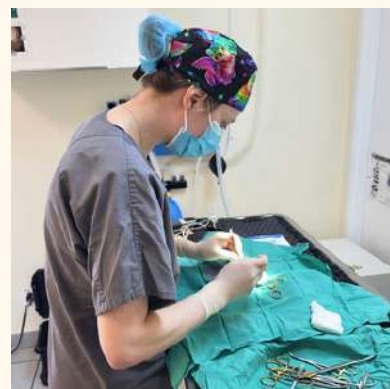
Key Events

Low-cost feline sterilization initiative

In 2025, the SPCA de l'Outaouais held a second low-cost feline sterilization clinic in collaboration with SPA Mobile Québec and Clinique Vétérinaire Mobile inc.

Thanks to this initiative aimed at low-income households in the Outaouais region, **44 cats belonging to local residents were spayed or neutered at a reduced cost.** This project directly contributes to the fight against feline overpopulation and the improvement of animal welfare in our community.

Given the significant interest from the public, we hope to be able to continue this type of initiative in the future.

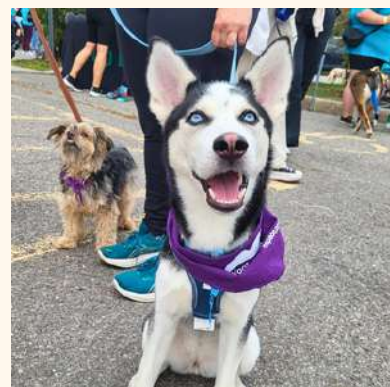


Community Involvement

2025 Marche des 4 pattes

In 2025, the Outaouais SPCA partnered with the Quebec Cancer Foundation as part of the Marche du Grand Défoulement – Gatineau to present a special edition of the Marche des 4 pattes.

This festive and unifying day raised **\$6,205** for the vulnerable animals at our shelter. We warmly thank all the participants, donors, volunteers, and partners who contributed to the event's success!



Community Involvement

Participation in the 2025 Nuit des sans-abri

This year again, the SPCA de l'Outaouais participated in the Nuit des sans-abri. Our team provided several services on site, including **22 vaccinations and the implantation of 23 microchips**. Donations of food and cat supplies were particularly appreciated and quickly distributed.

The experience was very positive, marked by a warm welcome from the community and great appreciation from the people reached. It underscores the importance of continuing this type of on-the-ground presence!

New guides for dog parks

This year, the SPCA de l'Outaouais launched two practical guides for users of dog parks: **a guide on recall and a guide on the prevention and management of conflicts between dogs**.

Developed in collaboration with the **Compagnons canins de Limbourg**, these tools aim to promote safe and positive interactions between dogs and their humans, while fostering a better understanding of canine behavior.



Scan the QR code to access the guides!

Online Presence



355 posts



1719 stories



- **22.9 M** views
- **315,300** interactions (+**124%** compared to 2024)
- **5,200** new subscribers



- **1.7 M** views
- **25,500** interactions (+**100%** compared to 2024)
- **1,100** new subscribers



- **1.2 M** visits
- **432,000** users
- **3.9 M** page views

Media mentions

- **47** media appearances
↳ including **43 radio segments** on 104.7



104.7
OUTAOUAIS

Key Programs

Foster families

Foster families play an indispensable role in our mission. They provide **a calm, safe and suitable environment** for animals that need special care, a period of convalescence or simply a little more time before finding their forever home.

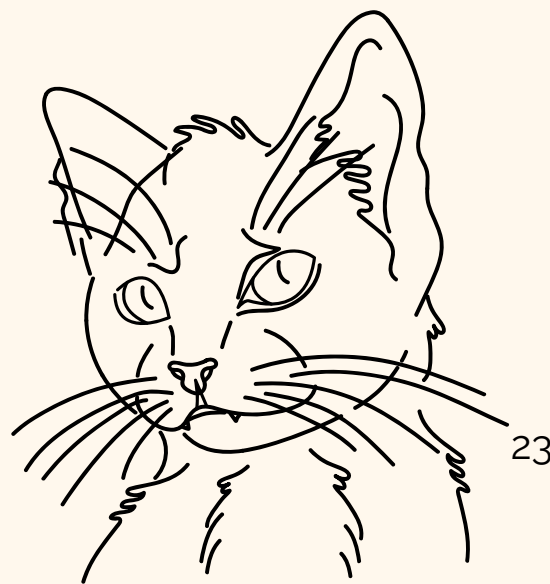
In 2025, **806 animals** benefited from the foster care program. The program continued to evolve to meet the growing needs of the most vulnerable animals and to offer them the best chances of recovery and adoption.

Foster Family of the Year Award 2025

The SPCA de l'Outaouais presented the Foster Family of the Year Award to **Martin Cloutier and Sophie Pelletier**, an exceptional duo who has been fostering cats since 2020!

Always ready to open their doors to animals with diverse needs, they offer them much more than just shelter: **care, stability, and lots of love.**

Thanks to their remarkable commitment, many cats have been able to regain confidence and find a forever home.



Key Programs

Volunteers

Volunteers are at the heart of the SPCA de l'Outaouais's mission. Through **their generosity, time, and commitment**, they contribute daily to the well-being of animals and the smooth operation of our services.

The year 2025 was also marked by reflection on the future of the volunteer program. **To better meet the organization's needs and provide a rewarding experience for volunteers**, we chose to operate temporarily with a smaller group. This transition will allow us to lay the groundwork for a renewed program for the years to come.

Amy McInnes Award – Volunteer of the Year

In 2025, the Outaouais SPCA established the Amy McInnes Award – Volunteer of the Year to honor the memory of **Amy Lindsay Marie McInnes**, a young woman whose passion for animals and dedication left a lasting impression on everyone who knew her.



Made possible by a donation from her family, this prize annually recognizes a volunteer who has distinguished himself through his dedication, generosity and compassion.

The first recipient is **Lisa Thériault, a volunteer at the shelter for almost 15 years**. Through her exceptional involvement with the animals, adopters, our partners and our team, she perfectly embodies the spirit of this award.

Through this recognition, we highlight Amy's legacy as well as the essential contribution of all our volunteers.

Heartwarming Stories

A second chance for Winnie

Winnie's story is a powerful reminder of the importance of our mission. Found wandering **in critical condition, with a necrotic tail and a fractured jaw**, this young kitten was fighting for her survival.

Thanks to the rapid intervention of our team, **emergency surgery, the attentive care received at the shelter and the love of her foster family**, Winnie defied all odds! What seemed like a tragic story became a story of hope and resilience.

Now fully recovered, **Winnie has found her forever home!** Her journey is a testament to the tangible impact of donations, the support of our community, and the dedicated work of our team with the most vulnerable animals.



Heartwarming Stories ❤️

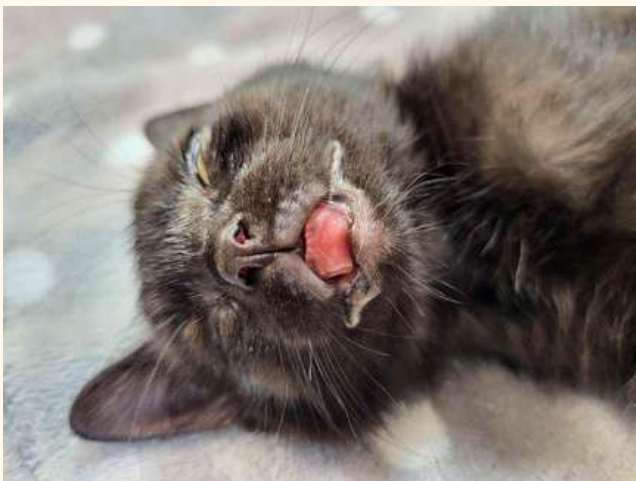
Innovation in the service of animal welfare: Bouton's story

In 2025, our healthcare team once again demonstrated **ingenuity** in helping a particularly vulnerable young patient. At only two months old, Bouton arrived at the shelter with **a significant skin avulsion** on his chin, a complex injury requiring swift and appropriate intervention.

To promote healing while minimizing stress on damaged tissue, our veterinary team used an unconventional technique: **the insertion of a small plastic button to anchor the sutures**. This approach allowed for better distribution of tension on the skin and optimized healing.

Thanks to this creative intervention, combined with attentive care and a period of convalescence in a foster home, Bouton was able to heal and continue growing as the playful young kitten he was destined to become.

Its story illustrates the expertise, adaptability and creativity that our team demonstrates every day to provide the best possible care to the animals that come through our doors!



Heartwarming Stories

From burns to adoption: a story of resilience

When he arrived at the shelter, **Fumseck was suffering from severe burns** to the pads of his hind paws, his left flank, and his tail. His condition required intensive care and daily medical monitoring to relieve his pain and promote his recovery.

Thanks to the rapid intervention of our health team, specialized treatments including **hydrotherapy, antibiotics and painkillers**, as well as the support of a dedicated foster family, Fumseck has undertaken a remarkable rehabilitation.

Over the weeks, this affectionate and resilient cat regained his health, energy, and zest for life. Fully recovered, he then found what he deserved most: **a forever home.**

Fumseck's story illustrates not only the importance of the medical care we provide to the most vulnerable animals, but also the impact of teamwork between **the shelter, foster families, and the community** in transforming a critical situation into a real success.

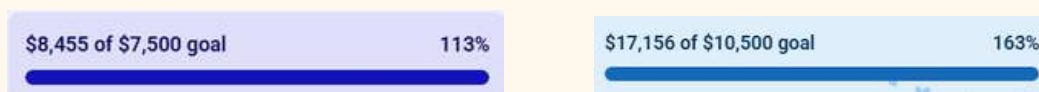


Fundraising

In 2025, the SPCA de l'Outaouais was able to count on **exceptional community mobilization** through its fundraising campaigns, which are essential to maintaining and developing our services for vulnerable animals.

Two campaigns stood out in particular for their success:

- The "**Let's Wash Them Up a Better Life**" campaign raised **\$8,455**, exceeding its initial goal of \$7,500 (**113%**).
- "**GivingTuesday: Let's equip healthcare!**" saw an even more remarkable response, with **\$17,156** raised against a goal of \$10,500 (**163%**).



In total, these fundraising efforts contributed to an overall result of **\$485,915** in donations.

Beyond the numbers, these results demonstrate a profoundly human support and **concrete solidarity** towards the animals we welcome every day.

Every donation, large or small, directly translates into **care, food, shelter, and hope** for animals in distress. This collective generosity is at the very heart of our mission and allows us to pursue our work with rigor, compassion, and consistency.

Initiatives and Services

Appointment for adoptions

In 2025, the SPCA de l'Outaouais evolved its adoption model by implementing an online appointment system to plan visits to the shelter via the **GOrendezvous** platform.

This initiative aims to **improve accessibility and the visitor experience**, while also allowing for better management of visitor numbers, particularly during peak periods. Appointments offer **priority access**, while maintaining the possibility of walk-in visits when availability permits.

We are already seeing great results, with an improved experience for both families and our team, and a more efficient organization of the adoption process!



Initiatives and Services

2025 Survey



In 2025, the SPCA de l'Outaouais conducted a major survey in collaboration with the firm **Pixel** to better understand the perceptions, needs and priorities of the community.

Participation was remarkable and the responses gathered are a **valuable contribution** to guide our thinking in the context of our strategic planning.

The results demonstrate a very strong link between the population and our organization:

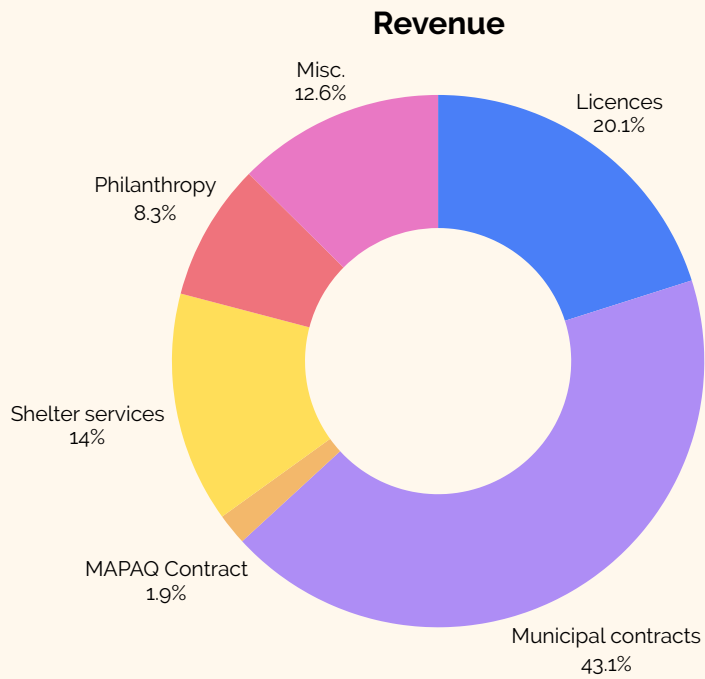
- **85%** of respondents have a **positive image** of the SPCA de l'Outaouais
- **82%** have known us for **more than 10 years**, which illustrates a remarkable loyalty to our mission.

Notably, 16% of respondents do not have pets and 23% have never used our services, but still chose to share their opinion, demonstrating a **real interest** in our role in the community.

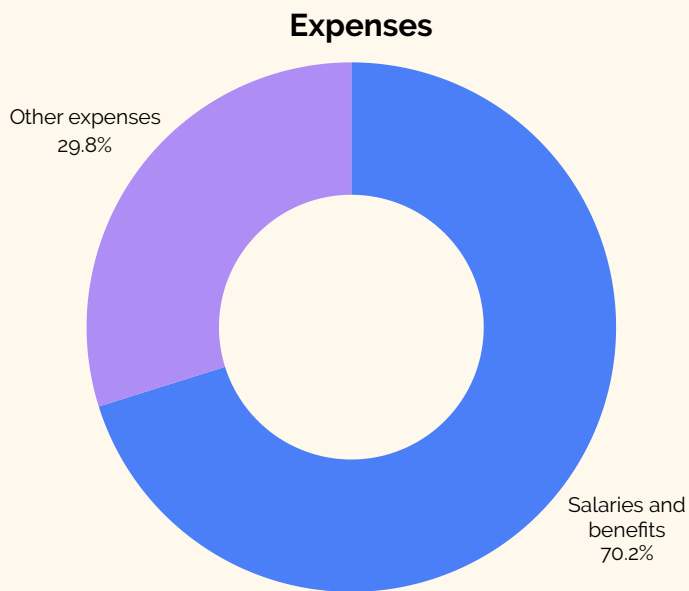
The services deemed most important by respondents are **adoption, as well as low-cost sterilization and care clinics**, confirming the priorities on which the community wants us to continue to invest.

Finally, the many spontaneous comments of appreciation towards our team and our volunteers reinforce the importance of our role and the value of the work done on a daily basis.

Finances



Total revenue:
5 170 313 \$



Total expenses:
4 351 255 \$



Acknowledgments and Conclusion

We wish to express our deep gratitude to all the people and organizations that contribute, directly or indirectly, to the mission of the SPCA de l'Outaouais.

Thank you to our **employees**, who work every day with dedication and compassion for the well-being of the animals. Thank you to our **volunteers**, whose commitment and generosity make a real difference in the field and at the shelter.

We also thank our **foster families**, who provide a warm and safe environment for our animals in transition, as well as our **corporate partners**, who support us in carrying out our projects and initiatives.

A sincere thank you to our **donors**, whose generosity directly supports our care and services, as well as to our **public funders**, whose support is essential to the continuation of our mission.

Thanks to all of you, we can continue to protect, care for and improve the lives of vulnerable animals in the Outaouais region.

An organization evolving for the future

In 2025, the SPCA de l'Outaouais took an important step towards a more structured, stronger and better-equipped organization to achieve these objectives to meet the needs and evolution of animal welfare for the future.

Together, we continue to transform lives — one adoption at a time.