



2025 ANNUAL REPORT



MISSION:

To empower the community to improve the lives of animals.



VISION:

A community where all animals are healthy, respected, and safe.



CORE PRINCIPLES

Relationships:

CCHS puts relationships at the center of its work: relationships with people, the community, and our animals.

Collaboration:

Rather than compete, we choose to work together with one another, with pet owners, with community leaders, and with other agencies.

Agility:

Our community's needs are always changing, so we need to be ready to innovate and use creativity to respond accordingly.

Compassion:

Our team commits to showing up with empathy for those around us, animals and people, knowing that life includes many challenges, and that compassion is the foundation for success.

Accountability:

We act with maturity and responsibility. We do what is needed for our animals, our community, and each other.

Education:

We empower every individual to take the best care possible of all animals.



CCHS BOARD PRESIDENT **SHAUNA ANDERSON**

2025 marked a year of meaningful growth and progress for Chautauqua County Humane Society. We continue to explore new opportunities that advance our mission in a more cost effective and mission-driven manner, strengthening both our impact and our sustainability.

The loss of Dr Shaw this year has been a difficult transition. He was a friend and colleague of the Humane Society, and his legacy will live on for a long time to come. Dr. Ball has filled in as her schedule allows and we continue to search for another vet to help with the increasing demands.

Education remains central to our work. By continuing to educate ourselves and our community, we help improve quality of life for all. Plans are underway to expand the number and scope of offerings in the coming year.

Guided by the community assessment and strategic plan completed in 2024, several important initiatives were implemented in 2025. These included the formation of an Advocacy Committee, the transition of Humane Education to an in-house function, and the creation of a position to oversee advocacy, education, and community outreach.

Another area of focus was collaboration with agencies throughout the community. The Pet Expo was a successful networking event that brought together entities that provide care or service for animals into one location for the community to explore.

The Board of Directors continued a thoughtful and deliberate expansion, enabling us to address the many opportunities identified through strategic planning. With The Companion Animal Care Standards now in effect, we are well positioned to not only meet but exceed the required standards.

2025 was a year of notable accomplishments, and we look forward to building on this momentum as we move into 2026. Thank you for your continued support as we strive to improve life for all living in Chautauqua County, both two legged and four!



CCHS EXECUTIVE DIRECTOR **JANE BABINSKY**

It is hard to believe that 2025 has come and gone for us at the Chautauqua County Humane Society! 2025 was a transition year for us that kept us busy updating protocols, hiring new staff, preparing for the NYS Cares Act, and the implementation of a Capital Campaign in 2026.

The biggest change in 2025 was/is our involvement with several cruelty cases. The Chautauqua County Sheriff's Department now has a full-time cruelty investigator, Deputy Joel Walsh and CCHS is the shelter of choice when animals are being seized. The case with the Samoyeds that had been poisoned was on the Buffalo news, which brought an awareness to people that these things happen, even in Chautauqua County. Since that particular case with the Samoyeds, CCHS has received more requests for investigations. Kudos go out to our staff for dealing with such stressful situations and giving the animals involved top notch care. One of the important components to our Capital Campaign will give us more capacity for taking in dogs (and cats, too), which will be an important aspect for serving the community, especially for incoming cruelty cases.

Amanda Sublett was promoted to the new position of Community Outreach/Education Coordinator in October to grow our presence in the community. One of her duties includes scheduling Humane Education for all age groups. Amanda is also overseeing all staff education and is assisting with maintaining our compliance with the Cares Act Standards. One of the programs being added in 2026 will be a monthly Family Activity Night, which will include movies, games, and tours of the shelter. Stay tuned for more community outreach from CCHS!

Our Volunteer/Foster Program is growing under our Coordinator, Abby Ferreira. There are many new faces helping out with dog walking, cat socializing, the Veterinary Clinic, foster care, reception desk, general maintenance, and Humane Education.

In September CCHS achieved "No Kill" status from Best Friends Society with a 97%, which we are very proud of. Chautauqua County Humane Society is becoming "kinder and gentler" and more community oriented. My door is open to anyone who has questions or suggestions. Thank you for supporting our staff and animals at CCHS.

Top Revenue Sources

- Bequests
- Grants
- Direct Mail
- Foundations & Trusts
- Major Gifts From
- Individuals



Investment Fund Balances

2025	\$4,055,358
2024	\$3,097,338
2023	\$2,852,412
2022	\$2,228,667
2021	\$2,832,360
2020	\$2,264,912

Bequests

\$859,162
\$20,000
\$1,000

Top Expenses

Payroll	\$837,529
Drugs and Veterinary	\$100,691
Direct Mail	\$65,267
Supplies	\$47,519
Repairs & Maintenance	\$43,186

Cruelty Cases Expenses

11 cats from Ellicott:	\$14,584
19 dogs Sinclairville:	\$14,423.71
11 dogs, 1 cat North Harmony:	\$9,137

Expense reflects 30 days of care.

CCHS PET PANTRY

2025 saw the most pet food ever distributed through the CCHS Pet Pantry collaboration between CCHS and the Salvation Army. We were thankful to maintain steady funding throughout the entire year.

TOTAL POUNDS OF PET FOOD DISTRIBUTED
42,194

TOTAL POUNDS OF CAT FOOD DISTRIBUTED
18,346

TOTAL POUNDS OF DOG FOOD DISTRIBUTED
23,848

TOTAL ANIMALS HELPED
16,118

TOTAL CATS HELPED
9,216

TOTAL DOGS HELPED
6,902

2025 Year in Review

CCHS Adoption Statistics

Cat Adoptions

178

Kitten Adoptions

224

Dog Adoptions

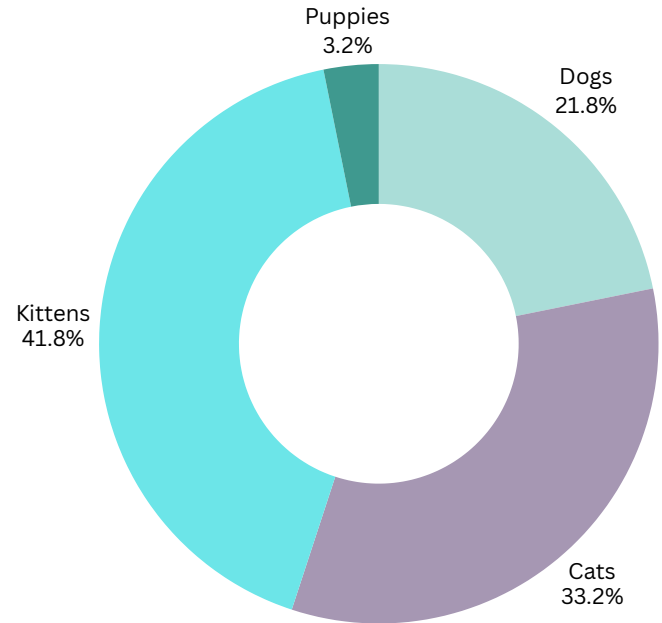
117

Puppy Adoptions

17

95.5%
Save Rate

535
Total
Adoptions



CCHS Spay/Neuter Clinic Statistics

In-House

Dogs: 89 Cats: 342

Public Owned

Dogs: 3 Cats: 951

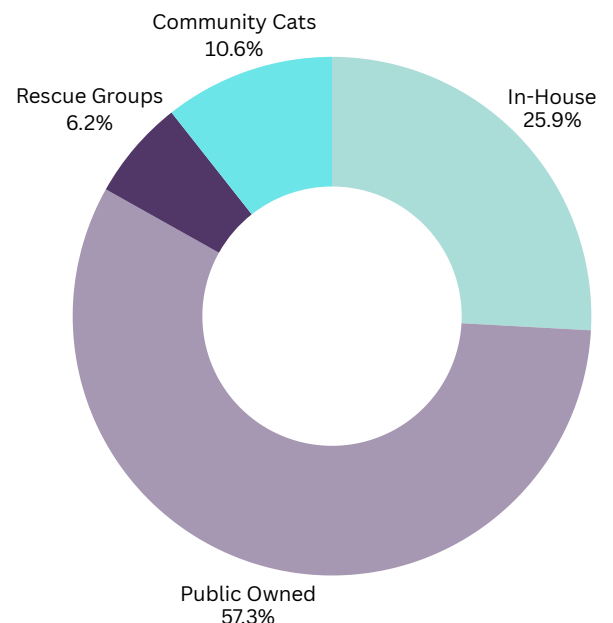
Rescue Groups

Dogs: 0 Cats: 104

Community Cats

Cats: 177

1,666
Total
Spay/
Neuters



2025 YEAR IN REVIEW

CCHS VOLUNTEER STATISTICS

Days volunteered: 4968

Hours: 8810

Orientations: Volunteer: 202 Foster: 17

Average Active Volunteers (per month): 125

2025 Top Volunteers

Raymond Smathers - 484 hours
(Laundry & Pet Pantry)

John Wilcock - 418 hours
(Cat socialization)

Barb Burns - 321 hours
(Front Desk/greeter/phones)



CCHS FOSTER STATISTICS

Animals put in foster homes:

Cat: 33 total

Kitten: 177 total

Puppy: 6 total

Dog: 13 total

229
Total
Fosters

2025 Top Fosters

Erin Brickley - 26 Fosters

Shannon Anderson - 19 Fosters

Michelle First - 16 Fosters

Michelle Riddell - 16 Fosters

ANIMAL CARE

CCHS Animal Care and Facilities Manager Kellie Johnson tells two stories that had an impact on her and her team in 2025.

Pearl

Pearl came into the Shelter looking like she had already lived a hard life. She was suffering from a terrible skin condition. We started treatment right away and watching her get relief was one of the first moments she showed us how much strength she had. As her skin healed, so did her spirit.

When Pearl first arrived, she kept to herself and seemed unsure if she could trust the world around her. But with patience, love, and affection, she began to come out of her shell. Each day she became a little braver, more confident, and a lot more affectionate.

Before long, Pearl decided my office was her favorite place to be. She could climb up onto my desk from my lap and "help" me work, content just to be close. Those quiet moments together became the best part of my day. Somewhere between paperwork and gentle head scratches, Pearl stopped being just a shelter dog and became part of our hearts.

Pearl turned out to be the sweetest girl you could ever meet. We helped Pearl Heal; she touched our hearts in a way that changed us forever.



Yeti

In December 2024, a phone call changed everything for a little gray-and-white cat later named Yeti. A concerned woman had found him nearly frozen to the road, barely hanging on. When he arrived at the shelter, Yeti was heartbreakingly sick, exhausted, and unsure of the world around him.

The months that followed were filled with medications, treatments, setbacks, and small victories. Slowly, Yeti began to heal-and even more slowly, he began to trust. He learned that gentle hands meant safety and love. Along the way, he captured every heart he met. Eventually, one staff member realized Yeti had already chosen his home. Today, he lives as a pampered king-healthy, cherished, and thriving.



BEHAVIOR

2025 marked a year of new beginnings for the CCHS Behavior Department. With new team members, fresh perspectives, and a complete program overhaul, the department focused on creating meaningful, animal-centered change. Updated protocols and procedures were introduced to better understand each animal as an individual, allowing us to set them up for success within the shelter environment and match them with homes where they could truly thrive.

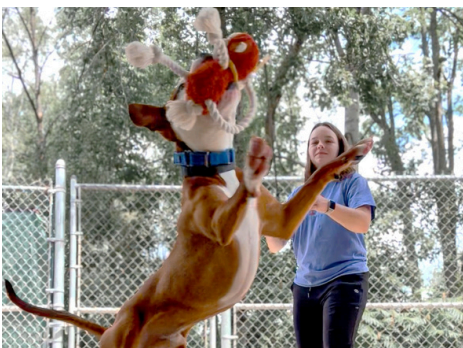
Throughout the year, all animals received daily enrichment and out-of-kennel time tailored to their unique needs and preferences. A renewed emphasis was placed on innate behaviors and species-appropriate enrichment, ensuring activities were not only engaging but also genetically fulfilling and emotionally supportive.

In 2025, long-term behavior residents such as Sweet Pea, Babe, Mason, Spaghetti-o, and Twinkle made remarkable progress and ultimately found their forever homes. Enzo was joyfully reunited with his family after a difficult surrender, made possible through the dedication and guidance of Behavior Technician Kaycee, who helped rebuild trust and strengthen their bond. Teddy became the first dog at CCHS to earn his Canine Good Citizen certification and was adopted shortly thereafter.

The department also supported numerous puppy mill transfers and cruelty case survivors, dogs who had never truly been allowed to be dogs. Through patience, consistency, and compassionate care, they learned to walk on leashes, play with toys, trust humans, and experience safety, joy, and love for the first time.

As we look ahead to 2026, the Behavior Department remains committed to growth, education, and innovation. With continued learning and adaptation, we strive to meet evolving standards and provide the highest level of care possible, always putting the animals first and working toward even greater success in the year to come.

Zoe Spencer
CCHS Behavior and Enrichment Coordinator



In 2025, the CCHS Medical Department faced many changes from staffing, medical protocols, equipment updates, the new Senior Pet Wellness Clinic program, and preparing for the Shelter Standards Act. Midway through our year, we sadly lost our long-time veterinarian, Dr Shaw. We were forced to restructure our spay/neuter clinic's schedule, including having to reduce the numbers of low-cost surgeries and community cats that we were able to accommodate. Gradually, we have worked our way back to meeting the needs of the community as a low-cost alternative to rising private veterinary costs. We were also able to restart our TNR program which has proven to be in great demand by its ever-growing waiting list.

This year, our medical staff updated a few medical protocols including introducing an oral ringworm medication that shortens the time that ringworm positive cats are quarantined for treatment, allowing them to be adopted into their new homes sooner. We also successfully treated a FIP positive kitten for the first time with a promising new medication, changing what was once a death sentence.

Through a grant that CCHS received, we were able to update some medical equipment this year. We replaced our failing autoclave with a new automatic autoclave that has a greater capacity and runs with little human interaction needed. The new microscope we purchased allows us to examine many specimens and samples with greater ease and accuracy. Our outdated dental suite got a tremendous boost with the addition of a new dental unit, complete with LED scaler, high speed drill, and water/air syringe. The dental unit will greatly improve our ability to help pets with dental disease that come through the shelter. Finally, what I was most excited to receive was updated monitoring equipment for our surgery suite. We are now using pulse oximetry, apnea alarms, as well as ECG on all surgery and dental patients allowing us to catch anesthetic emergencies earlier. We have more time to react to save our patient's lives.

New to CCHS, 2025 saw the start of the Senior Pet Wellness Program. We have already helped several senior citizens in the community access quality health care for their pets that they would likely to have been unable to afford before. From annual vaccines to flea and tick meds, to spay/neuter surgeries, to bloodwork panels, this program has been a blessing and will continue into early 2026. Finally, we have been working to update our protocols and practices to make sure that we are compliant with the Shelter Standards Act. While we were mostly in compliance already, we have made changes to anesthetic, vaccination, and care protocols to make sure we had a smooth transition when the law came in to effect in December.

Jamie Smith
LVT
Manager of Veterinary Services



COMMUNITY OUTREACH



In October of 2025, CCHS I was named 'Community Outreach and Education Coordinator,' at CCHS, which is a new role for the organization. I hit the ground running in October, when a community member reached out in need of assistance. She had 20 cats and was unable to alter them due to financial constraints. With the help of staff, I was able to visit her home multiple times to pick up her cats, bring them to CCHS, and provide them with medical services which included spays and neuters, and return them home. This client was so grateful she cried happy tears and gave me a hug as we parted ways the final time. This was the moment that hit me with how much we needed to be more present in the community.

CCHS has made visits to The Resource Center's Voices for Choices program, the Salvation Army's Food Express, and Silvertree Seniors. Some opportunities were simply to bring an adoptable pet for a visit and share a moment of happiness, while others focused on offering services CCHS has available for the community.

CCHS Humane Education programming in 2025 included a visit to Bemus Point Elementary's Literacy Night, visits to Boces Hewes and LoGuidice campuses to speak with the criminal justice and animal sciences classes, in shelter visits by other Boces students, and visits to Pine Valley Elementary.

A notable upgrade to our Humane Education program involves Boces students visiting CCHS. The programming now includes "micro lessons," where each student learns something about the shelter. This further enhances their experience by teaching them more about the work they are doing to help and why they are doing that work. Examples of this work include cat socialization and dog walking. Previously students had not been able to interact with dogs.

Christie Asel, teacher at Boces Hewes Educational Center, expressed very emotionally her excitement and gratitude for this change. I have many plans in place for 2026 already, but I cannot wait to see where this road takes us while continuing to connect with our community.

Amanda Sublett
Community Outreach and Education Coordinator



VOLUNTEER

There have been significant and positive developments within the volunteer and foster programs over the past year. As a foundational step, both the Volunteer Handbook and Foster Handbook were fully revamped to provide clearer expectations, updated procedures, and greater consistency across the programs. These updates have helped volunteers and fosters better understand their roles, responsibilities, and the standards expected of them while supporting the animals at CCHS.

In addition to handbook updates, new training requirements were implemented for both volunteers and fosters, including mandatory completion of the New York Animal Care Standards Act training. This has strengthened animal care practices and promoted a safer, more informed environment for both staff and volunteers. New foster-specific trainings were also introduced, including kitten bottle baby feeding, medical care guidance, and additional educational resources to better prepare fosters for a variety of situations they may encounter.

Volunteer paperwork was reviewed and streamlined to reduce redundancy and simplify the onboarding process while still meeting all required documentation standards. Quarterly volunteer meetings were successfully reinstated to improve communication, provide ongoing education and strengthen relationships between staff and volunteers. We also hosted a Volunteer Application Week to boost engagement and recruitment, along with an end-of-year volunteer appreciation event to recognize and thank volunteers for their dedication and hard work.

Looking ahead to the new year, there are several initiatives planned to continue strengthening these programs. One goal is to create a Foster Medical Booklet that provides fosters with quick, reliable guidance when they need additional support for an animal in their care. Additionally, efforts will be made to further streamline the application process and transition volunteer orientations to an online format, allowing prospective volunteers to get involved more quickly without waiting for in-person orientation dates.

While there is still more work to be done, the progress made so far has established a strong foundation for continued growth and success.

Abby Ferriera
Foster and Volunteer Coordinator



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Wonderful Lady

THEIR FUTURE IS YOUR LEGACY.



2025 MAJOR EVENTS

Celebrating a Year of Community, Creativity, and Compassion In 2025, the Chautauqua County Humane Society experienced a year defined by connection— between our shelter and the community. Each event this year reflected the heart of our mission: To empower the community to improve the lives of animals.

The Community Through Hockey All-Star Game, hosted at the Northwest Arena on April 6th a lively 50/50 drawing and a generous basket raffle helped raise critical funds for CCHS animals.

In September, the “Art, Animals, and Connection” gallery show invited the public to experience the work of CCHS through a new lens. The exhibit featured pieces created by staff and volunteers, artwork inspired by the animals we serve, and even original creations made by shelter pets themselves. This unique showcase highlighted the emotional bonds that form within our shelter walls and celebrated the creativity that thrives when people and animals come together.

October brought a pair of milestone moments with the inaugural CCHS Pet Expo '25 at the Northwest Arena. More than 400 attendees joined us for a day filled with education, celebration, and community spirit. Nearly every local shelter and rescue group participated, creating a powerful regional gathering centered on animal welfare. The day featured successful adoptions, engaging dog demonstrations, and the crowd-pleasing Layla’s Pet Costume Parade.

Just one week later, supporters stepped into an evening of mystery and magic at the sold-out Meowsquerade Ball. Guests enjoyed a captivating performance of Mystery of the 13 Black Cats and indulged in exceptional food and drink provided by Wicked Warrens of Jamestown. The event blended elegance with whimsy, offering a one-of-a-kind celebration that raised vital support for the animals who rely on CCHS every day. Its success has already sparked excitement for a sequel that will be coming this October.

Together, these events showcased the extraordinary generosity, creativity, and dedication of our community. Whether cheering in the stands, admiring artwork, celebrating adoptable pets, or dancing behind a mask, our supporters made a profound difference for the animals of Chautauqua County.

Brian Papalia
CCHS Director of Fundraising and Communication

