

2024

Annual Impact Report

OCTOBER 1, 2023 - SEPTEMBER 30, 2024



1979
2024

YEARS of CARE

Wildlife Rescue
EST. 1979

VISION

**To continually improve
the welfare of urban
wildlife.**

MISSION

**To provide leadership in
rehabilitating wildlife and
in promoting the welfare of
wild animals in the urban
environment.**



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Message of Appreciation

Dear Friends,

In 2024, Wildlife Rescue proudly celebrated 45 years of care and commitment to wildlife. This incredible milestone was made possible thanks to the continued support from a dedicated community of donors, partners, volunteers, and employees.

During this anniversary year, the organization faced unprecedented financial challenges. As a community, we persevered and showed up for our wild neighbours no matter the circumstance. Thanks to the generosity of supporters like you, close to 4,500 wild animals received vital treatment and another chance to thrive in the wild.

We hope you enjoy this special overview of the impact we had together last year. With you, our Wildlife Community, by our side, we're so excited to see what the future holds. Here's to at least another 45 years of devotion to wildlife!

With heartfelt appreciation,



Linda Bakker
Co-Executive Director



Coleen Doucette
Co-Executive Director



Jodi Westbury
Chair, Board of Directors



Land Acknowledgement

The Wildlife Rescue Association of BC is located on the ancestral and unceded homelands of the Musqueam, Squamish, and Tsleil-Waututh Nations. We are grateful for the opportunity to be on this beautiful, shared territory.



RED-BREASTED SAPSUCKER

2024 By the Numbers

OCTOBER 1, 2023 - SEPTEMBER 30, 2024

4,490

patients admitted

134

bird species

17

mammal species

4

amphibian species

5

reptile species

**462**

window strike
victims treated

**581**

orphaned babies
admitted

88

patients admitted who are listed
as "Species of Special Concern"
under the Species at Risk Act

Unique species admitted:





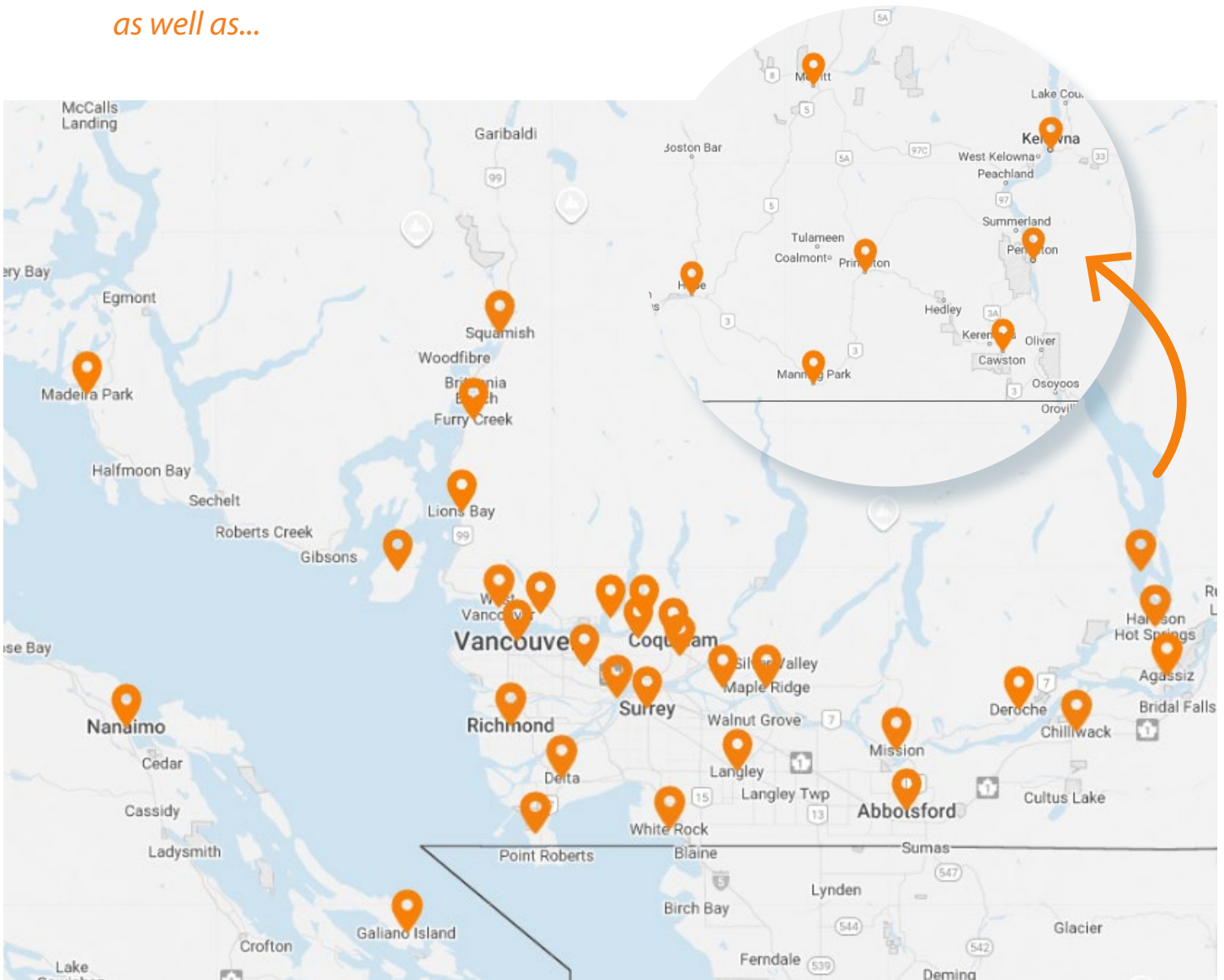
229 volunteers donated time to helping wildlife

49,579 helpline interactions with the public

Treated patients from as far away as:
WILLIAMS LAKE
PRINCE GEORGE
HAIDA GWAI
CRANBROOK
as well as...

19,694 hours given = almost 10 full-time employees working for a year

43,929 kms driven = nearly 6 full trips across Canada



Support Centre

Whether a member of the public has found an injured animal in need of help, or someone is seeking guidance on when—or when not—to intervene, the Wildlife Rescue Support Centre is just a phone call or email away.

Beyond supporting the public, the Support Centre coordinates patient transportation, new patient admission, release of rehabilitated wildlife back into the wild, and wildlife fostering. The efforts of this program play an essential role in the conservation of wildlife across BC.

 **49,579**
helpline interactions
with the public


23.4%
increase in interactions
compared to last year

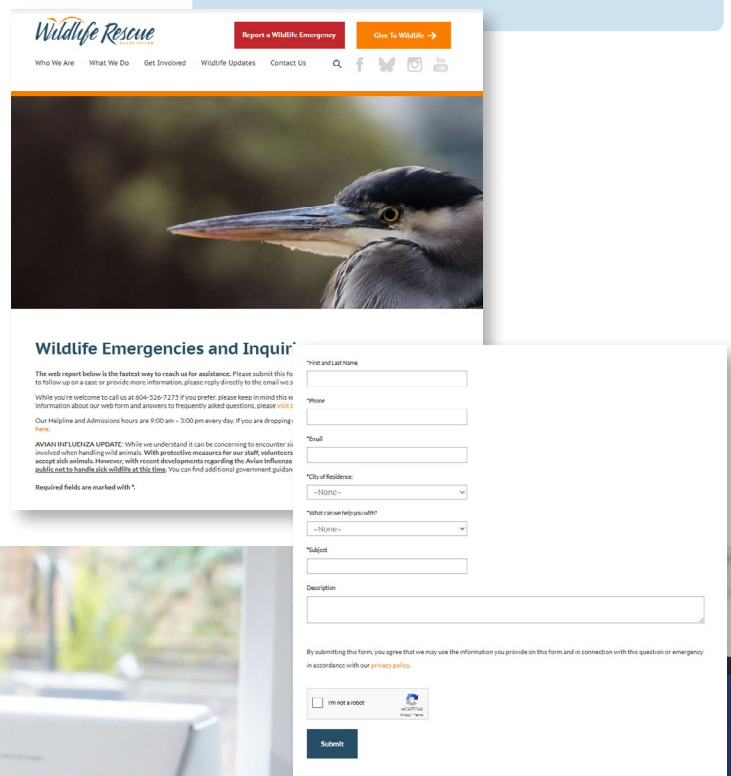
WEB FORM IMPLEMENTATION

In 2024, a web form was implemented on the Wildlife Rescue website to help streamline incoming reports of wildlife in distress and other wildlife inquiries. This new tool enhances data accuracy, ensuring our teams can assist with wildlife emergencies faster and support the public more efficiently.

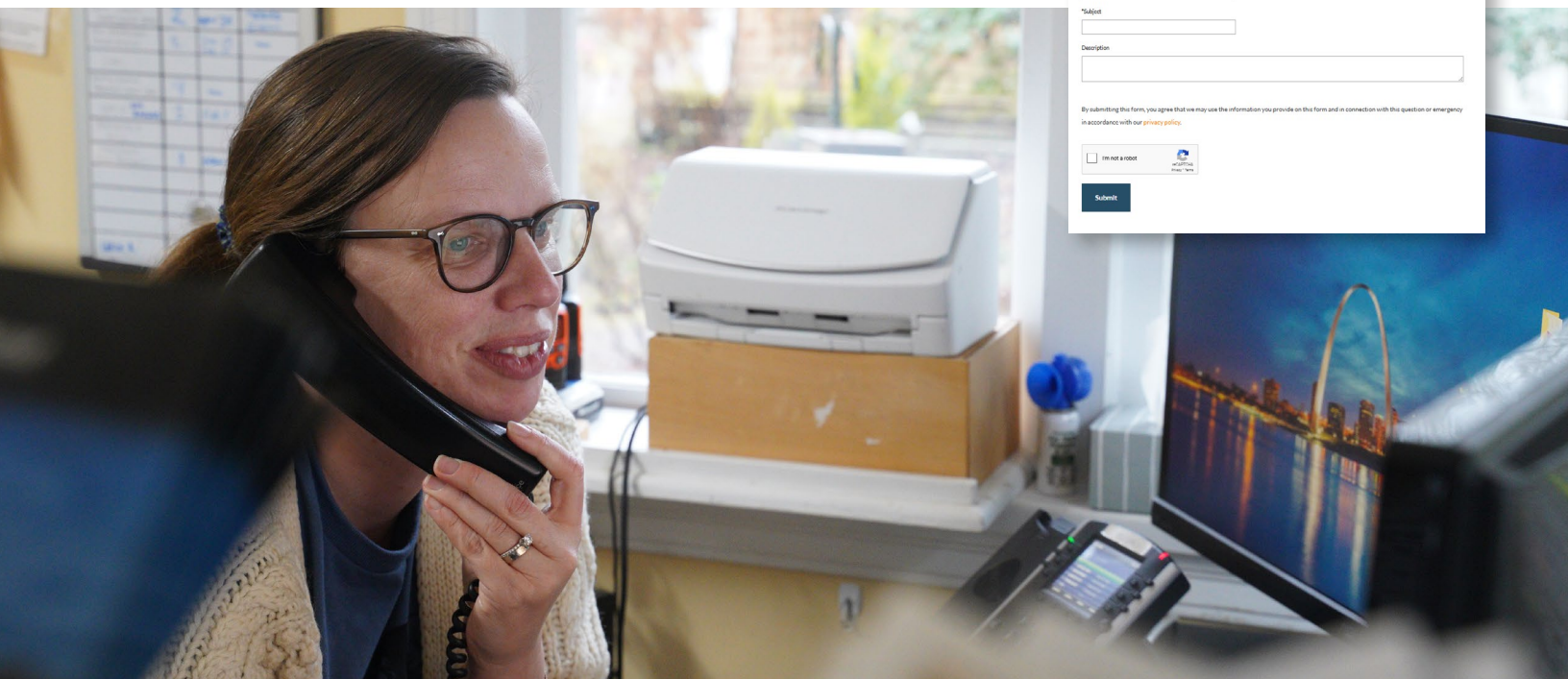
With templated responses tailored to common wildlife situations, the form provides immediate guidance—even during the busiest times of the year—helping people take the right steps while awaiting a response from a helpline volunteer.

Taking feedback from the community into consideration, the web form is constantly updated and improved to best fit the community's needs.

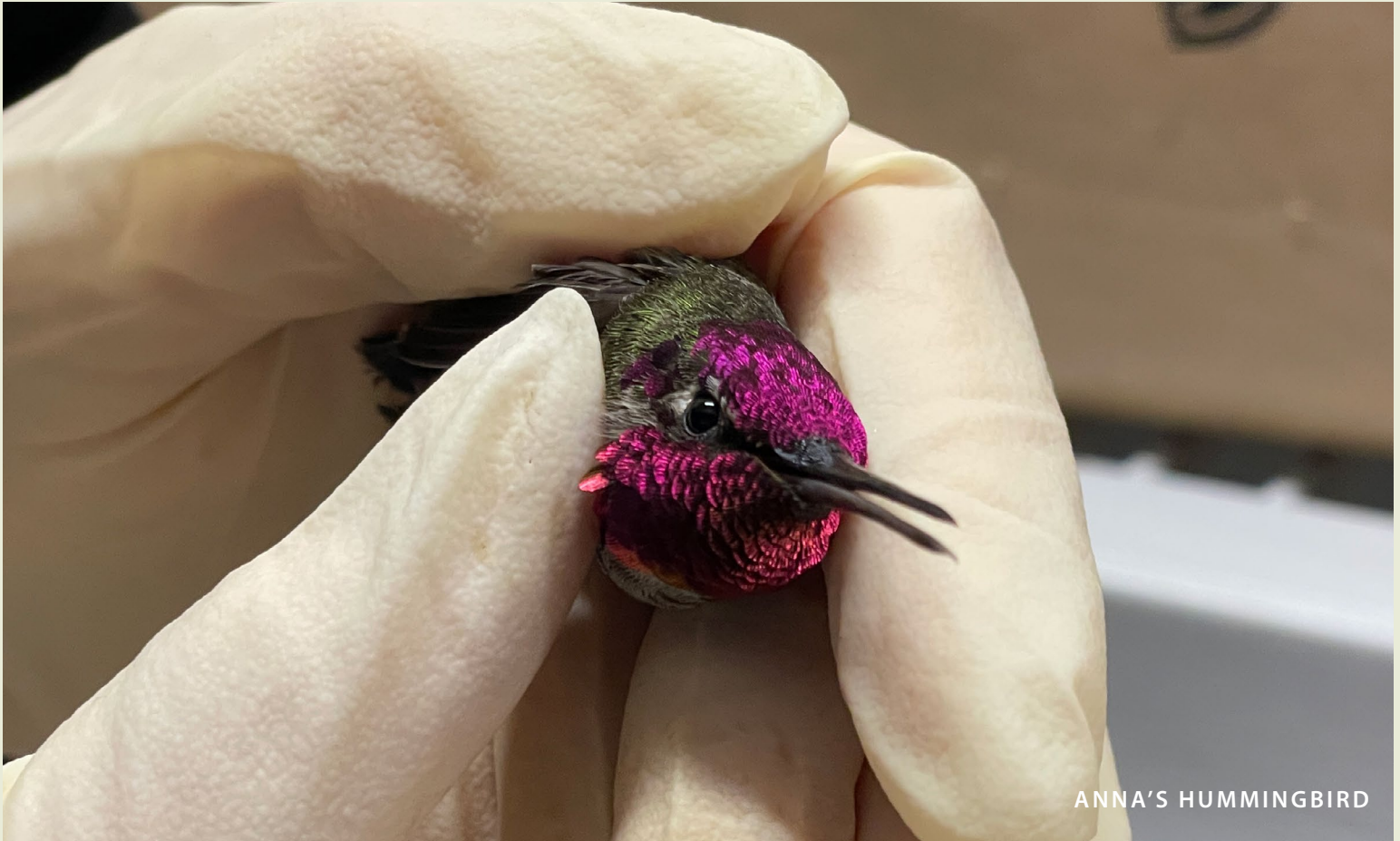
 **2,027**
web form submissions



The screenshot shows the Wildlife Rescue website interface. At the top, there are navigation links: "Who We Are", "What We Do", "Get Involved", "Wildlife Updates", and "Contact Us". There are also buttons for "Report a Wildlife Emergency" and "Give To Wildlife". Below the navigation is a large image of a bird. The main content area is titled "Wildlife Emergencies and Inquiries". It contains a form with the following fields: "First and Last Name", "Phone", "Email", "City of Residence", "What can we help you with?", "Subject", and "Description". There is a "Submit" button at the bottom of the form. A privacy policy link is also visible.



Saving Hummingbirds During Cold Snap



ANNA'S HUMMINGBIRD

During the second week of 2024, the Lower Mainland experienced a drastic cold snap, triggering an influx of calls and emails to our Support Centre. Reports about tiny, vulnerable hummingbirds affected by the Arctic outflow poured in. Over the span of four days, the Support Centre team received 83 reports about hummingbirds in distress!

Many of these hummingbirds had entered torpor, a hibernation-like state that helps them conserve energy during cold conditions. Our dedicated team of staff and

volunteers worked tirelessly to educate concerned community members about this natural behavior, helping to prevent unnecessary intervention.

In the end, 33 hummingbirds required admission to the Wildlife Hospital because of tongue injuries caused by frozen feeders and exposed metal, as well as low blood sugar and hypothermia.

Medical staff worked hard to help as many of these little flying gems as possible recover and return to the wild. Tongue injuries are often

too severe for survival, making prevention critical.

You can help prevent injuries and the spread of disease by keeping your feeders clean and thawed on cold days.

For more detailed hummingbird feeder guidance, head to www.wildliferescue.ca/2024/01/29/year-round-hummingbird-feeder-guide/

Wildlife Hospital

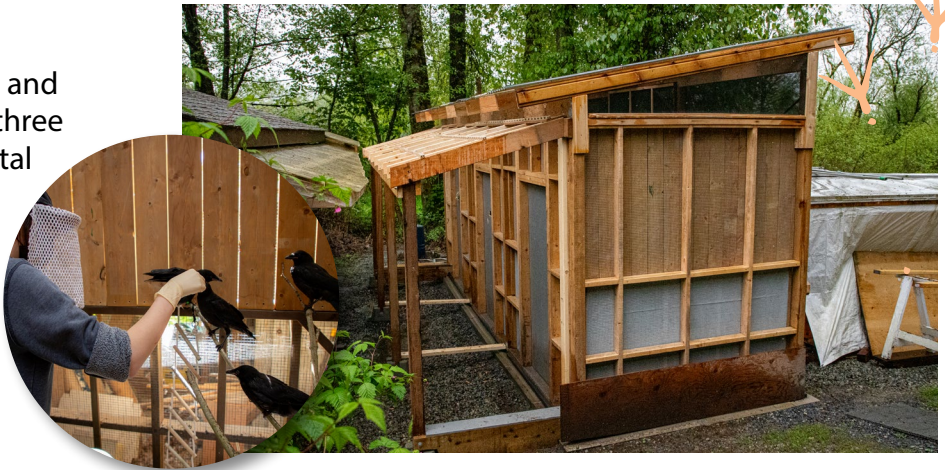
With a team of dedicated wildlife technicians and specially-trained volunteers, the thousands of patients that come through our facility every year receive consistent and thorough care giving them the best chance of returning to their natural environment.

4,490
patients admitted

160
species

BRAND NEW CROW AVIARY

In March, the crow aviary was completed and installed. With the ability to change into three different sizes, this enclosure helps hospital staff adjust the space according to the age and development needs of these clever corvids.



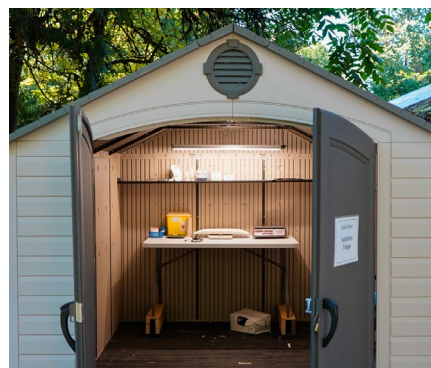
RAISING GREAT BLUE HERONS

Last spring, a nestling and a fledgling Great Blue Heron were successfully raised at the Wildlife Rescue hospital! Notorious for becoming incredibly stressed in care, struggling to eat, and having fragile, injury-prone bones, their successful rehabilitation was a remarkable achievement made possible by the hard work of staff and volunteers. Given the challenges of rehabilitating and raising these birds, it was deeply rewarding to see them return to the wild. The rehabilitation of Great Blue Herons is vital to maintaining their populations in BC, as they are a species of special concern and highly sensitive to human activity.



ISOLATION DROP-OFF SPACE AND TRIAGE

To further enhance biosecurity measures at the Wildlife Rescue hospital, an isolation space and triage space were installed in January 2024. These new structures allow for a safe, clean environment for the public to drop off patients suspected of carrying infectious diseases, and hospital staff to assess and triage these patients.



Northern Saw-whet Owl Rescue, Rehabilitation, and Release



In October 2023, a Northern Saw-whet Owl was admitted to the Wildlife Hospital after colliding with a car in Downtown Vancouver. The severe eye injury she sustained could have meant the end, as owls rely on their impeccable eyesight to hunt and survive. Fortunately, a compassionate person sprang into action and rushed the owl to Wildlife Rescue.

Her trauma was carefully assessed, and thanks to a specially designed recovery plan and the best medical

care available, slowly but surely, she began to heal from the eye injury and serious head trauma. After 46 days of dedicated care from the medical staff and volunteers, she made a remarkable recovery and a healthy return to the wild.

As urban areas expand and encroach on wildlife habitat, wild animals like this Northern Saw-whet Owl are forced to navigate unfamiliar urban landscapes. From collisions with cars and windows to threats from domesticated animals, they face many human-caused

challenges, making it increasingly more complex to survive and thrive. Thanks to the community's support, Wildlife Rescue can give these animals a second chance at a wild life.

Found wildlife in distress?
Contact Wildlife Rescue at
www.wildliferescue.ca/report-an-emergency/

Volunteer Program

Wildlife Rescue is powered by volunteers—their passion, dedication, and incredible skills are the heart of our mission and a testament to the power of community.

From rescuing wildlife in distress and cleaning aviaries to answering public inquiries and maintaining our gardens, their diverse contributions shape the organization you see today and help us make a lasting impact on the welfare of our local wildlife.

 **229**
volunteers donated
time to helping wildlife

75
new volunteers

INCREDIBLE VOLUNTEERS STEP UP

Last spring and summer, the organization faced an understaffing challenge when the Canada Summer Jobs Grant unexpectedly fell through. These extra hands are critical during the busy spring and summer months when the hospital is bustling with hundreds of hungry baby birds that need to be fed in increments of 15, 30, 60, and 120 minutes. Thankfully, a group of 12 dedicated volunteers stepped in and were quickly trained to feed the many babies. From Barn Swallows to House Finches, as the young birds grew older and learned how to forage on their own, they eventually returned to their wild homes thanks to vital volunteer support.



THE VOLUNTEER SPOTLIGHT

In early 2024, Wildlife Rescue launched an exciting new initiative: the Volunteer Spotlight. In this monthly program, staff and volunteers nominate outstanding volunteers who deserve recognition for their incredible efforts. Created by volunteers, for volunteers, the Spotlight captures the inspiring stories of those who dedicate their time and energy to helping wildlife. Animal Care volunteer Christopher was one of the volunteers highlighted this year.



"I enjoyed being in the spotlight because it gave me a chance to show people the amazing work that the staff and volunteers do every day! Working as a team to help animals in need of care, being there for each other, and overcoming every challenge together." - Christopher



[Watch Christopher's Volunteer Spotlight here.](#)

Successful Heron Warehouse Rescue



In early November 2023, the Wildlife Helpline received a report of a Great Blue Heron trapped in a Vancouver warehouse. Exhausted and emaciated, the large bird could have been trapped in the dark building for days!

Trained Rescue Volunteer Mike drove out to assess the situation. With his guidance, the concerned warehouse workers were able to lure the heron downward after the bird had been flying around for about an hour. Mike carefully contained the heron and took the bird to the Wildlife Rescue hospital for examination.

Medical staff treated minor bruising, and the beautiful bird was ready to return to the wild after four days of monitoring and healing. In a full-circle moment, Mike had the honour of releasing the heron back into their natural habitat. Watching the heron take flight again was a moment of triumph for everyone involved.

"I can always look back at this case as solid proof that my efforts have value. It's a satisfying and happy memory that I reflect on, and it provides me with motivation to continue to rescue wildlife in need."
- Mike

Stories like this highlight the critical role volunteers play in Wildlife Rescue's mission. Dedicated individuals like Mike make all the difference in helping wild animals in distress when they face life-threatening challenges. The compassion and dedication of Wildlife Rescue volunteers inspires us every day and brings hope to wildlife in need.

Are you interested in helping wildlife hands-on? Learn more about volunteering opportunities at www.wildliferescue.ca/what-we-do/volunteering/

Connecting with the Wildlife Community

In 2024, we attended events like:

EAGLE CREEK FISH RELEASE

WORLD MIGRATORY BIRD DAY

WORLD RIVERS DAY
and many more!

7,700+
email subscribers
getting updates straight
to their inbox

36,000+
social media followers
learning about wildlife



BEST BIRD OF BC

In March, Wildlife Rescue started the all-new Best Bird of BC voting contest. Over the course of about a month, 32 of British Columbia's coolest birds went neck-to-neck in a bracket competition to decide which bird is best. This engaging campaign received media attention across the province and helped spread our vision and mission. Eventually, the people of BC decided the Anna's Hummingbird would be crowned the Best Bird of BC 2024.

FINALIST NON-PROFIT OF THE YEAR

Wildlife Rescue had the honour of being nominated for Non-Profit of the Year and named a finalist for the Burnaby Board of Trade Awards! We would like to thank the Burnaby Board of Trade and the Burnaby community for this incredible recognition.

OUTREACH

A team of Wildlife Rescue volunteers and staff attend events and welcome the public to our booth to share our mission with an ever-growing community. In June, Vancouver FC hosted a soccer home game against the Halifax Wanderers for the Canadian Premier League in Langley. With the Bald Eagle as their mascot, this match was all about eagle conservation – the perfect event for Wildlife Rescue to connect with the community! This collaboration included a giveaway of two tickets to the game and Vancouver FC merch to a Wildlife Rescue supporter.

CALENDAR CONTEST

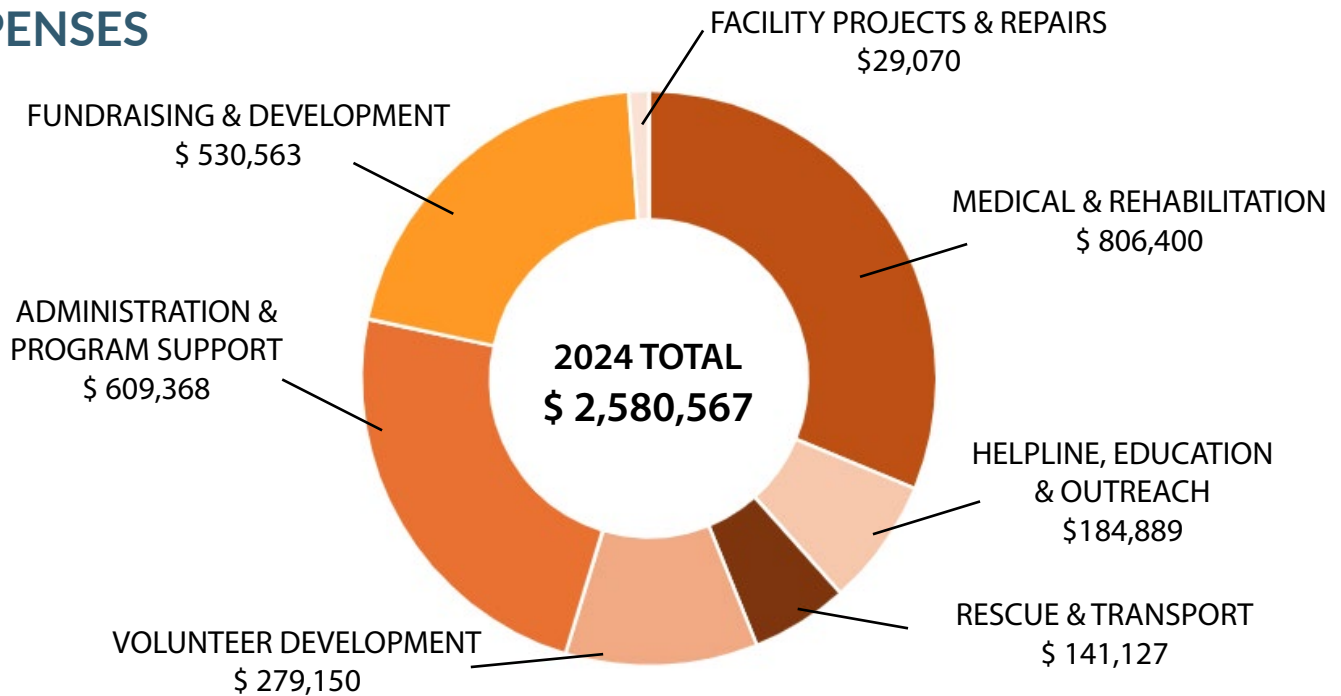
For the first time, the Wildlife Community was given the opportunity to submit their wonderful wildlife photos to win a spot on the 2025 Wildlife Calendar. Out of 200 photos submitted, staff and volunteers voted for their favourite 13 that are displayed in the calendar.



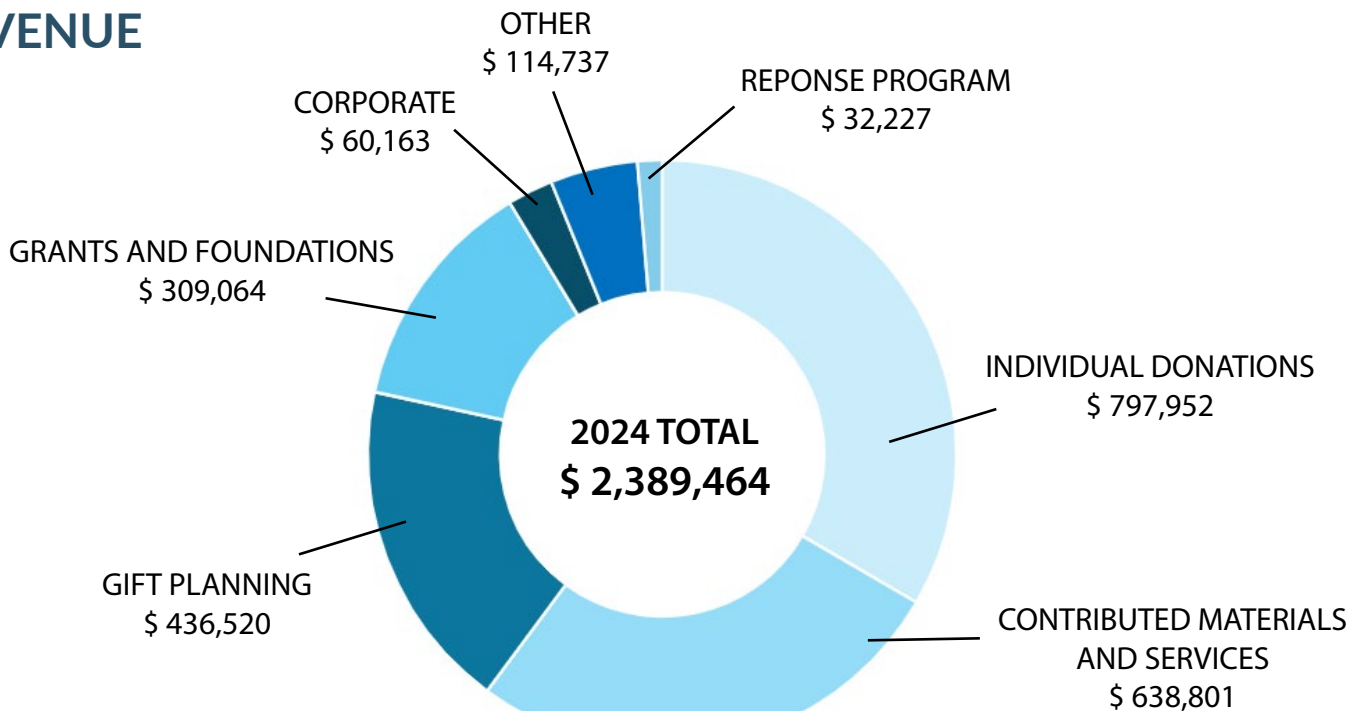
Financial Overview

Despite a challenging economic climate in 2024, Wildlife Rescue remained resilient. For the first time in decades, critical Canada Summer Jobs funding was denied, significantly impacting operations. Under the board's direction, retained surpluses from previous years were used to hire additional summer staff. Thanks to the emergency fund, Wildlife Rescue continued to provide full care for wildlife, maintain regular operations, and ensure staff received their wages.

EXPENSES



REVENUE



PAST REVENUE: \$ 191,103
Total: \$2,580,567

Looking Ahead

CAPITAL GROWTH

Wildlife Rescue is excited to announce the successful acquisition of a new 10-year site license with Metro Vancouver. This agreement, which includes a 10-year renewal, provides long-term stability and sets the stage for future planning, including the redevelopment of our former hospital.

Since the building closed in 2017 due to its nonviable condition caused by weather damage, the requirements for a new facility have evolved significantly. The next steps will thoroughly assess these needs to ensure our direction aligns with both current and future demands for wildlife care.

WILDLIFE WISDOM INITIATIVE

In 2024, Acuitas Therapeutics, Inc., joined forces with Wildlife Rescue by providing start-up funding for the Wildlife Wisdom educational initiative. This project expands community knowledge through a science-based approach to educational programming. The goal is to broaden the understanding of urban wildlife to facilitate harmonious human-animal coexistence. This program will create engaging content that emphasizes the challenges wildlife encounter in British Columbia and the actions people can take to support their well-being. As we shape this initiative, we are dedicated to creating safer communities and healthier ecosystems while enhancing the connection between people and the wildlife around us.



RESPONSE PROGRAM

Simply Wildlife is a program that specializes in wildlife emergency response and preparedness, rescue, rehabilitation, conservation, and research. It addresses the increasing demand for expert wildlife services in development and infrastructure projects, assisting businesses, governments, and communities to mitigate impacts on wildlife, comply with environmental regulations, and provide care for injured and displaced animals.

DIGITIZING DATA FOR WILDLIFE CARE

Wildlife Rescue is currently exploring the possibility of transitioning to a fully paperless system in response to the growing need for more efficient data collection and sharing. By digitizing our data, we aim to improve animal welfare through real-time information and more streamlined communication both internally and externally. This system could also offer a way to communicate directly with community members who come across wildlife in distress, helping us provide a more accurate and transparent account for both internal processes and public outreach.

INCREASING VOLUNTEER ENGAGEMENT

To provide the best experience for our volunteers, we continually seek ways to leverage their skills across various areas of the organization. Volunteers are increasingly contributing to diverse roles, such as communications and donor relations. In response, the Volunteer Program Team has improved our online training, making the onboarding process more efficient and minimizing wait times for new volunteers. To honour our shared achievements and the incredible community spirit we've built, all staff and volunteers come together for a mid-summer celebration.



Staff Members

Administration

Coleen Doucette
CO-EXECUTIVE DIRECTOR

Linda (Hendrika) Bakker
CO-EXECUTIVE DIRECTOR

Kristen Trudeau
OPERATIONS DIRECTOR

Carla Benn
IT & DATA SYSTEMS SPECIALIST

Lauren Clift
OPERATIONS ADMINISTRATIVE COORDINATOR

Claire Short
FINANCE OFFICER

Advancement

Sheila Dickinson
GIFT PLANNING SPECIALIST

Coco Fralic
SENIOR GRANTS AND ADVANCEMENT OFFICER

Sevda Laghayi
COMMUNITY RELATIONS DATA ASSISTANT

Taylor Martin
COMMUNICATIONS MANAGER

Sierra Monastersky
COMMUNITY RELATIONS COORDINATOR

Marina Schwarz
MARKETING MANAGER

Elin Molenaar
COMMUNICATIONS ASSISTANT/COORDINATOR

Abby Francis
COMMUNITY RELATIONS ASSISTANT

Hospital

Lindsay Magill
HOSPITAL MANAGER

Veronica White
HOSPITAL TEAM LEAD

Kasey Meikle
WILDLIFE TECHNICIAN (RVT)

Emma Kominek
WILDLIFE TECHNICIAN

Sydney Vella
WILDLIFE TECHNICIAN

Sal Tisdale
SEASONAL WILDLIFE TECHNICIAN

Xin Yi Li
SEASONAL WILDLIFE TECHNICIAN

Emma Wark-Pantoja
SEASONAL WILDLIFE TECHNICIAN

Yi Chen Michelle Wu
SEASONAL WILDLIFE TECHNICIAN

Benjamin Kwakkel
SEASONAL WILDLIFE TECHNICIAN

Lindsay Watson
SEASONAL WILDLIFE TECHNICIAN

Kimberley Stephens
HOSPITAL MANAGER

Frankie Norton-Hall
WILDLIFE TECHNICIAN (RVT)

Brandon Law
WILDLIFE TECHNICIAN

Mackenzie Pearsall
HOSPITAL ASSISTANT MANAGER

Ana Gheorghiu
PROGRAMS TECHNICIAN

Amy O'Brien
WILDLIFE TECHNICIAN (RVT)

Sam Moore
JR WILDLIFE TECHNICIAN

Jessica Roth
WILDLIFE TECHNICIAN (RVT)

Ritti Lakhanpal
WILDLIFE TECHNICIAN

Volunteer Program

Fernanda Kalil Origuela
VOLUNTEER PROGRAM MANAGER

Anna Hornung
VOLUNTEER ASSISTANT MANAGER

Grounds & Maintenance

Dean Cornelson
GROUNDS & MAINTENANCE COORDINATOR

Support Centre

Jackie McQuillan
SUPPORT CENTRE MANAGER

Eloisa Diaz Nieto
SUPPORT CENTRE COORDINATOR

Maya Hamilton
PROGRAMS TECHNICIAN

Gabriella Wohlgemuth
SUPPORT CENTRE COORDINATOR

Sophie Satveit White
SUPPORT CENTRE ASSISTANT

Gabriella Eaton
SUPPORT CENTRE ASSISTANT

Olivia Coventry
SUPPORT CENTRE ASSISTANT - CASUAL

Board of Directors

Jodi Westbury
CHAIR

Anson Wong
VICE CHAIR

Ken Cen
TREASURER

Aaron Hilgerdenaar
DIRECTOR AT LARGE

Corinne Atwood
DIRECTOR AT LARGE

Glenn Boyle
SECRETARY AND PAST CHAIR

Professional Affiliations

National Wildlife Rehabilitators Association

International Wildlife Rehabilitation Council

Wildlife Rehabilitators' Network of BC

Annual permits by Canadian Wildlife Service and Ministry of Forests.



Ways to Support Wildlife Rescue

VOLUNTEER

Connect with like-minded people and make a hands-on difference for wildlife in BC. Learn more at wildliferescue.ca/volunteering.

BECOME A MONTHLY DONOR

Provide a sustainable, monthly contribution of your choice, and ensure sick and injured animals have a chance to heal and return to their natural homes year-round. [Become a Freedom Partner today.](#)

FOLLOW US ON SOCIAL MEDIA

 [WildlifeRescueBC](https://www.instagram.com/WildlifeRescueBC)

 [WildlifeRescueBC](https://www.tiktok.com/@WildlifeRescueBC)

 [WildlifeRescue](https://www.facebook.com/WildlifeRescue)

 [Wildlife Rescue Association of BC](https://www.linkedin.com/company/WildlifeRescueAssociationofBC)

 [WildlifeRescue](https://www.youtube.com/WildlifeRescue)

 [WildlifeRescueBC](https://twitter.com/WildlifeRescueBC)

LET YOUR LEGACY BE WILD!

Did you know you have the power to support your loved ones and generations of wild families with your Will? Leaving even a small percentage of your Will to charity could take care of your family and still make a crucial impact on the well-being of your community's wildlife. Contact us at giftplanning@wildliferescue.ca to learn more.

KEEP UP WITH EVERYTHING WILDLIFE

[Visit our website to sign up to have Wildlife Rescue updates and education delivered straight to your inbox, read the latest stories about animals in care, learn the best tips to help wildlife, and more!](#)

For more ways to get involved, contact us at giving@wildliferescue.ca or (604) 526-2747

Wildlife Rescue Association of BC

5216 Glencarin Drive

Burnaby, BC, V5B 3C1, Canada

Learn about the many ways you can support your local wildlife by visiting our website at wildliferescue.ca or by emailing info@wildliferescue.ca



Found Wildlife in Distress?

Contact our Support Centre via

www.wildliferescue.ca/report-an-emergency