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What a fiscal year we have had! It started with our biennial fundraiser Phinney’s Ride, a two-day non-competitive bike ride from Stow, MA, to Fitzwilliam, NH, that has been raising funds for pet owners with HIV and AIDS for over a decade.

Our Holiday Festival in Lincoln, MA followed. Volunteers, donors and people from all walks of life came together again to enjoy the many activities we offered at a beautiful historical mansion called The Pierce House.

And keeping its tradition since 1996, Pooch Palace made their Calendar again, with matching donation. The doggie daycare company has donated over $643,270 since 1996.

It is so reassuring to see so many volunteers working tirelessly to make these big events happen, and our supporters make it all worth it, cheering us up and donating to our beloved cause of helping low-income people in MA keep their pets. When the COVID-19 pandemic hit us in March, we had to quickly change our operations to better serve pet owners in need. We created two special funds.

One was The Coronavirus Pet Emergency Fund, dedicated to helping food pantries and pet owners in MA with food supplies, and to paying vet bills for loving pet owners who lost their jobs or became hospitalized during the pandemic. The other was The Fenway Health Fund, which ships pet food to members of the Fenway Health nonprofit in Boston, MA - all people fighting poverty, and sometimes both financial burdens and chronic illnesses.

Our operations drastically changed, with few visits in person and more contacts over the phone, email and video. But we were able to support most of the pet owners who contacted us, thanks to the generosity of our many donors and the work of diligent volunteers who stepped up when this crisis arose.

At the end of the year, we had paid $61,501 on veterinary visits for ill pets and an additional $25,983 on annual vet checks, tests and medication to keep beloved pets healthy. We also had spent $23,499 on pet supplies for dozens of families in need - approximately seven tons of food.

A huge thank you to our volunteers and donors, who showed courage and compassion during times of uncertainty. They are Phinney’s heart and soul.

Daniela Caride
Phinney’s Friends President
“Being able to see the people coping better with their hardships because their pets are there for them is priceless.”

Our Legacy

Love and dedication to pets should always be multiplied

In 1995, MSPCA law-enforcement officer for 26 years, Bill Phinney, sadly died after courageously battled AIDS.

In 1996, the Phinney’s Friends program was started at the MSPCA to help people in the Boston area living with HIV and AIDS keep their pets.

Phinney’s Friends became an independent nonprofit in 2009, expanding the scope of its services to include all low-income people in need, no matter what hardship they are enduring -- be it health-related or financial. In the following years, we have also gradually increased our coverage to reach the entire state of Massachusetts.

We think Bill Phinney would be so proud!

Our Mission

Keeping people and pets together

Phinney’s believes that the human-animal bond is a source of love, joy, comfort and fulfillment for both people and their pets. To this end, Phinney’s Friend is dedicated to helping low-income individuals with disabling illnesses or other hardships maintain this bond with their companion animals by providing assistance with everyday pet care.
HAPPY TALES

At Phinney’s, we understand our pets are family

We love them, protect them, treasure their companionship, and take comfort in their warmth and affection. We do our best to keep pets and their loving owners together, so they can all stay happy and healthy.

Each day, we respond to phone, email and social media inquiries for ongoing help or emergency situations with all types of pets. Each day our Board of Directors, volunteers, partnering agencies, professional and community stakeholders work to advance our mission by providing hours, energy, advice, wisdom and action to save lives and keep pets and people together.

Below are some of the people and their friends whom we were happy to helped during these past 12 months.

Susan & Ace

When Susan, from Peabody, MA got sick and was hospitalized, Phinney’s fostered her cat, Ace, and supplied the food and care he needed. When she returned home, Ace was there to greet her and lift Susan’s spirits. Ace was happy to be able to watch the birds outside again, at home, with mom.
**Luiz & T-Bone**

Luiz adores his canine companion T-Bone. T-Bone loves to play and his friendly personality is infectious. T-Bone suffers from dental problems that require special dental food and care. He is also being monitored for hyperthyroidism. Due to Luiz’s financial situation and health challenges, he relies on Phinney’s Friends for veterinary care and special dog food. Without Phinney’s, T-Bone would have been surrendered long ago.

**Shaun & Jazz**

Jazz is a sweet, outgoing cat whose owner Shaun is elderly, chronically ill and blind. Jazz has been on a special diet since 2013 to prevent bladder stones as she had surgery for bladder stones as a very young cat. Jazz was diagnosed with hyperthyroidism last year. She gets compounded, medicated chews to treat this thyroid condition, and blood work is done to regulate the dosage. Shaun loves his cat to pieces, and is very appreciative of what Phinney’s Friends does for Jazz.
OUR WORK

We do everything in our power to make sure animals and their beloved owners can stay together

Each day, approximately 160 volunteers work to fulfill our mission. They screen calls and emails from people in need, negotiate deals with vet clinics to make treatments more affordable, visit pet owners in distress, clean litter boxes, walk dogs, foster pets, organize food donations, plan fundraisers, do administrative and strategic work. The list goes on and on. It takes a village to make an organization work well so it can help hundreds of people and pets in need.

The donations and grants we are awarded allow us to fulfill another very important part of our mission – to purchase pet food and supplies and pay for vet bills and boarding for low-income pet owners in dire straights. Without the generosity of pet lovers, businesses, community groups and other organizations, we wouldn’t be able to fulfill this part of the work, which is the most sought after.
Phinney’s Friends helps with whatever it takes, from one-time assistance to regular support

Every day we are approached by dozens of pet owners in need as well as organizations, such as hospitals, rehab clinics, and human and pet shelters, looking for services for their clients. They are all looking into a solution to keep a beloved pet with the owner, who is going through a tough life situation.

Sometimes all it takes is an encouraging talk and someone to help devise a plan. Sometimes the solution is to pay a costly vet bill or foster the pet for months to make sure this beloved pet will survive and not end up at a shelter.

This fiscal year, our volunteers responded to approximately 1,200 requests for help over the phone, via email or through social media.

The most common services we provide are...

- Advice on pet care and financial aid
- Financial help with vet care, diagnostics and boarding
- Purchase and delivery of pet food and supplies
- Pet transportation, fostering, and boarding
- Pet care, such as litter box and cage cleaning, nail clipping, brushing, and walks
OUR PROGRAMS

We have created Programs to better serve low-income pet owners going through hardships

EverCare
$36,256 Spent

This program assists pet parents living with chronic illnesses or disabilities, or owners who have pets with chronic issues that require ongoing help. We offer them financial help with regular vet checks, pet medications, tests, emergency vet bills, and boarding. We aim at visiting them monthly to make sure they are safe and well, help with litter box cleaning, dog walking, nail trims, and administering medications to the pets. If the person needs hospitalization, we foster or board their pets until they return home.

Kathleen & Miss Chevious

Emergency
$29,930 Spent

This program helps low-income pet owners with one-time needs. Its purpose is to solve an emergency situation that is putting the pet at risk of euthanasia or surrender. This could be a vet bill, a pet surgery, boarding until the owner returns from hospitalization, or even help pay for a dog license. This program also offers fostering for up to 3 months.

Weldon & Ethel
Pet Boost
$9,829 Spent

We purchase and distribute donated pet food and supplies to pets whose owners are going through a temporary financial hardship. These families are not necessarily struggling with a disabling illness but may have lost their job or fled from an abusive household. This program also offers financial help with vet checks, pet medications, tests, prescription food, emergency vet bills and pet boarding.

Program Spending

- Emergency: $9,829
- EverCare: $29,930
- Pet Boost: $36,256

Richard & Rocky
OUR FUNDS

The heart calls, and Phinney’s answers

Some of our generous donors want to help specific groups of people and pets that appeal to their hearts. Phinney’s has worked with them to create separate funds to accommodate those requests and manage those funds separately.

Phinney’s Ride Fund
Donations - $10,429

This fund is dedicated to helping the pets of people living with HIV and AIDS, and replenished every other year when a group of bikers get together to ride their bikes from Stow, MA to Fitzwilliam, NH and back, in two days. It is a 150-mile ride! Even though it is very hard, it is a fun, cooperative ride, and the bikers and volunteers cheer each other so everyone gets to the end line.

Matthew and Lily

Liam’s Fund
Donations - $15,000

Through this fund, Phinney’s helps low-income people whose dogs are living with diabetes and afflicted by its various diabetes-related health conditions. We help these pet owners get regular and emergency care for their dogs, as well as control glucose, and purchase prescription foods, medications and supplies such as syringes.

Oscar the Dog
The Coronavirus Emergency Pet Fund
Donations - $29,358

In March 2020, Phinney’s launched The Coronavirus Emergency Pet Fund to purchase and send essential pet supplies to Massachusetts-based food pantries during the pandemic.

Pet Godparents Fund
Donations - $1,485

This fund collects donations from people who want to sponsor a specific pet by becoming their Godparent. Phinney’s makes sure each sponsored pet has a separate account where their money is stored for the purchase of supplies or payment of bills.

OUR FUNDS

<table>
<thead>
<tr>
<th>Fund</th>
<th>Donations</th>
<th>Money Spent</th>
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<tbody>
<tr>
<td>Coronavirus Fund</td>
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<td>Liam’s Fund</td>
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<td>Phinney’s Ride</td>
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<td>Godparents Fund</td>
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"Griffin the Dog"

"Mitzy the Cat"
OUR PRESENCE

Phinney’s stays in touch with the media and promotes events to raise awareness and funds. Below are some of the most important events for the fiscal year:

- **Dec. 7, 2019**
  - Pet Source
  - LiGleton, MA

- **Sept. 7-8, 2019**
  - Stow, MA & Fitzwilliam, NH

- **Sept. 21, 2019**
  - in Hudson MA

- **Nov. 10, 2019**
  - The Pierce House
  - Lincoln, MA

- **Dec. 7, 2019**
  - Pet Source
  - Littleton, MA
OUR FINANCIAL HIGHLIGHTS

**Total Income**
- Donations - $64,651
- Events - $46,450
- Special bequests - $15,000

**Total Expenses**
- Veterinary Services - 71.4% ($87,484)
- Pet Supplies - 19.2% ($23,499)
- Operating Expenses - 5.0% ($6,125)
- Fundraising Expenses - 4.4% ($5,349)

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**How Your Support Helped**

- **Vet Services**: $87,484
- **Pet Supplies**: $23,499
- **Operating**: $6,125
- **Fundraising**: $5,349
OUR VOLUNTEERS

Board of Directors

Officers
Daniela Caride, President of the Board
Judith Bell, Vice President & Clerk
Jan Johnson, C.P.A., Treasurer

Directors
Laura Howes, C.P.A.
Mara Voukydis, Esquire
Starr Maxwell
Lauren K. Terry
Volunteers

Phinney’s wouldn’t be able to fulfill its mission without its hard-working volunteers. Our group of approximately 160 workers donate their expertise and their free time to our cause. A huge thank you to all of them!
OUR SUPPORTERS

Phinney’s does not receive any government funding. We operate thanks to the generosity of private donors, businesses, and volunteers who make donations to our cause. Our supporting organizations and individuals provide funding, give discounts, organize fundraisers, donate supplies and volunteer their time. We are very grateful for all that they do. Thank you!

A special thank you to our major supporters…

A big thank you to our partners…
HELP US HELP OTHERS

If you got this far into our Annual Report, you really love pets and our cause. If you would like to get involved or increase your involvement, contact us today! Here is what we need the most…

❖ Monetary donations: 100% goes toward services for clients and their pets.

❖ People committed to volunteering with us long term. We especially need leaders able to manage several volunteers or to take on a project from beginning to end. We are also looking for volunteers who are able to foster our client’s animals when clients become homeless or are hospitalized.

❖ Businesses are some of our greatest allies and supporters. You can promote an event to raise funds for us, distribute flyers to your clients, help us reach out to your community to recruit more volunteers, engage your employees in volunteering for us, and much more.

❖ If you are a vet clinic, you can give us discounts on vet visits, procedures, and surgeries. If you are a pet daycare, we are always in great need of boarding.

❖ The possibilities are endless!

❖ Email us at phinneysfriends@gmail.com or call us at 617-979-8705, and visit our website at Phinneys.org. Thank you for your support!