



4050 S. Ave 4 1/2 E Yuma, AZ 85365 • (928) 782-1621 • www.hsoyuma.com



### a message from our executive director

Dear Friends,

Throughout this year's annual report you will see how the organization developed our "new normal" and continued to save lives. We faced many challenges, all of which we overcame with a new perspective and a couple of new ways of doing business. In 2021, our staff and volunteers have worked very hard to save over 4,997 lives. Unfortunately this equates to a 17% increase in animals entering the shelter over 2020. With grand thoughts at the end of 2020 of finally combating the overpopulation problem in Yuma County, we learned that we still have a lot of work to do.

In this year's edition you will learn about the importance of microchipping your pets and how the community can help the shelter by participating in this life saving service. We lost a very dear friend this year and we will memorialize him and his wife. Also, we have had some awesome spay/neuter clinics this year that we are very excited to tell you about. Thank you so much for reading our annual report. Working at the shelter is truly a labor of love and we know our supporters feel the same. Our staff and volunteers are so thankful to have each and every one of you going through this crazy animal welfare world with us. Each day we see one more success that will get us closer and closer to seeing no unwanted, unaltered animals roaming our communities. With your support we will be able to continue these lifesaving services for years to come.

Sincerely,

Annette Lagunas **Executive Director** 

### board of directors

**David McHone** President

**Athena Goodwin** Vice President

**Brock Gill** Treasurer

**Wendy Mckay** Secretary

**Debbie Frydenlund** 

**Bernadette Presloid** 

**Courtney Sellers** Charlen Williamson

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**Annette Lagunas** Executive Director



**Andrea Cornett Director of Operations** 



Dr. Mark Manzon Director of **Veterinary Services** 



#### managers

**Kelsey Alford** HR Manager



#### **Angela Anaya** Adoption Manager



Yekina Cordova Shelter Manager



#### **Guillermo Arcega Castillo Clinic Manager**



**Trentie Oliver** Volunteer Manager

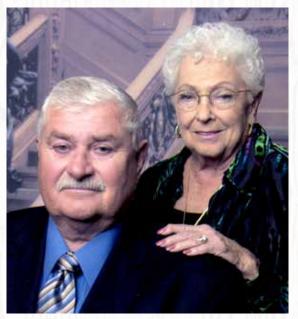


#### **Isabel Cedano Thrift Store Manager**



# we say goodbye to a great friend!

In 2008, when our new shelter was still just a dream, David Elfers approached us and said he wanted to help us turn that dream into a reality. Dave, and his wife, Donna, had been donating bags of food to help feed the dogs at the old shelter and knew how important the transition to a new facility was for us and the homeless animals of Yuma. So, at that time, Dave decided to name the Humane Society of Yuma as the beneficiary of his interest in his family's trust. In doing so, he became one of the first members of our Legacy Program which is comprised of supporters who, through their estate planning, leave a gift to us upon their passing.



Since then, Dave and Donna attended all of our fundraising activities and donated generously to help the injured and abused animals that came into our care. They never missed an opportunity to pitch in. They even assisted us in purchasing our first industrial washer and dryer for the new shelter. Dave and Donna attended the ground-breaking event for the construction of the shelter in 2010 and the ribbon cutting In December of 2012. In fact, our new shelter is proudly named after David and Donna Elfers.

Sadly, in July of 2013, we lost Donna. But Dave never wavered in his support for Yuma's



homeless and abandoned animals. Over the years, Dave was able to see the good work and impact that his donations and his future legacy would have on our community.

In April of 2021, Dave passed away. However, his decision to support the community's animals through his legacy gift will forever live on at the Humane Society of Yuma. At the last Furball in 2019, just prior to the pandemic, we



gathered the staff to take one of the last pictures of us all together. Dave became a friend to all who knew him. His beloved dog, Sonny, now lives with and is cared for by past board members. David and Donna Elfers will forever be remembered by staff and volunteers for years to come.

If you are interested in participating in the Humane Society of Yuma's Legacy Program, please call Annette Lagunas at 928-782-1621 ext 108. Not only does being a part of the





Legacy Program help the animals entering the shelter in the future, it also allows you to make a plan for your pets to ensure they will be well taken care of upon your death.

# adoptions

During the first few months of 2021, the Humane Society of Yuma's Petsmart Adoption Center continued to remain closed due to COVID-19. Thankfully we were able to resume operations in March and start finding much needed homes for the animals in our care.

shelter dog adoptions ...... 1,285 shelter cat adoptions ...... 835 petsmart dog adoptions ..... 388 petsmart cat adoptions ..... 135



total 2,643



# what is no-kill yuma?



The term no-kill is an animal welfare industry status that is defined by a 90% or more live release rate. This 90% standard has been adopted as the goal for animal rescues and shelters by most national animal welfare organizations. The remaining 10% or less is reserved humane euthanasia for sick/injured animals and aggressive animals deemed to be a danger to the community. Achieving the no-kill status exemplifies best practice standards for animal rescues and shelters.

# we are excited to report that with a 94% live release rate we continue to be classified as NO-KILL with dogs.

# t-n-r and the community cat program

Community cats are unowned cats, also called feral cats, that are generally not socialized or friendly to people. They can be easily identified by the "tipped" ear that indicates the animal has been altered. They live full, healthy lives with their feline families (called colonies) in their outdoor homes. Community cat colonies are managed through TNR (Trap-Neuter-Release) which prevents unwanted reproduction, gives the cats vaccinations for many feline diseases and allows us to track colony populations.

In 2021, 282 cats entered the shelter as strays and were altered and returned to the locations they came from. An additional 1,248 cats were brought into our spay and neuter clinic by volunteers and community members who wanted to stop the reproduction of these cats. All of the cats were altered, their ears were tipped and they were given lifesaving vaccinations before being placed back in the community where they originated.

If you have a colony of cats in your community, or an outside cat that you would like altered, please sign up at catstats.org/yuma. You will receive a monthly email with chances to get TNR appointments. If you have any questions or concerns about the program please contact our Community Cat Coordinator, Rafael Garcia, at 928.782.1621 ext 105 or email him at rgarcia@hsoyuma.com. Rafael is available for public speaking events, town halls and educational forums to share information about the community cat program.



#### 282

stray cats altered and returned to field

#### 1,248

brought to clinic by the public, altered and returned to field

## save one until there are none

## intake

- owner surrender...... 1,009
  - stray...... 4,699
  - other intakes...... 266
    - quarantine...... 118

#### Total 6,092

### outcomes

adoptions...... 2,643 transfer...... 1,160 return to owner...... 912 return to field...... 282 shelter euthanasia...... 666 466 Cats 200 Dogs other outcomes...... 238

## spay/neuter

shelter animals......2,579 owned animals......1,478 community cats......1,530 Total **5,587** 

85%

#### Cats: 2,603 Average Live Release Rate 75%

- 289 owner surrender
- 2221 stray
- 84 other intakes
- 9 quarantine

#### Dogs: 3,489 Average Live Release Rate 94%

- 720 owner surrender
- 2478 stray
- 182 other intakes
- 109 quarantine

#### **Owner Requested Euthanasia**

In 2021 the Humane Society of Yuma humanely euthanized 214 animals for the community. The owners of these animals felt that their pet should be euthanized because of age, injury or illness. In each of these cases HSOY staff concurred.

#### 173 Dogs 41 Cats

These numbers are NOT reported in the number of animals entering our shelter. HSOY does reserve the right to deny owner requested euthanasia if HSOY staff does not feel it is in the best interest of the pet.

### transfer

dogs transferred to other shelters...... 548

cats transferred to other shelters...... 612

Total **1,160** 

# average live release rate for dogs and cats in 2021

7

What is **BEHUMANE** you may ask? BEHUMANE is our education program where we go into to schools across Yuma County and educate our youth on the importance of spaying and neutering your pets, proper animal care and bite prevention. 2021 was a difficult

year, being that we were still partially educating remotely. Most schools were still limiting outside visitors on campus, however, we had 8 schools who welcomed us. We went in to each of these schools and spoke about the Humane Society of Yuma and how important it is to BE HUMANE to both people

and animals. While these 8 schools received some really great animal education, they also learned the importance of giving back. Each of these schools fundraised for the animals in our shelter. We are so proud of our kids and we are grateful for the opportunity to help them understand the importance of animal care while also supporting local non-profit organizations just like ours. We cannot thank our Yuma area students, teachers and administration enough for their support.

# participating schools

H.L. Suverkrup Dorothy Hall Elementary Yuma Christian Academy Woodard Junior High Amerischools North campus Amerischools South Campus Big Red Barn Preschool DEH Homeschool



www.HSOYUMA.com





# Sully

Sully came to the shelter on October 22nd with a leg injury after being hit by an automobile. He also lost both eyes in the accident and had to have surgery to remove them. After that he spent time isolated with a foster family to recover. His fosters said that he never complained and he had kisses and hugs for them when they took him out outside to go potty.



After his eye sockets and his leg healed they started introducing Sully to other dogs and he loved them. He picked up so quick on how to move about and not run into anything. After a couple of days he didn't even need a guide.

Sully was adopted to his forever home in early December and is now living the dream!

The Humane Society of Yuma has a medical and cruelty fund for animals that come to our shelter battered, bruised

and in need of medical attention. It is called the Roobees & Denver Fund and donations to this fund can be made with cash at the Humane Society of Yuma, by check or online at our website, www.hsoyuma.com.

# Jazmin

Jazmin came to the shelter as a stray from San Luis on September 9th. She weighed 25 lbs, was missing 3 toenails and her pelvis was broken in 2 places. The assumption was that she was hit by a car. She was on cage rest and pain medication at first but soon became pain free as her injuries healed. She put on weight under the care of a foster and thankfully had no other issues.

Jazmin was adopted to her forever home on November 3rd at a healthy weight of 48 lbs and she has been happy ever since. She loves her new family, particularly playing with her new brothers.







### we couldn't do it without our volunteers

Animal shelter volunteers perform a variety of tasks that keep our shelter running. They help feed animals, clean the kennels and of course, help people find their lifetime companions. Volunteers also help transport animals to rescues and assist in clinic services. The importance of animal shelter volunteers cannot be overstated. Our shelter volunteers are essential to keeping the shelter running seven days a week. These volunteers take care of hundreds of dogs and cats on a daily basis, regardless of whether it is a holiday or not.

Volunteering isn't limited to just the shelter, we have Thrift Store volunteers and foster parents who house animals away from the shelter until they are ready to be adopted. Volunteering is a good way to encourage a lifetime of community service. The Humane Society of Yuma accepts volunteers ages 12 to 15 with a parent or guardian. Volunteers 16 years and older can volunteer independently.



#### What volunteer opportunities does HSOY offer?

- Dog Walking Cat Cuddling Events Thrift Store Foster Care Spay & Neuter Clinic
- PetSmart Marketing Rescue 4 Paws Pantry Glamour Photos Front Desk Assistant

#### If you are interested in becoming a volunteer for the Humane Society of Yuma, please contact our Volunteer Manager or visit us at www.hsoyuma.com/volunteer



1,209 Active Volunteers (includes foster parents\*) 271,545 Donated Hours

\*does not include foster to adopt

## foster care

The Humane Society of Yuma works hard to place lost, abandoned, abused and unwanted animals in foster or foster to adopt homes. This helps relieve overcrowding and reduces an animal's stress by providing a temporary and supportive sanctuary while he or she awaits permanent adoption. Pet fostering is a great way to give an animal in need a chance and to enrich your own life with the companionship of a loving pet.

Think you may be interested or would you like more details on becoming a foster? Check out our website (www.hsoyuma.com) and complete an application. One of our friendly team members will get back to you. Or, call our shelter at (928) 782-1621 ext. 104

<b>3,767</b> Fostered Animals	<b>1,017</b> Foster Parents	cats in foster care 2,292
		dogs in foster care 1,410
		other animals 65

## glamorous dogs and kitties

Our glamour teams are comprised of dedicated volunteers that meet at the shelter every week to capture the beauty of the animals in our facility that are in need of forever homes. The glamorous dog team works hard with the dogs to get that perfect pose while the glamorous cat team captures the playfulness of our cats and kittens. The intent is to create images displaying the animals' personalities that we can share with potential adopters through social media and our website. These images are posted to HSOY's Facebook page every Monday evening. Our glamour teams are extremely vital to helping us find homes for our animals and their efforts do not go unnoticed.



## the humane society of yuma thrift store

The Humane Society of Yuma's Thrift Store has become a large part of the organization's fundraising efforts to save lives in our community. With the support the Thrift Store receives from the community, the organization is able to use these funds to offset the expenses of spaying and neutering the animals within our shelter.

> **\$167,076** in revenue to support spay and neuter surgeries







We have everything you need for your distinguished doggie! Whether it's that extra-special outfit for a dressy occasion, or an every-day collar showcasing your pet's unique personality, your posh pup will look great for any occasion thanks to Bella's Boutique. And, it's NOT just outfits, we're talking accessories, blankets, leashes, bowls & feeders, plus more new inventory on the way. Posh, glamorous, sassy dog-centric boutique for your favorite pets with supplies,toys, treats and other fun products!



Bella's is now located inside the Humane Society of Yuma lobby. 4050 S. Ave 4 1/2E, Yuma, AZ 85365.

### monthly donors

Our monthly donors are dedicated animal lovers and advocates of the Humane Society of Yuma who support us and help save the lives of pets in our community through reccurring monthly donations. Monthly giving is an incredibly efficient way to help sustain the Humane Society of Yuma and provide us with a consistent and reliable income stream. Currently, we have 1,243 monthly donors that averaged \$3,655 each month. You can sign up on online today at our website to become a new monthly donor!

\$3,655 in monthly donor donations

### facebook fundraisers

The people listed below graciously reached out to their online network of family, friends and colleagues to raise money for the Humane Society of Yuma.

**Catina Ashbaugh Brenda Ault** Karen Barcklay **Beverly Beardsley Theresa Bennett** Lexi Bennett April Brown **Britny Bunch Danielle Burke Richard Burns Deborah Wages Byrd** Maria Carbajal **Dawn Champlin** Erika Bergstrom Clark

legacy circle

**Julie Clark** Julie A. Cross Irish Holtry **Mike Cross** Karla Diaz Miranda Faye **Michelle Finch** Linda Bartley Florence Anita Fournier **Debbie Frydenlund Robbie Geiler** Sarah Gonzalez **Diana Greeley Rommie Herndon** Penny Higginbottom

#### John Horvath Sheila House **Rebecca Hughes Susie Johns** Cyndi Karvel Zuleika Laborin Shelby Rae Lagunas **Annette Durham** Lagunas Linda Lamb Norma Hoggle Lekan Karen Linderman

**Cassandra Highers** 

Mary Lynn **Kim Maguire Kimberley Miller** Monica G. Milliner-Scudder Leslie Mommer Kelly Morgan **Jill Nelson Lisa Oliver Newton Tracy Olivas Jennifer Perrino Judy Phillips Alex Phillips** Tami Nagel Priddell **Courtney Rackstraw**  **Daisy Rivera Judy Robinson** Kary Robles **Taylor Rodgers** KimMoe Salinas Wendy Santana **Courtney Fisher** Sellers **Jessie Sheltra** Nicole Silva Donna Skillman Brandi Spady Laura Spatig **Courtney Starkey Bette Stevens** 

Kat Stoffel Sheryl Tanaka **Taylor Thomas Maggie Thrall Molly Torres Candice Turner Chantal Underwood Rosalie Valdez** Nicco Vasquez-Kruse **Jaiden Waddle** Andrea R Ward **Cheryl Oakes Weiser Rita Van Wey** MaryJane Wilder Mary Wilson

#### **Donations received** through the Page's **Donate button** \$945

**Donations received** through HSOY's own Fundraisers \$24,006

**Donations received** from Individual Fundraisers \$10,934

S35,885 Total

Humane Society of Yuma's Legacy Circle members leave a gift for the future sustainability of the organization for years to come by believing in our mission, to reduce the number of homeless pets through adoption, rescue, and spay and neuter programs. When you include the Humane Society of Yuma in your final giving plans, you enjoy the benefits of a gift to charity while making a powerful statement about your love of Yuma's homeless and abandoned animals. Remembering HSOY in your will by creating a charitable remainder trust, retirement account or other estate plans, ensures our ability to continue to help thousands of animals through our low-cost clinic services, high quality programs, and rescue. The legal name of our organization is Humane Society of Yuma, INC. We are a local 501<sup>©</sup>3 Arizona non-profit and our federal tax ID number is 86-6053617. Our legal address is 4050 S. 4 ½ E. Yuma, AZ. 85365.

Ask us today about leaving a gift to HSOY and also how you can ensure your pet is taken care of when you pass.

#### in memoriam

Patricia Ware Charles E "Chuck" Dicksen Daniel "Poppy" Leal Mary Lou Enockson

Tom Scweitzer **Deborah and Dannie Nail** Jodi Mai Dan and Ann Misenhimer

Lenard Hagen **Harriet Williams** Mara Bowman Mat Turckel

**Donald Ellis Miller Joseph Fendrick** Luke Sternitzke Ted Bowen

Roshi Leedom Vicki Lee Barcklay **Jack Stanton David Miller** 

**Julie Grimes** Wilbur Langford **Betty Labrecque** Ron Handlogten **Janice Richards** 

# 2021 fundraising events

2021 has been a huge success in our fundraising department. Working through the pandemic we have learned to be flexible when it comes to fundraising, but we did not let it stop us. We kicked off our year being fully remote with Critter Country 2021. Critter Country had roughly 100 beautiful baskets which we auctioned off raising a record high for this event. This was just the start of our fundraising success. Once our COVID numbers started decreasing in our nation, we were able to go back to in person events. We would like to say our supporters were just as excited as we were.

Fore! Paws Golf Tourny took place the first Saturday in June. Wow, what a turn out we had! We filled two courses to capacity and our players were excited to be out swinging.

Fur Ball 15 Not Cancelled was one for the books. We had 102 silent auction baskets and 15 live auction items, an amazing meal

provided by AWC Schoening center and live music. We danced the night away! This event was originally started to obtain funds to build our new shelter and sustain the mortgage year after year.

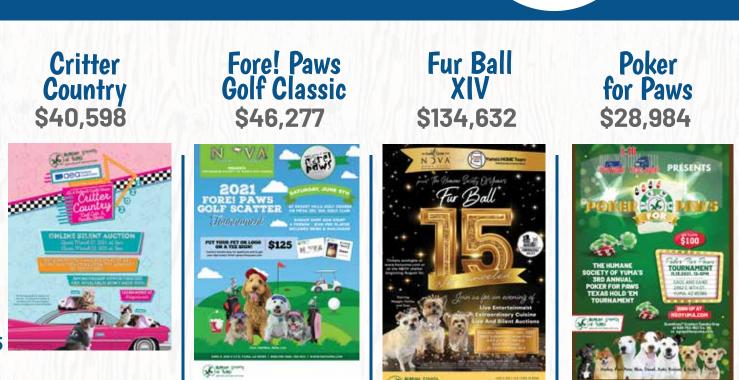
Poker for Paws Texas Hold-Em was back as well. We had roughly 80 poker players giving each other a run for their money for a great cause. These guys and gals brought their game faces to the table.

These were our four core events of the year. In addition to these 4 events, we were also able to host several online auctions to boost revenue in our fundraising department. We had our first annual quilt auction, a cheer cart and a garden cart auction, bringing in roughly an additional \$10,000.00.

\$301,082

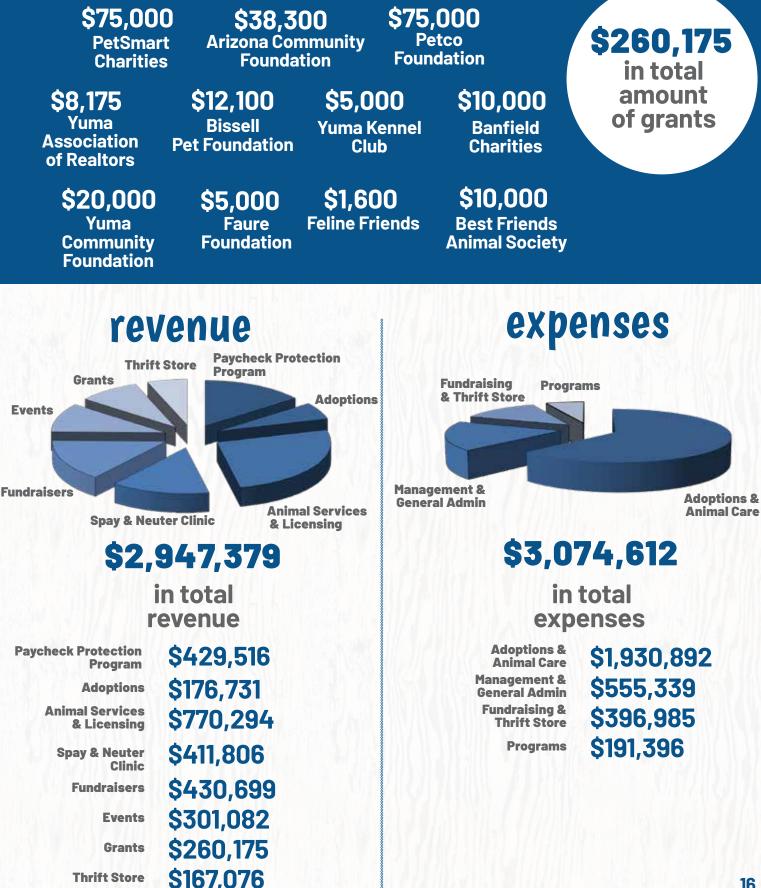
in total

events



### grants

Each year the Humane Society of Yuma is awarded grants to aid in our mission to save homeless and unwanted pets.



\*Revenue total does not include Legacy funds

# 4-paws pantry

The 4-PAWS PANTRY is a vital program to our community, HSOY and our No-Kill initiative. 4-PAWS is run completely by the volunteers at HSOY. The program provides supplemental food to those in our community who may be struggling to feed their pets.

**32,826 lbs.** of pet food was distributed to low income households

# love me, license me



Love Me, License Me is a yearly campaign by HSOY to vaccinate and license the animals in our community. All pets living within Yuma County are required to be vaccinated for rabies and also be licensed. The Humane Society of Yuma licenses pets on behalf of Yuma County and the City of Yuma. The area of the County in which you live in will determine the cost of your pet's license. Besides the legal requirement of having your pets licensed, a licensed pet will find its way home much quicker in the event he gets away from you. Animal Control Officers can look up their license number using the computers in their truck to see where your pet lives. However, they are only able to do this if your pet is wearing his or her collar with their license. Besides licensing and vaccinations we highly encourage you to microchip your pets as well.



**4,494** licenses were issued by the Humane Society in 2021

**3,594** microchips were implanted by the Humane Society in 2021

# microchip clinic

In December the Humane Society of Yuma held a FREE microchip clinic to get as many pets chipped as possible prior to New Year's Eve festivities. It was a huge success with 300 animals getting microchipped.

A microchip is a small chip the size of a grain of rice. It is injected between the shoulder blades of a pet just under the skin. Animal organizations use a small scanning device to determine if the pet is chipped and access their identification number that is similar to a person's social security number. From there the animal agency can enter the number into a database and obtain the owner's information if the information is correct and up to date. If your pet isn't microchipped, please consider coming to the shelter and having it done to better protect your pet.



#### **300** 2021 MICROCHIP CLINIC TOTAL

special thanks to the Humane Society of Yuma's past and present board members whose donations made this event possible.

low cost vaccinations **6,325** Distemper & Parvo Vaccines

**6,525** Feline Vaccines **3,225** Bordetella Vaccines **3,125** Rabies Vaccines

#### **19,200** 2021 TOTAL VACCINES GIVEN AT HSOY



Vaccinations are very important for your pet. Whether you have a dog or a cat, it is every pet owner's obligation to provide their pets with the proper vaccinations, beginning with a series of puppy and kitten vaccinations and then regular boosters throughout their adulthood. The Humane Society of Yuma's spay and neuter clinic offers a variety of low cost vaccinations for your pets. Vaccinations are given by appointment only.

### appointments can be made at www.hsoyuma.com/vaccineclinic.html.

# spay and neuter clinic

The spay and neuter program at the Humane Society of Yuma continues to be in high demand across Yuma County. Unfortunately, the shelter is having a very hard time meeting the needs of the community. Our schedule continues to be booked out for four months. We have been very lucky to have some amazing veterinarians come into our shelter throughout the year and help us get animals out the doors and into loving forever homes.

This year we had two veterinarians from Midwestern University-College of Veterinary Medicine, who visited our shelter in May and then again in December. Between these visits we altered almost 350 animals! The partnership with these doctors and the college has shown to be beneficial to not only the animals in our shelter but also our community.

This year Dr. Mark Manzon and Dr. Danielle Munoz have been working day in and day out to get as many animals altered and vaccinated as they possibly can. During 2021 they altered 5,233 animals. In addition to all of those surgeries, these Doctors vaccinated 2,780 animals in our community. Being a veterinarian at a non-profit animal shelter comes with many challenges. Not only do these doctors have the responsibility to spay/neuter the shelter animals, the communities animals and our community cats, but they also help sick and injured animals that enter our shelter. This year their surgeries have been quite varied. You will often find these doctors performing eye enucleations, leg amputations, lump removals



and so much more. All of this is but a fraction of what our doctors do for our community and our shelter. Next time you see them around give them a HUGE thank you for all they do for Yuma's homeless and abandoned animals.

The Humane Society of Yuma is also lucky enough to have two staff members who are veterinarians in other countries. These employees are able to work side by side with the State Certified Veterinarians to offer support to our shelter animals. Guillermo and Marysol have proven to be a life-saving extension of our veterinarians and we are so thankful for them.

## transfer program

The Humane Society of Yuma's Transfer Program has been vital to helping HSOY's No Kill goal. Our Transfer Coordinator, Cathy Pfeiffer, works with staff and volunteers to find shelters that can provide the homeless and abandoned animals of Yuma County another avenue to adoption. Each Thursday we have a dedicated group of volunteers that show up at the shelter to load the van full of the animals set for transfer that day. Cathy works with a number of transfer

partners that operate within Arizona, and there are even a few animals that have been sent outside the state. In 2021, the Humane Society of Yuma transferred a total of 548 dogs and 612 cats!

cats transfered to other shelters....... 612

#### Total 1,160



# goals for 2022 and beyond

Each year we set goals for our organization and our community. Obviously, spay/neuter will always be at the top of our list. But this year we hope to look outside of spaying and neutering to save more lives than in past years.

- 1) Keep owned animals OUT of the shelter.
- 2) Keep community cats in the community.
- 3) Support our community with basic life-saving care for their pets.

### How do we accomplish these goals?

1) Microchipping can be an amazing tool to keep animals out of the shelter and returned back to their homes in the event they get out. If at least 50% of the 4,699 stray animals entering the shelter would have been microchipped, the shelters resources could have been used on other animals that truly need us. County wide microchipping programs will be created allowing community members who find animals access to microchip scanners rather than bringing the animal to the shelter. Additionally, funding will be found to offer microchips at no cost to community members. Even a \$20.00 microchip fee appears to be cost prohibitive to some members of our community.

2) Our work must continue on our Community Cat program. The shelter continues to get a lot of calls regarding community cats. Our Community Cat Coordinator responds to all of these calls by educating community members about community cats while also trying to schedule time for those people to bring the community cats in for Trap, Neuter and Return services. Rafa Garcia, also known as the Cat Daddy, will continue his efforts to help the local business owners and private citizens in solving their community cat problems. This year we will be holding town hall meetings in various areas of the community to help address concerns from the citizens.

3) We have learned over the years that no matter what the financial status is of a citizen, they will get an animal if they want one. With the number of animals entering shelters all across the United States, it does not behoove us to be critical on those who want to adopt but may not have the means to support an animal. Low-cost basic veterinary services are essential in all communities and Yuma is no different. Our goal is to expand on our current low cost vaccination and spay/neuter program to allow people the opportunity to keep their pets in their homes. 91 animals entered the shelter in 2021 because people could not afford their pets any longer. There is an unknown number of citizens who came to the shelter requesting that we take their animal into our care but our staff was able to help them with what they needed in order to keep their pets in their homes.



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CREGO BRANS

FOOD VOUCHER

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