

Dear Animal Advisory Board,

Please see my attached letter regarding the statements against Nevada Humane Society (NHS) and CEO Greg Hall. I have been involved with the organization for over 12 years and NHS holds a special place in my heart. I write this letter in the hope that sharing my experiences and what I have seen will have an impact on creating change and setting NHS up for success once again with NEW leadership. The animals and the true good people who stand up for them only deserve the best—and I will help in any way that I can. Thank you in advance for your care, concern, and time.

**Kimberly Wade**

[REDACTED]

**Consultant**

[REDACTED]

([web](#) and [Facebook](#))

May 10, 2023

Dear Animal Advisory Board,

I began at Nevada Humane Society (NHS) under Bonney Brown, as a volunteer and foster in 2007. I became an employee in early 2010. I worked with an incredible team over the years with a common goal to put animals first and collaborate with other organizations to continually save every life we could and make a positive community impact. I was also an adopter, foster, donor and I cultivated many relationships that played a key role in the success of NHS.

In 2017, after a CEO was let go, myself, along with Arthur Westbrook, took over as interim Co-CEO's, appointed by then Board President Tierra Bonaldi and Vice President Greg Hall.

In 2018, I resigned for a role where I could help even more animals through Humane Network and Maddie's Pet Project in Nevada—but continued as a contract employee for over six months. In late 2018, Greg, who was currently Board president, was moved into the role of CEO.

I remained a volunteer from the time of my resignation through 2019.

Initially, Greg "felt" to be a good fit, supporting the mission and team. That quickly deteriorated. I witnessed (and several staff and volunteers shared complaints with me) several changes:

- Shelter care declined. Kennels were consistently dirty, our longstanding "10 Minute Poop and Scoop" rule disappeared, and a smell permeated the building that was not there prior to his lead.
- Animal care declined. Cats were being placed back into colony rooms too soon after anesthesia during spay/neuter surgeries and were declining overnight, or worse. Neither dogs nor cats had enrichment. They sat in kennels, feigning sleep, or hiding, and deteriorating mentally, which we know affects their physical health. Dog walks were limited, and dogs were left unattended for long periods of time in play yards. Kittens were consistently sick with runny noses, weepy eyes, and other cold symptoms. The care of office cats deteriorated—diets changed, litter boxes weren't cleaned, enrichment

went away—and they began exhibiting physical and emotional stress symptoms: unkempt coats, constant respiratory infections, fear, and anxiety. Previously, staff offices were used for cats who needed extra medical attention, special diets, behavioral modification, or were just harder to adopt and needed one-on-one time with humans.

- Customer service disappeared. As a volunteer, we were no longer kindly welcomed—we were a bother. I volunteered with a longstanding photographer, and we went from being able to handle the animals on our own and having access to anything we needed, to not, and being told our help wasn't needed. Front desk staff no longer greeted people entering the building. Wait times for help doubled.
- Overall communication became delayed and nearly ceased. I have numerous emails between local media, volunteers, and donors (individuals and small businesses alike) that show my continual push to get Greg to respond to inquiries, contracts, payment and more. Getting him to follow through on a project, reach out to a donor, or business partner was impossible.
- Mismanagement and lack of leadership increased some of which specifically related to my contract role.
  - I was treated disrespectfully, talked down to, made to feel incompetent and invalidated continually by a specific upper management staff member. I voiced those concerns and my discomfort in being around said person, yet he continually allowed the behavior to continue.
  - I was working with and providing training for a new manager. That manager shared with me that they were unable to do their job due to Greg's micromanagement and lack of follow through. They did not feel empowered to do the role they were hired to do and struggled to hit deadlines because of his lack of communication. They ended up resigning.
  - Several managers who saw the decline in animal and shelter care tried to right the wrongs and "get things back to where they were." They shared with me many times that they were continually challenged and shut down by Greg. They expressed their despair and frustration in seeing the decline of the animals and the shelter but were unable to do anything about it. They ended up resigning.

Near the end of 2019, I made a tough decision to walk away. My contract time had long ceased. The complaints from staff, volunteers, adopters, and donors were mounting. People were comfortable talking to me because of my history with NHS, but I was no longer able to do anything about it. I felt discouraged by continuing to volunteer, no matter how much I wanted to help the animals. I reached out specifically to speak with Greg and several managers to see how I could help but was told by a trusted internal source that "Kimberly Wade is no longer welcome in the building and her help is not wanted."

That was the end of my duration with NHS in any capacity. I have not been back in the building since, but I do continue to hear of the challenges as more people voice their concerns. I am writing this letter in the hope that sharing my experiences and what I have seen will have an impact on creating change and setting NHS up for success once again with NEW leadership. It breaks my heart but the animals and the good people who stand up for them only deserve the best—and I will help in any way that I can.

Sincerely,

*Kimberly S. Wade*

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