



# Toronto Humane Society's Call Center F.A.Q.



## How our phone service operates:

*As a high volume veterinary service operating within a shelter, THS receives hundreds of calls per day for appointment requests in addition to general shelter/adoption inquiries which can often overwhelm our phone system. While our operators work hard to reach everyone's call we appreciate your patience while waiting on hold and value each call we receive. Please remember THS is not city run, and relies on its generous donors for support, which limits the funding for staffing costs, especially if we want to continue offering subsidized veterinary services.*

## How do we book our appointments? :

Appointments for both spay/neuter and vaccinations are booked only 1 month in advance. This cuts down on no-shows and ensures we do not have many desperately wanted spots going unused! Once full for the specific appointment subtype we will no longer accept any requests and update our webpage for the next date to call in. We do not maintain a waiting list, but instead welcome callers to check in regularly for any upcoming cancellations.

## "Why are dog appointment requests only accepted over the phone?":

As our low-cost services are catered to those that cannot afford their local veterinary fees, we must maintain a fair appointment request system for those that might also not have internet access. Limiting our appointment booking by phone only allows us to enforce a true first come first served service, and also allows us to ask all the important questions about one's pet's medical history in addition to collecting the necessary deposit over the phone.

## "I have been waiting on hold forever!? What gives?":

On average wait times can be anywhere from 15 minutes – 1 hour. During promotional or canine appointment openings our wait times have reportedly been upwards to 2+ hours which unfortunately IS NORMAL. If you have pressed the correct extensions while following the instructions from our greetings (and during the advertised operational hours listed on the greeting) then you are in que for the next available representative. Please remember you are booking a surgery or exam for your pet which requires many medical questions to be answered - this helps to ensure we are keeping your pet's wellbeing as a top priority.

## "I keep calling but I don't hear a greeting/I get directed to the general voicemail/ I get a busy tone":

To book a spay/neuter appointment you must listen to the initial greeting and press # 2 for spay neuter services. There will then be a second greeting providing information on the steps to scheduling an appointment, current hours of operation, and the current appointment availability. If you are unable to hear any of these greetings, or get redirected to our general voicemail, please hang up and try again at a later time. [This indicates that all available phone lines to the shelter are currently in use and we can no longer keep anyone in que.]

## "I am booking a feline, vaccination, or simply want to cancel/reschedule my appointment":

For these types of requests please feel free to send us an email with the appointment request form completed. (These are located on the Spay Neuter or Vaccination webpage). Just remember to take a read through of our eligibility guidelines to ensure your pet qualifies for service. Please note we do not accept canine surgical requests over email. If this is a promotional event, please be aware that our phone lines do take first priority. Emails are generally answered within 72 hours, but during promotional times can take upwards of 5-7 business days. If you are cancelling or requesting to reschedule please include your name and phone number provided when the appointment was booked, along with the date of your original appointment, and pet's name in your email.