



2021

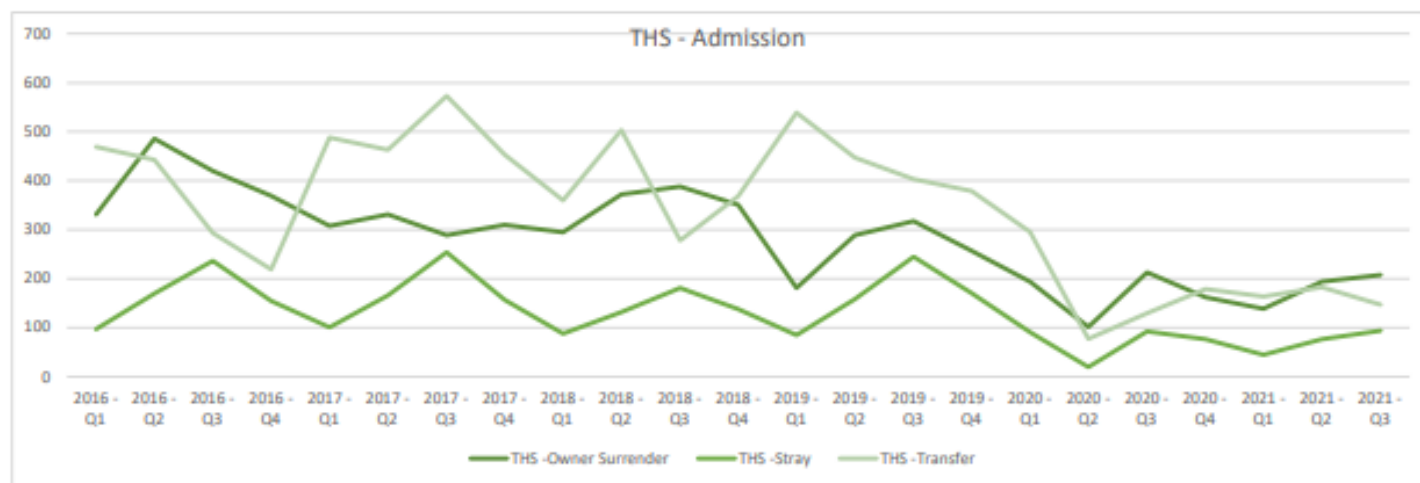
Comparative Report on Shelter Care Operations & The Current State of Sheltering in Canada

Comparative data is sourced from Animal Welfare Organizations nationally that are using PetPoint as their shelter database.

Introduction

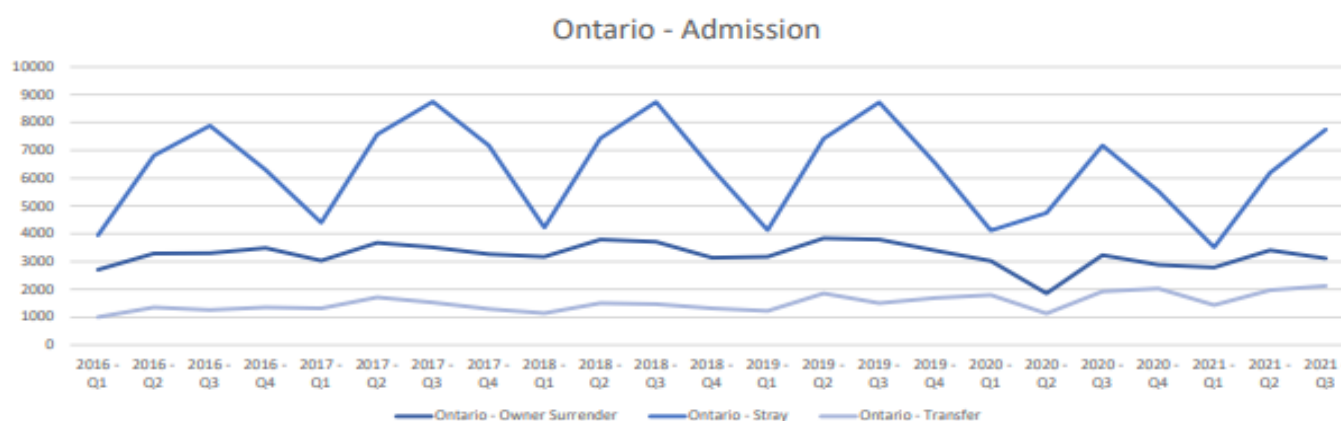
These quarterly reports compare Toronto Humane Society's shelter care admissions and adoption statistics with other animal welfare organizations on a municipal, provincial, and national level.

Shelter Care Admission



Key Notes:

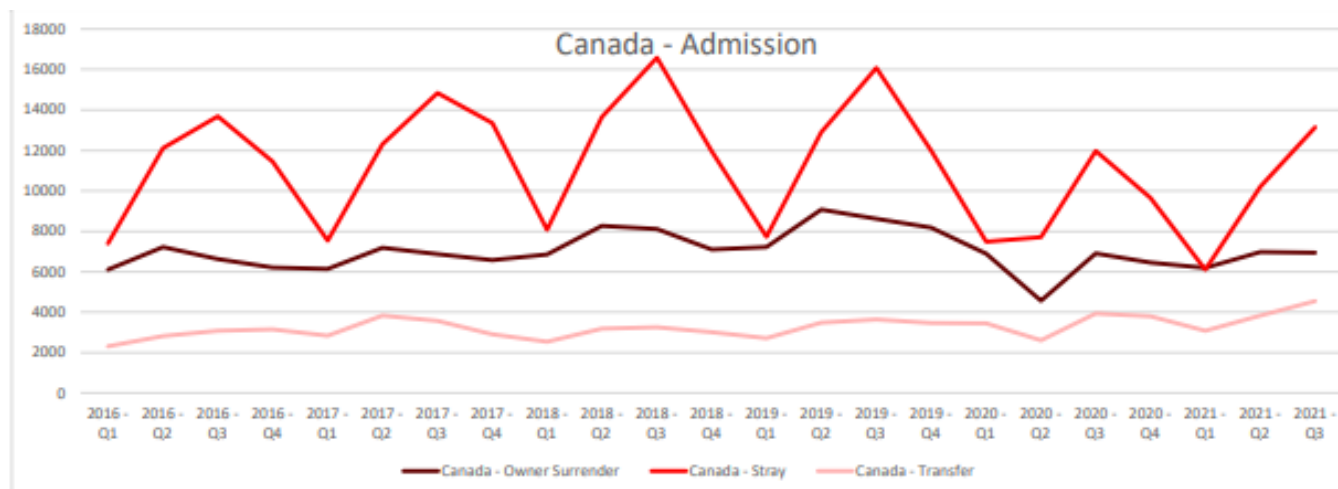
- The COVID-19 pandemic has had a strong effect on our shelter program admissions
- There is a slight climb in our animal surrenders, after the dip, but they have been relatively stable since Quarter 3 of 2020 at roughly 46% of our pre-pandemic Quarter 3
- Similar trends are being seen across our stray and animal transfer operations well
- Provincially and nationally, shelter admissions have come closer to their pre-pandemic rates, sitting around 85% of pre-pandemic seasonal averages



Key Notes:

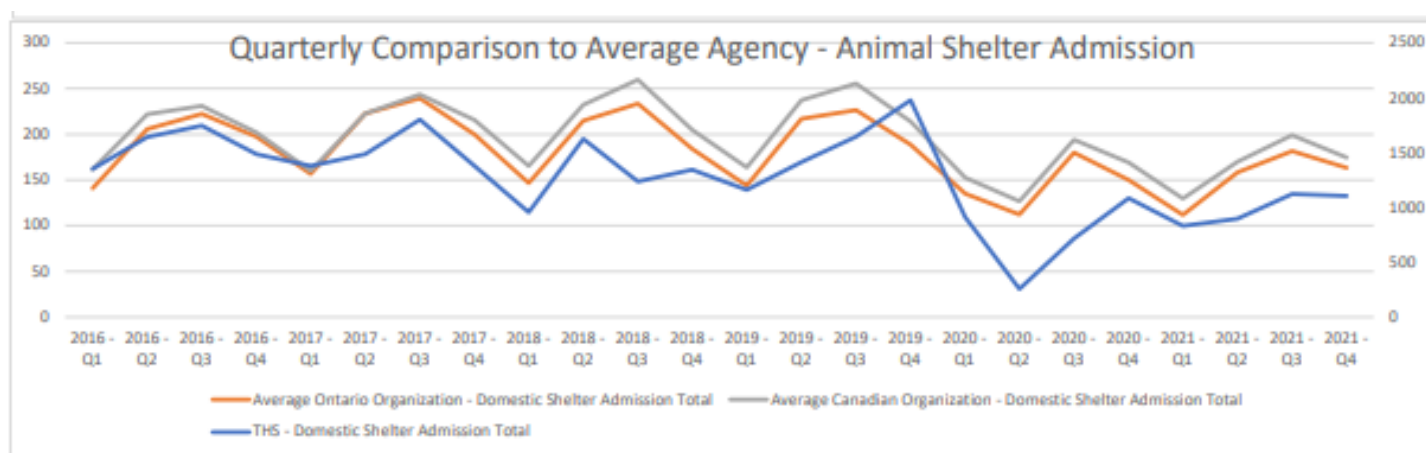
- Ontario across all channels is back hovering at around 85-90% of pre-pandemic volume with a slower return for surrenders and strays





Key Notes:

- Nationally, we continue to see very similar trends to the Ontario data.

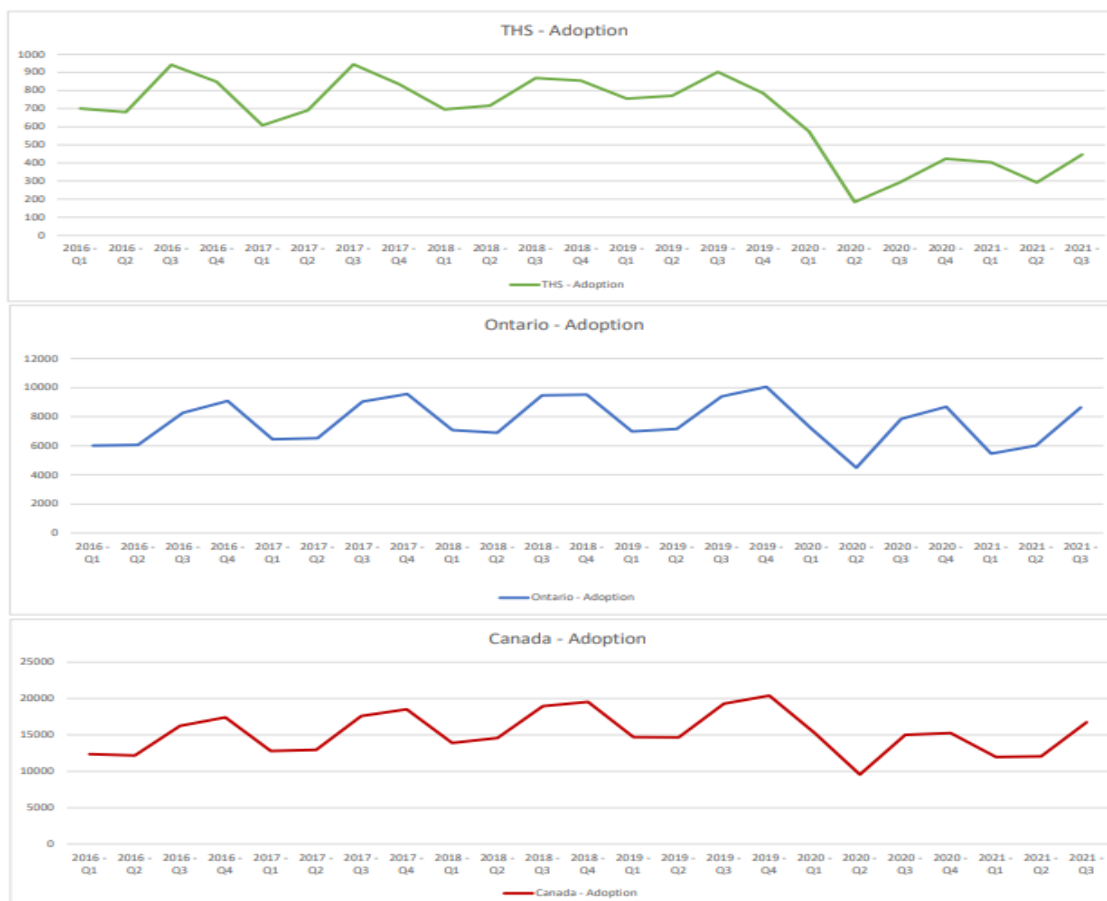


Key Notes:

- It is important to note that the climb in volume reported at the provincial and national level is artificially inflated as the number of responding agencies over the period has also increased since 2019-Q3 by 11% for Ontario and 15% nationally. Working with an adjustment for the growth, the average per provincial and national organization are back to around 73% and 68% of pre-pandemic operation volumes, respectively



Adoption

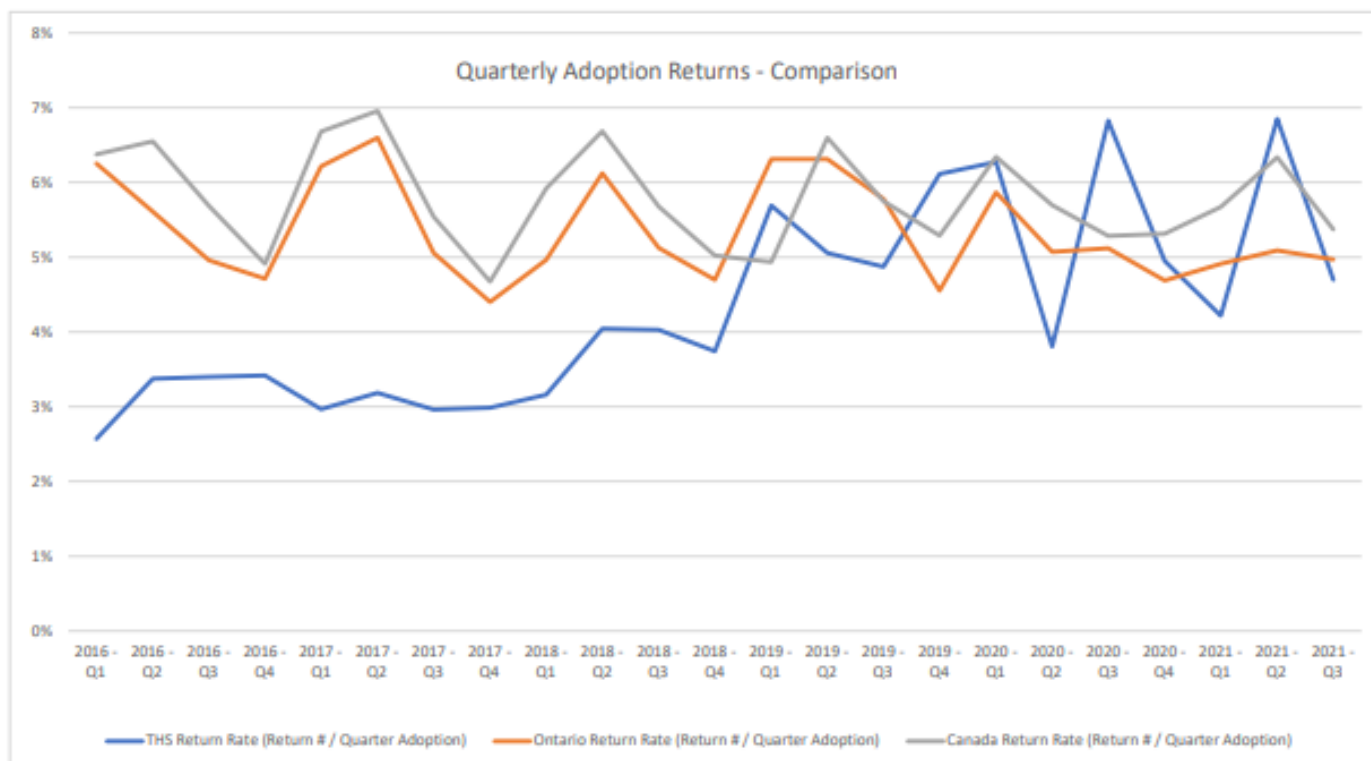


Key Notes:

- Toronto Humane Society is still appreciating an upward trend since the onset of the pandemic in Q1 of 2020. We are not quite yet back in line with the Provincial or National recovery, but we are heading in the right direction.
- Comparatively we are at 60% of our 2019 Q4, which is up from our 50% benchmark at the end of Q3. The provincial and national average is sitting at approximately 82% of their 2019 Q4s.
- Our adoption activity is largely tied to our admissions and animals available for adoption, so seeing a consistency in our volumes across both operation areas is to be expected.
- We expect to continue to see a climb in our adoption numbers as our Animal Transport program carries forward with its pre COVID-19 operations.
- As we are currently sitting in the fourth COVID-19 wave, it is likely that we will see a dip in our Q1 adoptions and missions for 2022, but we are hopeful that the general upward trend of our service resumptions will continue long term.



Adoption Returns



Key Notes:

- The adoption return percentage has been relatively flat across all three scopes. While there is a bit of sporadicity displayed in the graphs it is only bouncing around for the most part between 5% and 7%. There has been a marginal 2% climb in our own adoption return percentage compared with pre-pandemic volumes. This is likely due to the decrease in volume of our transfer animals which historically have a much lower return rate than the owner surrenders that enter our care, as those cases tend to be more medically and behaviourally complex.
- What about pandemic puppy returns? There is no evidence nationally to support a spike in adoption returns or animal surrenders. Both admission and adoption streams across the country are still down, and when we evaluated a percentage of our total adoption returns, it is still stable.

