



Community support like no other.

# Public Support Services Q2 Impact Report



## Public Training Impact

154

Unique Clients

176

Training Appointments

64

Subsidized Appointments

## From Leash Pulling to Specialty Trainee

Carrot\* was adopted by the Toronto Humane Society in 2019. Carrot's pet parents had a tough time controlling his excitement while he was on a leash, so they enrolled him into a private training session, and then continued his training by enrolling him into a group training class. 3 years later, Carrot is a wonderfully behaved dog with excellent leash skills. His parents recently enrolled him into one of our specialty training classes as a way to enrichment Carrot and spend more time together as they continue to strengthen their human-animal bond.

## Helping Spot and Priyanka Stay Together

Priyanka\* adopted Spot\* as a puppy but noticed that at 6-months old she started to show undesirable behaviours – she was jumpy, hyper, displayed resource guarding, and they could not touch her while she was in heat due to her unpredictable behaviours.

Priyanka could not afford \$1,200 for spay Spot. So, her vet prescribed Trazadone, which is used to manage anxiety, and recommended she see a trainer. Unfortunately, the training sessions and medication were not producing long-term results, so the trainer recommended escalating to a shock collar.

Not wanting to do this, Priyanka reached out to our Pet Parent Support Network and submitted a surrender request for Spot.

Our team talked to Priyanka about training, but because she did not see great results in the past, she was not convinced that a virtual appointment would work. Instead, our Public Training Team offered Priyanka a free in-person appointment to address her concerns, and our Public Veterinary Service team booked a subsidized spay for Spot.

Priyanka was relieved to have found all the support she needed in one place and was able to keep her family together with the help from Toronto Humane Society's community programs and services.



1,101

Unique pet parents were helped through our Pet Parent Support Network (PPSN)

This program takes a multi-disciplinary approach to provide services, support, and shelter to those in need of assistance to ensure that no human-animal bond is broken or fractured un-necessarily.



## Going Above and Beyond for a Pet Parent in Need

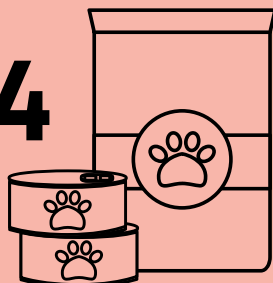
Juliet\* called our general phone lines to find information on our Pet Food Bank. She needed wet and dry cat food, but because she was in a wheelchair she was limited as to what she could carry and bring home by herself.

One of our Pet Support Agents, Katherine Tripp, set aside cat food for Juliet, and even found a few extra treats and cat toys to include in her package.

Once she arrived, our onsite team brought Juliet's cat supplies to her wheel trans. She was delighted with her supplies and excellent customer service.

10,628.14

Pounds of pet food was distributed to pet parents in need through our Pet Food Bank



\*Names have been changed for confidentiality.