



like no  
other.

# PET PARENT SUPPORT NETWORK

Program Summary

## Executive Summary

Toronto Humane Society recognizes the value of the human-animal-bond to both the guardian and the pet, and with this in mind, we operate a program that takes a multi-disciplinary approach to providing services, support, and shelter to those in need of assistance.

We acknowledge that the best place for every pet is in a loving home, and the first step in all surrender services is to encourage guardians to keep an animal in its home environment, where this approach is in the best interest of the animal.

The Pet Parent Support Network leverages the expertise and knowledge of our staff and supporters, including PhD's, Veterinarians, Masters in Veterinary Medicine, Certified Professional Dog Trainers, Registered Veterinary Technicians, Certified Animal Welfare Associates and Certified Animal Behavior Consultants. Many of these individuals are recognized as field leaders and have actively participated in numerous industry continuing education seminars, publications, journal articles and even a few textbook chapters. Through these individuals we have and will continue to build and develop resources to guide our staff and volunteers in their provision of guidance and support.

Services and support are offered through verbal, personal dialogue, and conversations with a dedicated and passionate team of volunteers. Toronto Humane Society works to ensure that no human-animal bond is broken or fractured un-necessarily and that all pet guardians can locate the services support and advice they need to have their best chance at keeping their families whole.

## Program Objectives

### **Objective One: To Ensure no Human-Animal Bond is Broken Unnecessarily**

The key to this program is to offer a service that is non-judgemental, non-punitive, and supportive. We will ensure we are reaching the broadest group of guardians possible, aiming to provide support to all guardians in need within our community. Actively pursuing this objective will require timely responses, an active and engaged team, and development and maintenance of top-line material and resources of support.

### **Objective Two: To Strengthen and Improve the Human-Animal Bond in our Communities**

Connect and provide expert resources and guidance that strengthens and supports the development of the human-animal bond. Actively engage with as many guardians as possible providing them guidance in accessing the services they need to live their best life together.



## Program Leadership

### **Division Manager, Public Programs and Services – Sam Jones, RVT**

Sam brings an extensive range of managerial experience to Toronto Humane Society from years of working in the retail sector. During this time, she honed her business and staff management expertise and enhanced her reputation for being diligent, resourceful, and a great motivator.

In her 20 years in retail, Sam worked her way up from a Salesclerk to the Ontario Regional Manager of a multi-million dollar enterprise. In 2011, Sam started on a new career path as a Registered Veterinary Technician (RVT) at Toronto Humane Society, and went from Assistant Manager, Shelter Care, in 2014 to Manager, Shelter Care.

In 2018, Sam became the Senior Manager, Shelter Operations tasked with overseeing the Foster, and Shelter Care departments and relaunching the Training department. During this period, she grew the training team from a staff of 3 to a team of 18 team, relaunched Toronto Humane Society's public training services and successfully implemented a public dog walking service.

Sam now oversees Toronto Humane Society's public service division which consists of the Training Department, Retail Department, and the Pet Parent Support Network. Sam is a passionate, proud member of Toronto Humane Society and is dedicated to Improving the Lives of Animals.

### **Program Manager, Pet Parent Support Network – Jennifer Murphy**

Jenn joined Toronto Humane Society in 2016 where she started her career as a client service agent with our Public Veterinary Services. Within two years she worked her way into a leadership role and went on to work with the Admissions and Rehoming team, before finding her niche with the Pet Parent Support Network in 2021.

Before moving to Toronto, Jenn stacked up more than a decade of experience working in the hospitality industry in Ireland, many years of which were spent in management, supervisor, or coordinator positions. She later returned to education in order to shift her career focus and pursue a future within the animal care field.

Jenn's role as Program Manager, Pet Parent Support Network has allowed her to merge her passion for animal care with her years of experience in working with the public. As a naturally talented people-person she believes that anyone can be a fantastic pet owner with the right support and guidance and enjoys the challenge of working with clients from all walks of life here in one of the most diverse cities in the world.

