



**TORONTO
HUMANE
SOCIETY**

like no
other.

SPAY NEUTER SERVICE

Program Summary

Executive Summary

Toronto Humane Society operates the Public Veterinary Services through a social enterprise model where the goal is to achieve sustainability by feeding service profits back into supportive community programs. The profits generated from the Public Veterinary Service are completely re-invested in the subsidized work of our Public Veterinary Service allowing us to reach and improve the lives of more animals.

The High Quality Spay/Neuter service of our Public Veterinary Division follows the vision of Toronto Humane Society "To be a leader in animal welfare, working for a compassionate society where all animals are respected and valued." We recognize that access to veterinary care is one of the single largest barriers in the way of our goal to improve the Lives of Animals Program objectives. We also understand that one of the largest barriers to be able to access this type of care, is cost. Our aim is to help prevent pet over-population, prevent unwanted litters, curb associated behavioural problems and decrease the chance of a medical health crisis due to being unaltered. To further our reach and impact we provide free spay and neuter services to our community Colony Caretakers who volunteer and dedicate their free time to manage and care for Community Cats. This allows us to contribute to curbing the reproduction of Community Cats and subsequently the associated space-based euthanasia decisions that may occur in communities not benefitting from robust community cat management programs.

Recognizing that ~50% of pet cats and dogs in Canada are not routinely benefiting from a Veterinary relationship we seek to ensure that guardians are supported regardless of their income. Our service works on a high-quality & high-volume model that focuses on provision of a limited number of services, but doing those offered really, really well. This approach allows for our teams to be efficient as well as safe; the lack of divergent focus amongst our team allows us to serve a higher volume of clients while operating with a lower overhead than most standard practices, this in turn is delivered to our client base through lower fees. Our cost model is based on fixed service pricing with tiered options available for those experiencing social exclusion or poverty due to financial hardships within our community. We ensure that those without access to preventive services can find it at Toronto Humane Society.

Program Objectives

Objective One: To Improve the Lives of Animals Through the Provision of High Quality Spay and Neuter Services

We will aim to reach a target of 5000 spay/neuters each year by our owned animal community members and 1500 TNR procedures per year and will continue to provide surgical support to Animal Welfare Agencies that may lack the availability to provide this service themselves.

In order to achieve this objective, we need to have our systems and our staff operating at peak efficiency without sacrificing quality.

Objective Two: To Operate as a Self-Sustaining Enterprise

Our service will generate sufficient revenue from our full paying clientele to be re-invested in our system to offset the costs needed to provide services to those experiencing social exclusion due to financial hardships. Our primary goal is for this service to be financially neutral without the input of secondary funding.



Program Leadership

Division Manager, Public Veterinary Service – Lauralee Dorst, RVT

Lauralee has been an employee of Toronto Humane Society since 2012. Starting out as a frontline RVT, providing medical nursing care to the animals in Toronto Humane Society's Care. Lauralee came to Toronto Humane Society with a vast variety of experience in the veterinary industry which ranged from small animal practice, emergency/referral medicine, research, and even dabbled in Pet insurance before finding her true passion in a non-for-profit industry.

Over the past 9 years Lauralee has worked tremendously hard to move up in the organization and has held a variety of different positions overseeing several different services. Lauralee's overall knowledge of our Foster Program, Rescue transport and Admissions has given her a wide range of knowledge and education in this industry and has also allowed her to see the challenges and hardships people in the community face when trying to access veterinary care.

Moving back to her medical roots and passion within the organization, in 2018 Lauralee applied for a Senior Management role overseeing the Shelter and PVS medical team. In 2020, Lauralee decided to shift her sole focus to the Public Veterinary Service sector in hopes to make a greater impact on the community and really nurture the humane and bond by keeping animals with their people.

Chief Veterinary Officer – Dr. Karen Ward, DVM

Dr. Ward received her DVM from the Ontario Veterinary College. She was an ASPCA UC Davis Shelter Medicine fellow in 2012-2013 and continues to act as a mentor in the Maddie's Fund University of Wisconsin/University of California Davis Shelter Medicine Fellowship. She volunteers as a peer advisor with the College of Veterinarians of Ontario, where she has also acted as an expert witness and a mentor.

Dr. Ward is convinced that shelter medicine is the world's best job, and she is privileged to work at Toronto Humane Society.

Assistant Manager, Public Veterinary Service – Alison Campbell, RVT

Working with Toronto Humane Society since 2012, Alison started out as a Veterinary Assistant in 2013 while pursuing education and training to become a Registered Veterinary Technician. Alison quickly found her passion in admissions and triaging of medical cases that would come through our doors. Honing her skills in the Intake and Admissions department of the Toronto Humane Society Shelter Alison developed exemplary medical nursing and triaging skills as well as the fortitude and grit needed to excel in high-stress environments.

Following a personal drive to lead and foster a team to greatness Alison moved up to become a Nursing Care Supervisor in 2019. In this role she further refined her skills in leadership and coaching. During this time a passion quickly arose to help support the human animal bond and keep pets and people together. Following this passion, she shifted her focus to our Public Veterinary Service Division.

In early 2021, Alison accepted the role of Assistant Manager for our Public Veterinary Services to pursue her passion full time and maintain and strengthen the Human-Animal Bond.

