



**TORONTO
HUMANE
SOCIETY**

like no
other.

SHELTER CARE

Program Summary

Executive Summary

The Shelter Care program allows for animals to receive direct, supportive care during their stay at the facility. The Shelter Care team does this by providing high quality housing, husbandry, nutrition and enrichment. The program strives to allow animals to express their normal behaviours in the abnormal environment of a shelter by providing environmental enrichment, human-animal interaction, and conspecific interactions when appropriate.

Program Objectives

Objective One: To Improve the Life of Every Animal That Comes into Our Care Until a Permanent Home is Found

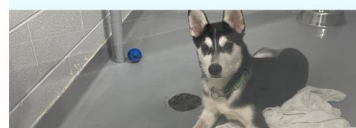
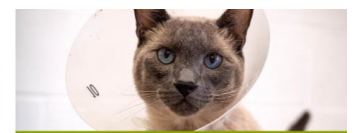
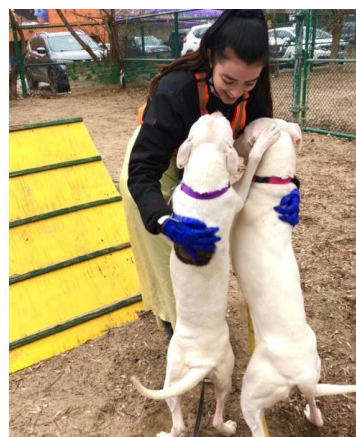
The Shelter Care team works daily to meet the needs of each individual animal within its care while considering not only their physical well-being but their emotional/psychological well-being as an equal measure of their quality of life. The team strives to make each stay a positive experience and impact on the animal's life. They do this by following [The Five Freedoms](#) principles.

Objective Two – To Continually Build Upon Our Knowledge and Understanding of Animal Welfare

The Shelter Care program works to educate and train the staff and volunteers to expand their knowledge on animal welfare. Our program provides foundational theory and hands-on training on husbandry, nutrition, training, and enrichment to meet the needs of various species within our care. The goal is to create positive turnover where our team members grown and move on to other positions within the industry to continue to Improve the Lives of Animals.

Objective Three – To Provide Top Quality Care and Welfare as Efficiently as Possible

Without compromising standard of care, our Shelter Programs strives to decrease the daily cost of care of animals within the program to be able to help as many animals as possible and remain sustainable. The Shelter Care teams work to engage members of our community to support our efforts to be most efficient as possible.



Program Leadership

Division Manager, Shelter Programs – Melissa Shupak, CSB-D, CPDT-KA

Melissa made a career change from social work to the animal industry in 2014. After spending some time in different field areas, such as wildlife, clinical, and sheltering, she found her passion lied with sheltering and animal welfare. Within this, she found a passion for behaviour and training.

Melissa is a Certified Shelter Dog Behaviour Consultant through the International Association of Animal Behaviour Consultants (IAABC). She also holds certification as a Certified Animal Trainer through Certification Council of Professional Dog Trainers, an Animal Trainer Professional and a Fear Free Shelter graduate through Fear Free Pets.

Melissa started her career with Toronto Humane Society as an Animal Care Worker in 2015 and moved into the Training Department as a Trainer, and then became the Assistant Manager, Training. Now overseeing the Shelter Programs Division, Melissa works alongside the teams of Shelter Care, Shelter Veterinary Care, Shelter Training and Admissions and Rehoming to Improve the Lives of Animals.

Assistant Manager, Shelter Care – Christopher (CJ) Sadowsky

CJ started his Toronto Humane Society journey as a Canine Enrichment volunteer in the Shelter Care department as a way to give back. But once he saw the impact that staff and volunteers had on enriching the lives of animals, he knew that he wanted to play a bigger part.

He left his established sales management career behind and joined Toronto Humane Society. Since then, he has had multiple roles within Toronto Humane Society, but highlights that the common thread amongst all of them is working alongside dedicated and passionate people who truly believe in supporting animal welfare and Improving the Lives of Animals.

Supervisor, Shelter Care – Mateo Mussa

Mateo joined Toronto Humane Society in 2014 as an Animal Care Worker. He is dedicated to the well-being of the animals in our care and is always willing to lend a helping hand.

Supervisor, Shelter Care – Diana Fountain

Diana Fountains works closely with our Animal Care Workers to ensure that protocols are being followed and that they have all the tools necessary to continue to Improve the Lives of Animals in our care.

Supervisor, Shelter Care – Nathan Dube

Nathan Dube (pronouns are he/ him) comes from Montreal. He joined Toronto Humane Society in 2019 and is currently a Shelter Supervisor.

Nathan always had a passion for animals since he was very young. At 16 years old, he received a certification in dog behaviour and since has had different jobs such as working at a doggy daycare, to walking dogs, to becoming an animal care worker. He believes that teamwork, respect, and good communication are all needed to create a happy and safe working environment for everyone.



Supervisor, Shelter Care – Lauren Gallant

Lauren joined Toronto Humane Society in 2019 as an Animal Care Worker. Lauren graduated from Durham College's Animal Care Program in 2021. Lauren is incredibly passionate about caring for animals of all kinds, and truly enjoys learning about all aspects of shelter care. She shares this same passion for sharing that knowledge to the members of the Shelter Care team which makes leading the team as a supervisor a very fulfilling role for Lauren.

