



like no  
other.

# 2022 ANNUAL REPORT





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# ABOUT US

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## OUR MISSION

To Improve the Lives of Animals.

## OUR VISION

To be a leader in animal welfare, working for a compassionate society where all animals are respected and valued.

With a team of industry leading experts and a passionate community network, we pursue our mission by [reducing animal homelessness](#), [ensuring access to care](#), and fighting to [preserve the human-animal bond](#).

We boldly face these challenges with a multi-faceted approach. From industry leading shelter care, training, and veterinary services to innovative, expert-led programs in temporary sheltering, accessible veterinary care, and community support programs and services. And our efforts are made greater through our outreach services and public support programs.

As a major voice in animal welfare, we use our platform to advocate for better legislation to protect animals, while empowering communities and organizations to help more animals and their animal-loving communities.

It is in the pursuit of our mission that Toronto Humane Society is like no other.

# A LETTER FROM OUR CEO

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As the landscape of animal welfare changes, so do the challenges we face.

The increased cost of living is forcing many pet parents to ask for help through our Pet Parent Support Network, inflation of pet health care costs are driving an increasing numbers of lower income pet parents to our Public Veterinary Services, and our Pet Food Bank has changed from temporarily helping pet parents to becoming a necessity in our community.

The increased costs of living are greatly impacting Toronto and the community we serve. In response, as we move into 2023, we plan to take a more proactive approach to help keep more animals in their loving homes and out of the shelter system. We will continue to increase our capacity to assist pet parents by building on our public programs to ensure that they have access to care. We have much more work to do to help keep families together – but we will continue effect change in our community.

We helped thousands of pets and their families find homes and stay in their loving homes in 2022. I want to personally thank you for all that you've done. It's your support behind every life-saving vaccine, every friendly phone call from a Toronto Humane Society staff member, and every pound of food that is donated to a family in need. With your support, we can continue to invest in care for pets who need us and support families whose lives they enrich. Together, we can Improve the Lives of Animals.

Sincerely,

Phil Nichols, RVT, CAWA

Interim CEO



# SHELTER CARE



## Impact Story: Supporting a Pregnant Pitbull Through Pregnancy and Out of Province Rehoming

Supporting a Pregnant Pitbull Through Pregnancy and Out of Province Rehoming

Squishy was transferred to Toronto Humane Society as a pregnant dog with heart murmur and alopecia. Soon after she arrived, she was placed in a loving foster home where she gave birth to 12 puppies.

Once her puppies grew bigger, they received their spay and neuter surgeries and were adopted. Squishy was also spayed, put on medication to help her cope with her heart murmur, and was given treatment for her alopecia.

Because Squishy is a Pit Bull, arrangements were made to find Squishy her forever home outside of Ontario due to Breed Specific Legislation. She was sent to an animal welfare organization in Nova Scotia where she was soon after adopted.

**\$63.20**

Average cost of vet care  
per animal per day

**\$54.55**

Average cost of shelter  
care per animal per day

**101**

Animals onsite every  
day, on average

**1913**

Animals adopted

That includes, 659 dogs, 1047  
cats and 207 special species.

# PUBLIC VETERINARY SERVICES

## 4,717

### Preventative Wellness Service Appointments

This also includes \$83,658.87 worth of public subsidy that as provided. These appointments include microchipping, flea and tick preventatives, vaccinations, euthanasia, and Heartworm prophylaxis.

## 64

### Dental Services

Dental care services will be expanding in 2023. Our Public Veterinary Service team performed emergency dental surgeries for clients who needed them for their overall wellbeing.

### Impact Story: Coco Receives Emergency Surgery

Coco's\* pet parents were worried when she started refusing food, vomiting, and seemed to have much lower energy than normal. They brought Coco in the middle of the night to an emergency veterinarian who suspected a pyometra, an infection of the uterus, and quoted them \$4000-5800 for emergency surgery and hospitalization.

This unexpected expense right before the holidays was out of reach for Coco's family, so they set to work trying to find a veterinarian who would perform the spay at a more affordable price.

Despite being fully booked, the Public Veterinary Services clinic managed to squeeze Coco in for the urgent procedure. Her family was so relieved, and after learning about what can happen to pets who are not spayed or neutered, her family brought the cats of their extended family to all get spay and neuter surgeries as well.

## 1,658

### Spay and Neuter Surgeries

This includes \$83,887.30 worth of public subsidy that was provided. Subsidy funding helps make essential veterinary care more affordable, which in turns helps more pet parents in our community care for their pets and keep more families together.

## 1,082

### Trap Neuter Return Appointments

Our Trap Neuter Return (TNR) program ensures that community cats are given medical support they need to live healthy lives outdoors, while also helping to control the community cat population.

*\*Name has been changed for confidentiality.*

# URGENT CARE

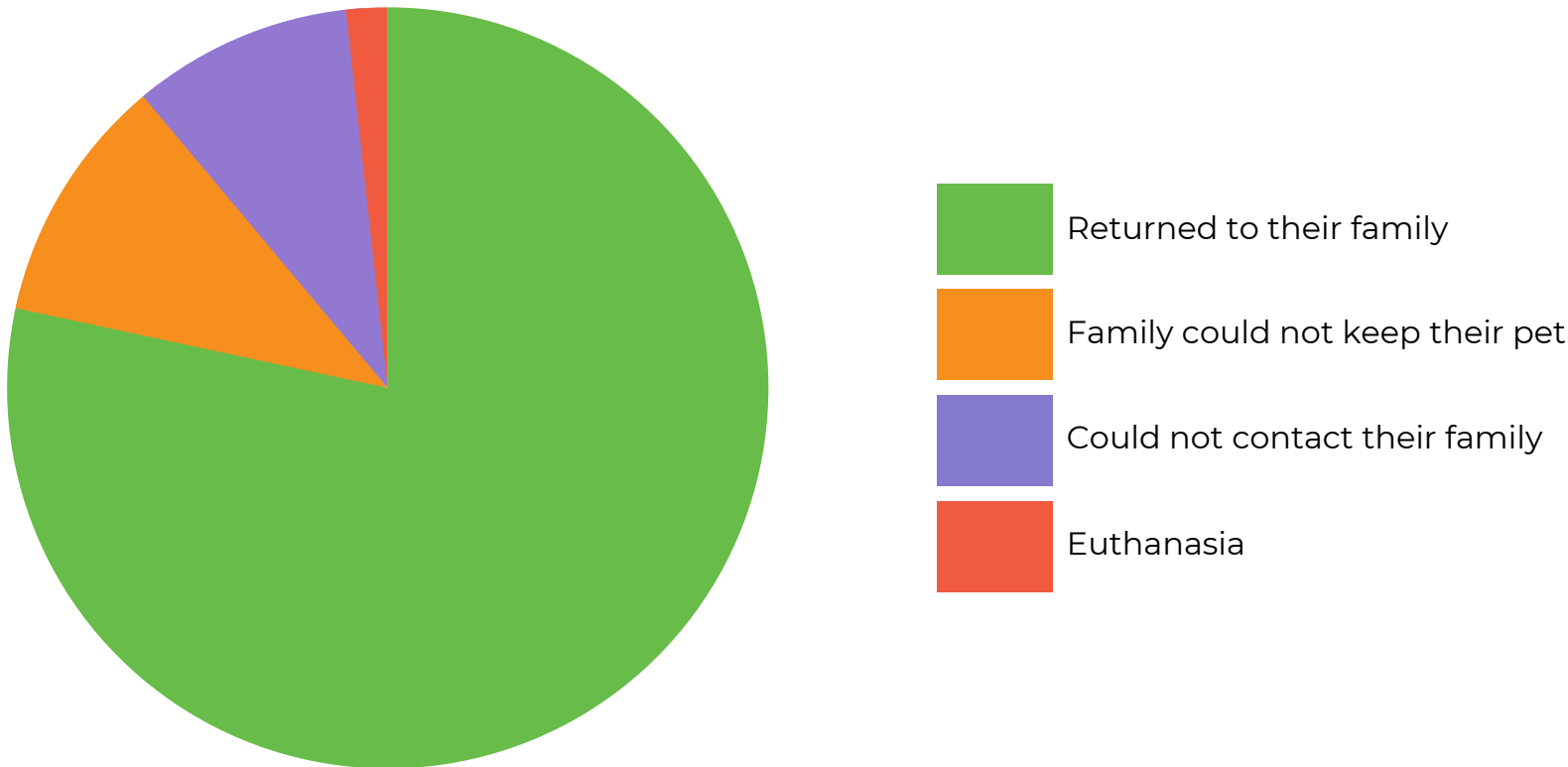
## Impact Story: Reuniting a Sick Child With their Beloved Pet Right Before the Holidays

A family applied for the Urgent Care program after learning that their child, who had a critical illness, required hospitalization. They’d have to be in and out of the hospital for months of procedures and they were worried about being able to regularly care for their dog.

Their dog was placed in a foster home while the family cared for their child. Once the child’s health improved, the pet was reunited with their family right before the holidays.

**313**  
Animals and their families supported

How Urgent Care Services Ended in 2022



# PUBLIC PROGRAMS

## COMMUNITY DAY EVENT

On Saturday, December 3rd, 2022, Toronto Humane Society held a second Community Day event to help support pet parents in need. Here is the event's impact.



**481 Pounds**  
of cat food  
was distributed



**720 Pounds**  
of dog food  
was distributed



Retail Sales of  
**\$234**

**2**

Scratching Posts  
were given to community  
members

**8**

Storage Boxes  
of pet accessories such as  
leashes, toys, bowls, and  
harnesses were handed out

**8**

Metal Dog Crates  
were distributed to  
community members

**15**

Plastic Carriers  
were distributed to  
community members

TORONTO HUMANE SOCIETY  
Community support like no other.

## Impact Story: Introducing Our Monthly Community Day Events

Rising costs and inflation are a growing concern for Canadians, affecting everyday expenses like groceries, gasoline, and housing. Pet parents are also feeling the sting, with increased costs of veterinary care, food, and pet supplies.

On October 22nd and December 3rd we held our first two Community Day events. We distributed over 2,500 pounds of pet food, distributed pet accessories such as carriers, dog crates, harnesses and more to community members in need. These items were donated to us, and although they're in good condition, we had a surplus and wanted to share.

**632**

Total Unique  
Training Clients

**239**

Total Subsidized Training  
Appointments

**17%**

Surrender Retention Rate

The Pet Parent Support Network connects with pet parents to explore alternative options to surrendering their pet such as training and behaviour support, providing pet supplies, or helping to source affordable medical care. By having a dialogue with pet parents after they submitted a surrender request, we were able keep more pets where they belong – in their loving homes.

**717**

Total Training  
Appointments

**4,956**

Unique Clients Served Through  
the Pet Parent Support Network

**15,406**

Pounds of Food Distributed  
Through the Pet Food Bank

Our Pet Food Bank is open to the public everyday.



# ANIMAL TRANSPORT

## 908

Animals Transfers

## 102

Animals Transferred  
to Network Partners

### Impact Story: Over 45 Cats Were Brought into Our Care from an Overcrowded Facility

In December 2022, our team set out to help Provincial Animal Welfare Services (PAWS) after they had to intervene at an overcrowded animal welfare organization. We agreed to help assess, and to bring 45 cats to Toronto Humane Society. Many of them had serious medical conditions, including a rare bacteria disease called beta-haemolytic Streptococcus.

Once we identified this unique disease outbreak, we reached out to the other animal welfare organizations that also took some of the cats into their care so that they could identify and treat the disease correctly.

Because the cats that were transferred into our care were housed together, we were able to readily identify which cats were showing clinical signs, who had been exposed to the disease, minimize the number of pets affected, and treat the ones that needed medical care. We are happy to report that many of the cats from this transfer received the medical care they needed and were adopted into loving homes.



# FOSTER CARE



## Impact Story: Receiving Love and Care in a Temporary Home Due to BSL Legislation

Victor was surrendered to our care by a kind-hearted passerby who noticed him on the street. He was severely malnourished with a badly broken leg. He was so skinny you could see almost every bone of his body. His poor, tired frame was shaking – it was heartbreaking to see.

He immediately received surgery and other treatment from our veterinarians and was placed in a foster home where he was adored, pampered, and even made several appearances on social media to spotlight Breed Specific Legislation issues while showcasing his loving personality.

With support from his foster family, it did not take long for Victor's physical and mental health to start improving. He stayed in his loving temporary home while our Rehoming team worked to find him a home out of the province.

Victor was flown to Alberta and stayed at a Pit Bull sanctuary. He was only there for a few weeks before he was adopted.

# 63

Percent of animals in our shelter program that entered foster care

# 116

Average days of length of stay for adoption track animals in foster homes

# 11

Average days an animal waits to be placed in a foster home



# SCIENCE & ADVOCACY

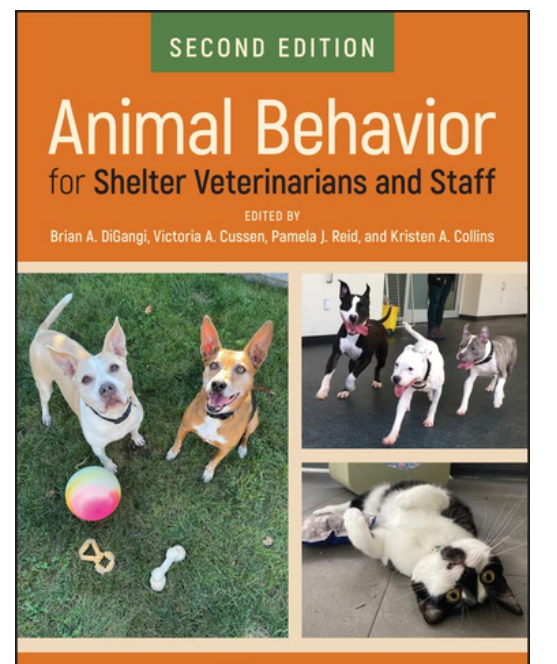
## Impact Story #1: Dr. Jacklyn Ellis Publishes Two Chapters in *Animal Behavior for Shelter Veterinarians and Staff*

The first chapter that Dr. Jacklyn Ellis, Director of Behaviour at Toronto Humane Society, wrote titled “Feline Behavioral Assessment” provides insight on how to conduct behavioural assessments holistically (instead of just looking at their behaviour in shelter, which can be greatly impacted by the environment), how to use this information to improve the cat’s welfare while in the shelter’s care, and how this information can be used to help find the cat a suitable adopter.

Her second published chapter titled “Feline Enrichment” explores different categories of enrichment, such as sensory enrichment, and how to implement these different types of enrichment on a macro and micro level.

These chapters will reach thousands of shelter staff and volunteers, as well as professional trainers, behaviourists, and veterinarians working with shelters. Dr. Jacklyn Ellis’ contributing chapters will have a significant impact on the welfare of animals everywhere.

Our team of experts are second to none. The work they do every day is a great reflection of our ongoing mission to Improve the Lives of Animals and strengthen the human animal bond.





# SCIENCE & ADVOCACY

## Impact Story #2: Don't Leave Pets in Hot Cars

Every summer we see headlines, stories, special features and excuse after excuse – pets are left in parked cars to die of heat exhaustion. Cars can become as hot as oven during the summer months. The goal behind our summer advocacy campaign was to remind pet parents about the real dangers of leaving pets in hot cars and how they can keep their pets safe in the hot heat. By sharing blog articles, talking about the dangers on social media, and connecting with media outlets to further promote this life-saving message, we received over 16 million views and impressions to help save lives.

## Impact Story #3: Using Ordinal Scales to Better Understand Cat Behaviour

Dr. Jacklyn Ellis, Director of Behaviour at Toronto Humane Society, recently published her study entitled ["Beyond "Doing Better": Ordinal Rating Scales to Monitor Behavioural Indicators of Well-Being in Cats."](#) This paper discusses standardizing the language used and conditions under which feline observations are scored on a scale of 0-5.

By using ordinal scales and collecting rating scores during a standardized time of the day, staff and volunteer members would be able to produce a more holistic picture of the cat's psychological well-being. Dr. Ellis' research will support animal welfare organizations. They'll be able to better understand, and interpret, behavioural indicators, which, in turn, will improve the well-being of more cats in more communities.



# FINANCIAL SNAPSHOT

## Statement of Operations - A Breakdown in Program Expenses

Sheltering & Community Support Programming	\$6,472,774
Public Veterinary Services	\$1,556,895
Communication and Education Programs	\$587,998.00
Administration and Investments	\$1,369,966
Fundraising	\$1,489,560
Unrealized Loss in Investments	\$465,245.00

[CLICK HERE TO SEE THE VIEW AUDITED 2022 FINANCIALS REPORT](#)



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Oscar



Stella



Dr. Fluffers