

# Public Support Services Q1 Impact Report



## Public Training Impact

**69**

Unique Clients

**290**

Training  
Appointments

**68**

Subsidized  
Appointments

## Supporting Thumper's Family

Amanda\* contacted the Pet Parent Support Network with a behavioural support request. Her family has a 2-year-old rabbit named Thumper\* who had a great routine with his vet, a healthy diet of pellets and greens, and tons of free roam space – but recently started to bite his family members.

Amanda contacted the Pet Parent Support Network in search for advice or information handouts that would help her – their family loves their bunny and did not want to consider surrendering him.

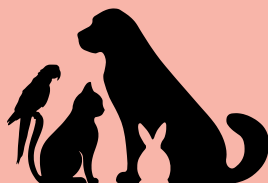
The Pet Parent Support Agent connected with our Public Training team. They created a unique booking link for Amanda that would connect her with a special species specialist. However, because Amanda's family was on ODSP they expressed that they were interested but would need some time to save for the program.

Because it was clear that this family was doing everything they could to keep Thumper with their family, a discount code was offered to Amanda so that they can enroll sooner than later.

\*Names have been changed for confidentiality

**18%**

Retention Rate of Surrenders



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 needs. Simply by having a dialogue with pet parents who are struggling, we can keep more pets where they belong – in their loving homes.

## Supporting Bennie After a Stressful Situation

After a particularly stressful vet visit, Bennie started to urinate in the bathroom sink. He was still using his litterbox about 75% of the time, but was urinating outside of the litterbox, on a nearly daily basis.

Bennie's pet parents booked a Cat Consultation for help. Their certified trainer recommended a litter substrate test by adding a second litterbox in or near the bathroom with unscented clay litter to see if he chooses that over the current litterbox in the bathroom. They saw a decrease in the out-of-box urination, but Bennie was still using the bathroom sink a few times a week, so they booked a follow up session to discuss next steps. Their trainer recommended adding a second litterbox with a small amount of litter in it.

After a month, their trainer checked in and Bennie's pet parents said that the second litterbox resolved the out-of-box urination. They commented, "Thanks again for being so amazing. We truly couldn't have offered him what he needs without your guidance and wisdom."



**1365**

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



**46,705**

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

## Lending a Helping Hand to Colony Cat Caretakers

In February we received a large food donation from a corporate sponsor and reached out to our Colony Cat Caretakers. Every day expenses are on the rise, and these generous caretakers support community cats with very little.

Colony Cat Caretakers came from all over the GTA, and as far north as Kawartha and Gavenhurt for the event. Approximately 3,500 kgs of food was shared in one day.