

TORONTO
HUMANE
SOCIETY

like no
other.

2023
Annual Report



A YEAR OF COMPASSION





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LAND ACKNOWLEDGEMENT

We would like to honour the land that we are on, which has been the site of Indigenous residence since time immemorial. Toronto Humane Society is situated upon the traditional territories of the Mississaugas of the Credit, the Anishinaabe, the Chippewa, the Haudenosaunee, and the Wendat peoples. Toronto is still home to many First Nations, Inuit, and Métis peoples from across Turtle Island. This territory is governed by The Dish with One Spoon Wampum treaty, an agreement to peaceably share and care for the land and its resources.

We are committed to learning, celebrating, and paying tribute to Indigenous histories, cultures, and worldviews. As an animal welfare organization, we are particularly inspired by Indigenous environmental stewardship and the spiritual significance of human-animal relationships in Indigenous cultures.

[LEARN MORE AT WWW.TORONTOHUMANESOCIETY.COM/LAND-ACKNOWLEDGEMENT](http://WWW.TORONTOHUMANESOCIETY.COM/LAND-ACKNOWLEDGEMENT)

A LETTER FROM OUR CEO

As I reflect on 2023, I am filled with immense pride and gratitude for the unwavering support and dedication shown by you, our community. This year has been transformative for Toronto Humane Society, as we have continued to advance our strategic plan to eliminate the root causes of animal vulnerability and expand our programs to include both animal and human services.

A cornerstone of our strategy has been the expansion of public programs that prevent animal surrender. The Pet Parent Support Network has been instrumental in this effort. Acting as the first line of defense against animal surrender requests, our dedicated team members offer alternatives such as subsidized veterinary care, training and behaviour classes, and access to pet food. By addressing these needs, we help keep pets with their families and prevent the heartache of separation.

Another critical program is our Urgent Care initiative, which supports families experiencing acute crises such as temporary homelessness, fleeing domestic violence, or hospitalization. By providing temporary care for their pets, we ensure that families can stay together during these challenging times.

We launched our ground breaking **Toronto in Crisis** campaign in the Fall to highlight the unprecedented challenges faced by pet parents. With the rising cost of living and increasing barriers to accessing essential pet care, we are seeing overwhelming demands for all of our public programs and services. The Toronto in Crisis campaign brought these issues to the attention of millions of people and raised over



\$455,000 to support our essential services. The success of the campaign underscores the vital role of our donors and community partners, whose generosity and support makes our work possible.

Your support in 2023 has been invaluable. Together, we have made significant strides in reducing animal vulnerability and supporting pet families in need. As we look to 2024, we look forward to continuing this important work with you.

Thank you for standing with us. Here's to all that we have accomplished together, and to the many more lives we will touch in the coming year.

With heartfelt gratitude,

A stylized, handwritten signature in blue ink, appearing to read 'Phil Nichols'.

Phil Nichols, RVT, CAWA
Chief Executive Officer



"The level of compassion and altruism coming from Toronto Humane Society is amazing. Myself and my family are exceptionally grateful for all the help we received during a very difficult time, they saved a very important part of our family. The words 'thank you' can't possibly satisfy the level of gratitude we feel."

- Emily and Jeff

2023 HIGHLIGHTS



Top 100 Chariy List
Toronto Humane Society
made the Charities
Intelligence Top 100
Charity list and received a
top-rated 5-star rating for
a second year in a row!



Amazon Supports Adoption Program with \$100,000 as Title Sponsor

Being there to support pet parents from the very beginning of their adoption journey and all the way through, this collaboration has had a significant impact on the lives of animals in the Toronto community and beyond.

Inagural Humane Open Golf Tournament

This important event serves as a vital fundraiser, bringing together animal lovers and golf enthusiasts to support our mission of improving the lives of animals.



Expansion of Social Work

By onboarding four social work students, we further integrated social work into our public programs to support more families in need. This expansion underscores our commitment to a holistic approach to animal welfare, recognizing the connection between human and animal well-being.



New Dog Reactivity Training & Behaviour Class

Designed for dogs who display frustration and leash reactivity around other dogs or various triggers, this small group training class has quickly become one of our most popular classes.



Launch of Community Wellness Pop-up Clinics With Support From

**La Fondation
Emmanuelle Gattuso**

Launched in the summer of 2024, these clinics provide critical veterinary and behavioural services in non-traditional, trauma-informed settings to underserved communities, addressing the intersection of human and animal wellness.

30% Increase in Public Veterinary Services

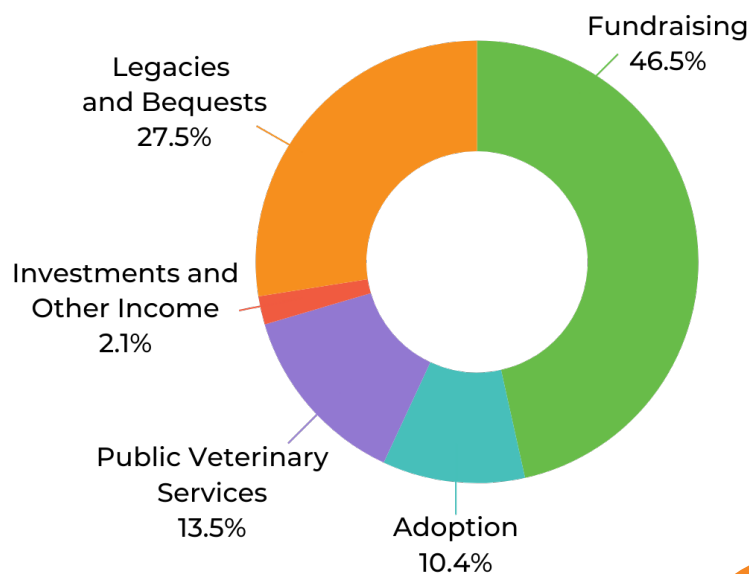
By expanding our wellness and surgery services, we have made care more accessible to a greater number of pets and their families. This has been made possible thanks to a \$50,000 grant over three years from PetSmart Charities of Canada.

The grant funds are directed toward providing veterinary care to those in our community who need it most. Our partnership with PetSmart Charities of Canada enables us to make an even bigger difference for pets in need and the people who love them.



YOUR DONATIONS **AT WORK**

[CLICK HERE TO VIEW OUR FULL 2023 FINANCIAL STATEMENT](#)



Revenue

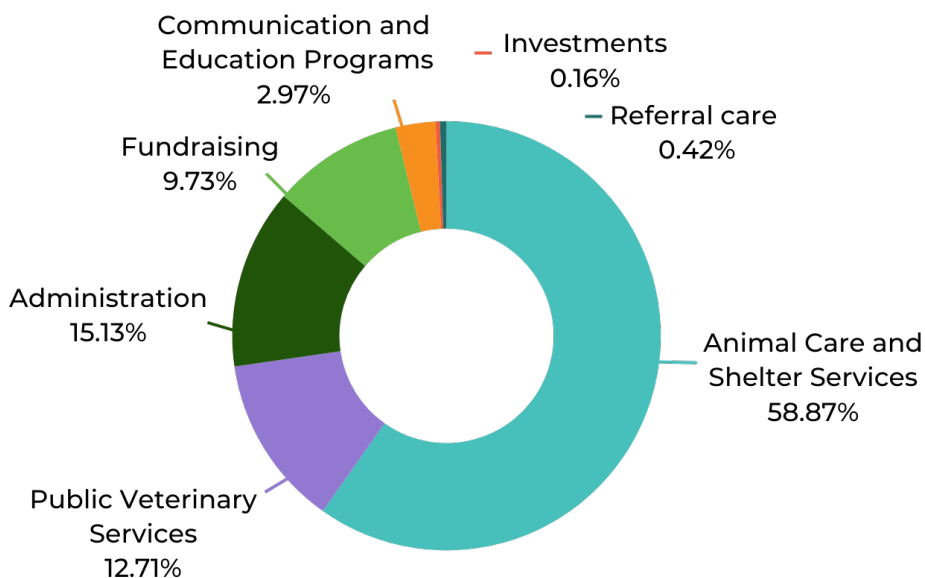
- Fundraising: \$6,569,949
- Adoption: \$1,470,106
- Public Veterinary Services: \$1,908,196
- Investments and Other Income: \$292,217
- Legacies and Bequests: \$3,883,232

Expenses

- Animal Care and Shelter Services: \$8,984,631
- Public Veterinary Services: \$1,939,804
- Administration: \$2,038,389
- Fundraising: \$1,485,464
- Communication and Education Programs: \$452,862
- Investments: \$24,727
- Referral Care: \$64,721

Over \$3,800,000 in Legacy Gifts

From generous donors who continue to support animals and their families through a gift in their will. Continue your legacy by including a gift in your will. Learn more at www.torontohumanesociety.com/legacy.



TORONTO IN CRISIS

From October to December 2023, Toronto Humane Society ran the **Toronto in Crisis** campaign to address the growing crisis of care in the city. The rising costs of essential pet care services - from preventative and emergency veterinary care to the cost of food and other necessities - has made it harder than ever for pet guardians to provide the level of care they know their animals deserve.

The combination of skyrocketing cost of living and the scarcity of affordable pet care has forced many families into the difficult position of choosing between their own well-being and that of their pets. In many cases, the heartbreaking choice is to sever of the animal-human bond and break up loving families by surrendering their pets. Toronto Humane Society believes that no one should have to endure the sorrow of parting with their beloved pets due to financial strain, so the campaign was launched to seek urgent support from the community to help keep families together.

With your support, the campaign raised over **\$455,000** and earned **144.8 million impressions** and **159 mentions** in prominent media outlets including [CBC](#), [Global News](#), [CityNews](#), [The Toronto Sun](#), [BlogTO](#), and [CTV News](#). The money raised through the campaign will directly support animals and families in need through our essential public programs, including Public Veterinary Services and Urgent Care. These programs offer crucial support to families in need, helping them maintain the bond with their pets during tough times. By providing subsidized veterinary care, temporary housing for pets during family crises, and other vital services, Toronto Humane Society aims to prevent the heartbreak of tearing families apart before it starts. This initiative underscores the connections between animal welfare and broader societal issues, advocating for compassionate solutions to keep pets and their families together.

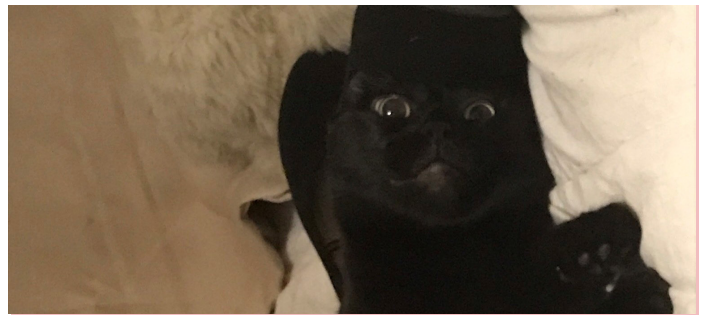
[LEARN MORE AT TORONTOINCRISIS.COM](https://torontoincrisis.com)



Fighting Parvovirus

Rosie was diagnosed with parvovirus, a deadly disease, and Jeanette, living in a low-income apartment, faced the daunting challenge of affording her medical care. Toronto Humane Society's medical team created a cost-effective treatment plan, and with their expert oversight and Jeanette's dedication, Rosie began to recover. Today, Rosie is a happy, healthy dog back by Jeanette's side.

[READ MORE ONLINE](#)



Keeping Candace and NinaBear Together

Candace's illness required hospitalization for spine treatment, putting NinaBear at risk of separation. This agony led Candace to delay vital medical care until she discovered Toronto Humane Society's Urgent Care program. Candace received crucial spine treatment while NinaBear was cared for in a temporary foster home. Their reunion proved that families do not need to be torn apart during crises.

[READ MORE ONLINE](#)



"Toronto Humane Society saved Dji Dji's life. Without Toronto Humane Society, I would have been out of options. Only YOU can make a difference. Without you there is no Toronto Humane Society, and without Toronto Humane Society, there would be no Dji Dji today."

- Rumina, Dji'Dji's mom

"I am very thankful that this (Public Veterinary Services) clinic is available to people that live on a modest income! I think a lot of people avoid necessary veterinary care due to financial constraints! Clinics like these make it possible to be more responsible and a better pet parent!"

- Keri-lyn M.



REDUCING PET HOMELESSNESS

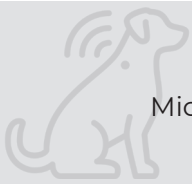
Reducing pet homelessness and addressing the pressing issue of the thousands of pets that enter Ontario's shelter system as strays each year is one of Toronto Humane Society's core purposes.

Uncontrolled overpopulation is a significant contributor to pet homelessness, but it is compounded by limited access to essential pet care services. To combat these challenges, Toronto Humane Society is committed to the development and growth of programs and services that strengthen and preserve the human-animal bond. Programs like Pet Parent Support Network, Public Veterinary Services, Public Training and Behaviour classes, and the Pet Food Bank are pivotal in keeping pets with their families.

Moreover, raising public awareness on critical animal welfare issues such as microchipping, ethical breeding practices, and the importance of spaying and neutering further supports our efforts to reduce pet homelessness and improve the lives of animals in our community.

First Off-Site Community Day of 2023

On May 4, 2023, Toronto Humane Society held our first off-site foodbank event at All Saints Church & Community Centre, Dundas and Sherbourne. We handed out **2,094 lbs of dog food and 1,445 lbs of cat food** to those in need.



3,979

Microchips administered through Public Veterinary Services.

889

Trap-Neuter-Return surgeries were complete to support the Community Cat population.



83

Stray animals reunited with their owners, largely through microchips.

5,436

Peters were spayed or neutered through Public Veterinary Services.



27%

Of potential surrenders were avoided by referrals to support through the Pet Parent Support Network.

825

Families received training and behaviour support through our Public Training & Behaviour program.



189,222 lbs.

Of food distributed through the Pet Food Bank and Community Day.

ENSURING **ACCESS TO CARE**

Access to care is a critical challenge facing animals globally, and it forms one of the core purposes of Toronto Humane Society.

When we talk about access to care, we refer to a family's ability to seek out, understand, and obtain the services and support necessary for their animal's health and well-being. This is not simply a matter of bringing cheaper services to the market; it involves innovative business models that maintain high-quality care while being affordable.

Toronto Humane Society is dedicated to overcoming the barriers to care. In addition to on-site programs we offer - including our Public Veterinary Services, Pet Parent Support Network, and Urgent Care, - Toronto Humane Society is taking the critical step of collaborating directly with underserved communities, both within the Greater Toronto Area and in remote locations across the province. Our goal is to raise awareness about preventative care, provide accurate information, and ensure pets and their families can access the care they need, when and how they need it.

4 Community Pop-Up Clinics Within the GTA

67

Distemper combo
vaccines (DHPP)
administered.

68

Rabies vaccines
administered.

27

Leptospirosis
vaccines
administered.

23

Microchips
administered.

8

FVRCP
vaccines
administered.

6 Outreach Trips Outside of the GTA

1,105

Dogs examined

366

Cats examined

6,440 lbs.

of pet food shared with
community memers.

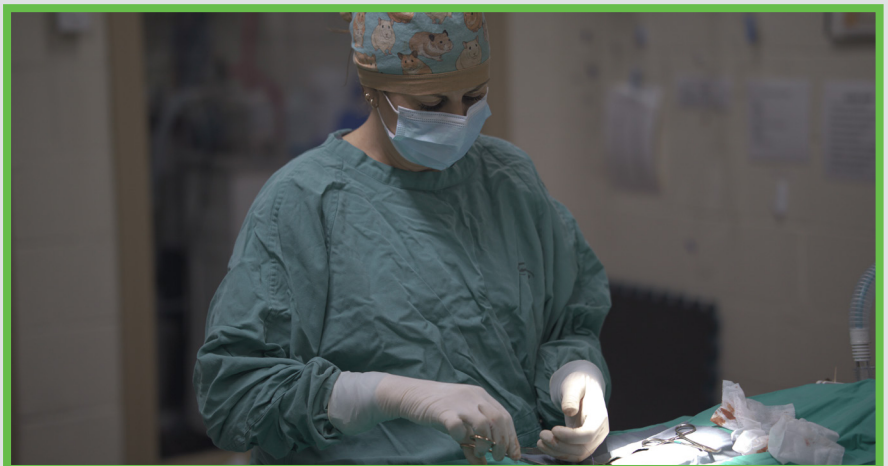
523

Microchips
administered.

\$2.1 Million

In below market rate services.

This helped over 11,000 pet parents access essential veterinary care—such as vaccinations, spaying/neutering, dental treatments, and other medical services—at more affordable prices compared to standard veterinary clinics.





Toronto Humane Society staff, volunteers, and students at the Delta Shelter on October 25, 2023, for a Community Pop-Up clinic. In partnership with the Toronto Police Service and the City of Toronto, our team supported 31 underhoused residents, distributed 2,558 pounds of pet food, and provided wellness services to 32 pets.



DID YOU KNOW?

In 2023, Toronto Humane Society launched Community Wellness Pop-ups with support from La Foundation Emmanuelle Gattuso. These clinics bridge the gap in access community members experiencing housing vulnerability, providing veterinary care, behavioural services, food and supplies. These clinics are unique and effective because we take a trauma-informed approach, creating a safe environment. **The Community Wellness Pop-up Clinics served 86 animals and 77 pet parents, distributing 2,266 pounds of dog food and 292 pounds of cat food.** By addressing both pet and family needs, these clinics promote overall health and happiness, emerging as a vital lifeline for underserved communities, providing medical care, compassion, support, and a promise of a healthier future for both humans and their pets.



“These (Community Day) events help me keep my dog and cat happy and fed. I don’t make as much as I used too and my pension barely covers the roof over our heads.”

- Brent, K.

PRESERVING THE HUMAN-ANIMAL BOND

Toronto Humane Society is dedicated to more than just providing shelter and care for animals in need; we strive to foster and enhance the vital human-animal bond, a cornerstone of our mission to improve the lives of animals. From Public Training and Behaviour classes to temporary sheltering through the Urgent Care program, to support from the Pet Parent Support Network and the Pet Food Bank, our efforts ensure animals remain healthy and experience enriched lives alongside their human companions.

1,073

Behaviour training appointments. This includes feline training classes and private Day Training classes.

825

Unique clients enrolled in a Training & Behaviour class.

2,564

Group training appointments through Public Training & Behaviour Services.

148

Below market rate Training & Behaviour classes were given.

227%

Increase in food distributed through the Pet Food Bank and Community Day. In 2022, 57,773 lbs of food was distributed. In 2023, over 188,000 lbs of food was distributed.



27%

Of potential surrenders were avoided by referrals to support through the Pet Parent Support Network.

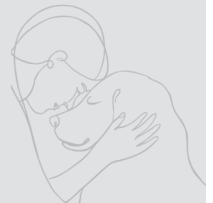
165

Animals admitted into the Urgent Care program. The most common reason why pet families entered the program was because of housing instability.



109

Animals reunited with their families once completing their Urgent Care stay.



Keeping Jack and Kat Together

Kat faced a tough choice when she considered surrendering her cat, Jack, due to his playful behaviour affecting her dog, Boomer, who had developed back issues. After discussing alternatives with a Pet Parent Support Network agent, Kat decided to train Jack and Boomer to coexist. Given training guidelines and inspired by positive interactions between her pets, Kat chose to keep Jack, expressing gratitude for the support she received and confidence in managing the situation.





285

Animals enrolled
in the Urgent Care
program.

632

Shelter animals
received tender
care in a foster
home.

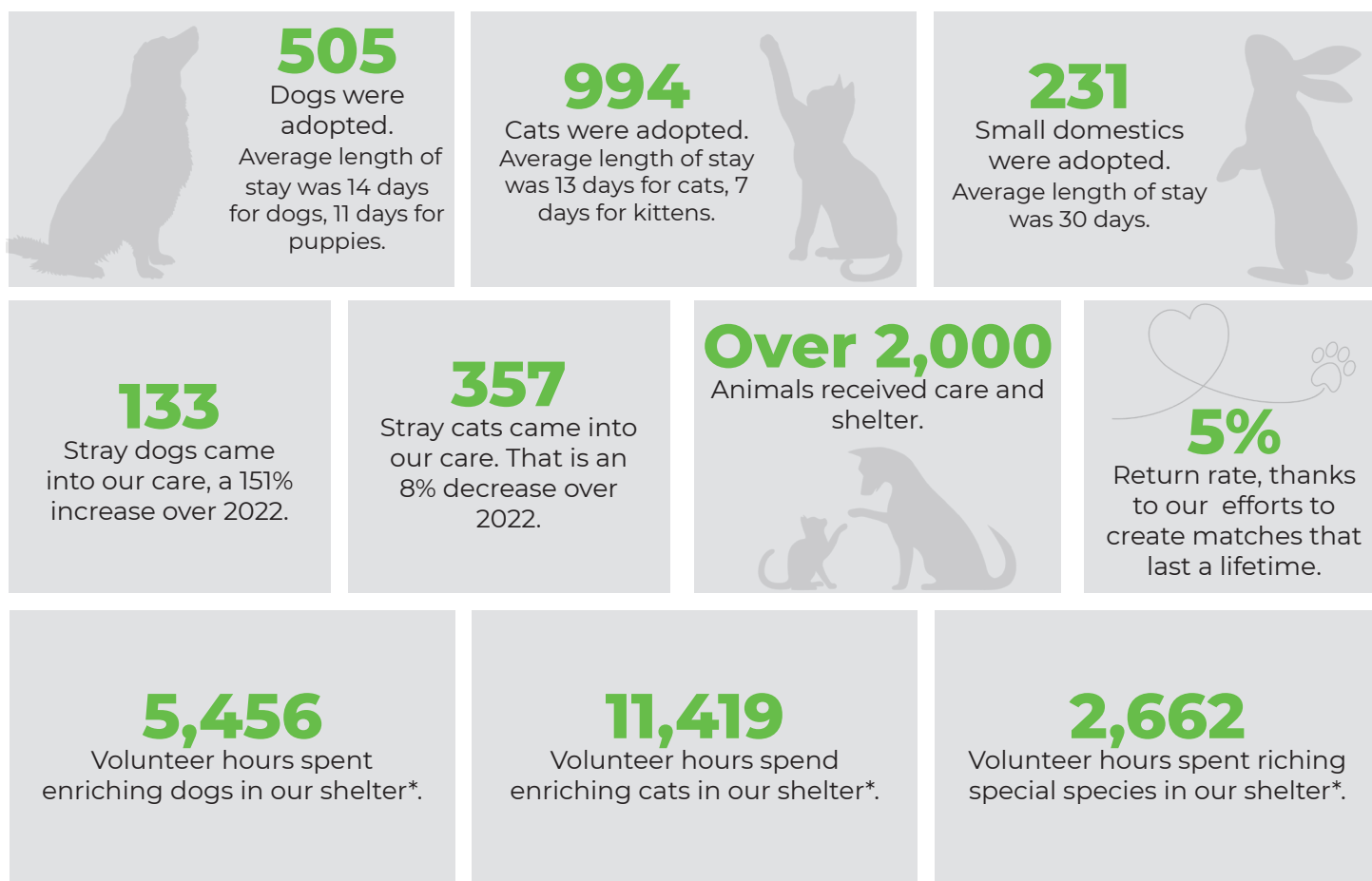
1,730

Animals adopted.

CENTERED ON COMPASSION

At the heart of Toronto Humane Society lies an unwavering commitment to compassion, driving every aspect of our mission to Improve the Lives of Animals. This dedication is exemplified through our foster and adoption programs, which provide loving temporary homes and permanent families for animals in need.

Our foster program offers a lifeline to animals requiring special care or a respite from the shelter environment, while our adoption program matches pets with their forever homes, ensuring they find the love and stability they deserve. Through these initiatives, Toronto Humane Society not only transforms the lives of individual animals but also cultivates a compassionate community where both people and pets can thrive together.



*This data only tracks tracks the activities and stimuli that our animals enjoy, both individually and in group settings, while in the shelter thanks to our volunteers. It does not capture the full scope of enrichment animals receive from our staff members, or while in a loving foster home. Foster parents play a crucial role, providing enriching environments, helping animals thrive, and preparing them for their forever home.

[LEARN MORE ABOUT BECOMING A FOSTER PARENT.](#)

Adoption Impact Stories

Helping Hazel Find Her Home Outside of Ontario

Hazel, a 5-year-old dog, was brought to Toronto Humane Society after being found abandoned and tied to a tree on a hot day. Hazel received comprehensive care for a number of medical conditions, including heat stroke, underweight, an infection, and alopecia. Over two months, she transformed into a friendly, playful dog who loves people. Due to Ontario's breed-specific legislation, efforts were made to find her a home outside the province. Hazel now lives in British Columbia with her adoptive family. In an update they shared, "Hazel has been doing wonderfully and has really settled in. She has gained 15lbs. She loves her walks. While she is still apprehensive of new people, she has made new human friends. She enjoys playing with her sister."



Petey's Journey: From Tragedy to Triumph

At just four months old, Petey was hit by a car and left for dead, unable to walk and surrounded by birds. Fortunately, a passerby noticed the commotion, rescued Petey, and took him to the nearest animal shelter, which then reached out to Toronto Humane Society for help. Petey's leg was so badly broken it needed amputation, but severe nerve damage from the accident had to improve first. Our veterinarians provided medication and supportive treatments to manage his discomfort. Once his nerve damage improved, Petey underwent successful surgery for leg amputation, followed by a treatment plan including a special diet and supplements. Petey was adopted by a family that is excited to love him and provide for his special needs.



"We adopted Beatrix and Gem! They seem really happy here. I had been waiting for guinea pigs for three years, since I was five! I love them very much, but they are still a bit shy. I like to play with them and brush their hair, especially Gem's. They love cucumber, carrot tops and lettuce to name a few things. They also love hiding in their hidey-holes. Thank you for helping them and making my dream come true."

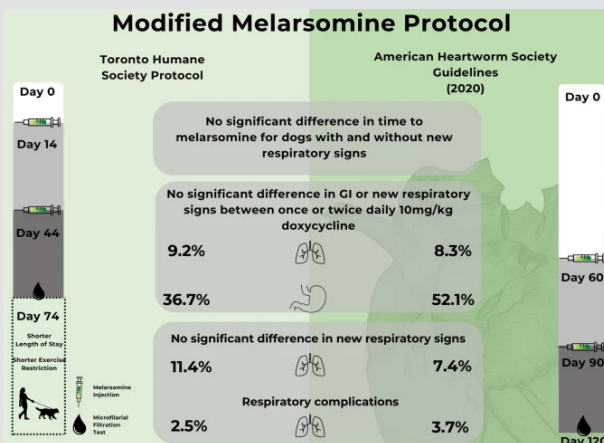
- Evelyn

Advocacy: How Our Voice is Inspiring Change

Advocacy is an essential pillar of Toronto Humane Society's mission, driving systemic changes that enhance animal welfare and community health. Our advocacy work underscores the importance of continual learning, collaboration, and innovative approaches in advancing animal welfare. Through research, education, and community engagement, we strive to create a better world for animals and the people who care for them.

Presenting a More Cost-Effective and Faster Treatment for Heartworm

Dr. Linda Jacobson, Director of Science and Advancement, co-authored a study with Dr. Karen Ward, Chief Veterinary Officer, Aveline Lacaden, and Kelly Harrison, titled "Further variation of the aduaticide protocol for the treatment of canine heartworm infection: can it be even shorter and cost less?" This retrospective study evaluated modified three-dose melarsomine treatment protocols in a shelter setting, comparing them to the American Heartworm Society's recommended protocol. The findings supported starting melarsomine after 14 days of doxycycline at a lower dose, proposing shorter and more cost-effective treatments. This has enhanced lifesaving capacity and improved the quality of life for shelter dogs by reducing exercise restriction duration and length of stay.



Advocating for Access to Care in Indigenous Communities

Dr. Karen Ward played a pivotal role in the panel "*Connecting to Indigenous Communities: Truth, Reconciliation and Access to Care*" at the Canadian Animal Health Institute's annual conference. Dr. Ward's efforts to connect with Indigenous communities and highlight the unique challenges they face were instrumental in broadening the understanding and engagement of animal health professionals.



Mentorship in Shelter Medicine

Dr. Karen Ward mentored veterinarians and students during the UW/UC Davis shelter medicine fellowship selective, leading a shelter medicine consult in Texas. This program aims to build a community of trained veterinarians capable of making a positive, life-saving impact in shelters and communities.

Helping Fill Many Bellies with Our Best Before Date Pet Food Donation Protocol

Dr. Linda Jacobson published an article on the [Canadian Shelter and Community Medicine Blog](#) sharing best practices for best before dates (BBD) on pet food. Key findings include that most pet foods can be safely fed long after the BBD if the packaging remains intact and appropriate, though the quality gradually diminishes over time rather than overnight. There are no safety concerns for food beyond the BBD under these conditions. Toronto Humane Society's Best Before Date Protocol, created in 2022, has enabled us to provide thousands of pounds of pet food to animals in need. Further sharing these findings has guided numerous animal welfare agencies in effectively managing pet food donations, significantly enhancing community support during challenging times.



Helping Hoarded Cats with Ear Infections

Dr. Linda Jacobson's second peer-reviewed study of 2023, published in the [Journal of Feline Medicine and Surgery](#), highlighted our effective disease and infection control protocols. This study provided crucial insights that benefited other animal agencies managing similar situations, demonstrating our leadership in animal health and welfare.

Enhancing Shelter Animal Well-Being at Leading Conferences

Dr. Jacklyn Ellis, our Director of Behaviour, made significant contributions by speaking at several prominent conferences. At the 2023 Annual Conference of the Association of Animal Shelter Administrators of Ontario (AASAO) in Toronto, she presented "*Managing feline behaviour cases in an animal shelter*," offering a detailed methodology for addressing undesirable behaviours in shelter animals. She also spoke at the 2023 ASPCA® Cornell Maddie's® Shelter Medicine Conference in Ithaca, NY, presenting her chapters from the book *Animal Behavior for Shelter Veterinarians and Staff*. Her topics included "*Behaviour assessments for shelter cats*" and "*Environmental enrichment for shelter cats*," providing valuable insights into enhancing the well-being of shelter animals.

THANK YOU TO OUR **COMMUNITY PARTNERS**

We are incredibly grateful for the unwavering support of our community partners in 2023. Their contributions have been essential to our ongoing efforts to make a positive impact on the lives of animals and the people who love them. Together, we are creating a more compassionate community ensuring that every animal receives the care and love they deserve.



La Fondation
Emmanuelle Gattuso

The H. John McDonald
FOUNDATION

CORPORATE PARTNERS

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Gradale Academy
Grant Thornton LLP
Great Exposure Inc
Greater Good Charities
Grizzly Medical Solutions Ltd
Hair of the Dog
Halo & Company Inc.
Harlo Capital
HELM Technologies Inc
Hereditary Holdings Trustee
Hoffmann-La Roche Ltd.

Holt Renfrew
Homes Alive Pets
Howden cottage
HSBC
Human Resources Professionals Association
Humberson Montessori School
Hyundai Auto Canada Corp.
Hyundai Auto Canada Corporation
IBEW 353
Ida Vivacqua Real Estate Group Inc.
Intercontinental Toronto Centre
Ironstone Product Development
Irving Consumer Products Limited
Ivey Business School
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Jackman Community Daycare
John D'Alimonte Law PC
Jordan & Associates Talent Management
Kerr Financial Advisors Inc.
Keurig Dr Pepper
KIMCO STEEL SALES LTD
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Live Nation Ontario Concerts GP, Inc.
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LK Protection
Lumerate Inc.
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May Brand Inc
Mighty Yell Studios
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 Suma Investments Inc
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 TD Bank Group
 Td Bank Legal Department
 TELUS
 TFS Canada's International School
 That Dog Company
 The Bank of Nova Scotia
 The Commonwell Mutual Insurance Group
 The Ivey Business School
 The Mint Agency
 The Sunshine Club - Ahearn & Soper Inc.
 Thorek/Scott And Partners
 Timbercreek Capital
 Toronto Dental Consultants
 Toronto Dog Moms
 Toronto Explore and Learn
 Toronto Maple Leash
 tropical cleaners inc
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Whitehorse Liquidity Partners Inc.
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 Canada)
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 Yahoo
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 Cruelty to Animals
 Andree Rheame & Robert Fitzhenry
 Family Foundation
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 Bright Funds Foundation
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 Cavelti Family Foundation at Toronto
 Foundation
 Christopher Shatilla Memorial Fund
 Dale Family Endowment Fund
 David & Carol Miller Foundation
 David J.D. Harris Foundation
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 Enterprise Community Impact Fund
 Etherington Foundation
 Evelyn and Cecil Hoffman Charitable
 Foundation at Toronto Foundation
 For the Love of Cats Fund
 Georgina Sawyer Memorial Foundation
 Gift Funds Canada
 Giggers Magic Fund
 Gloria Micallef and Bruno Diesner
 Foundation
 Government of Canada
 Graaf Family Fund
 Grant Thornton LLP
 Hanssmann-Hartig Giving Account
 Hirji & Shaikh c/o WCPD Foundation
 Hopeful Tails Dog Rescue
 Irvin Klinghofer Charitable Fund
 J and R Raina Fund
 James and Alfreda Parlee Fund at Toronto
 Foundation
 James Raymond Cowling Foundation
 Jay Goldenberg c/o WCPD Foundation
 Jean Robinson Family Foundation
 Jeff & Cathy Palmer Charitable Fund
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 Kenasyem
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 L.R.Family Foundation
 La Fondation Emmanuelle Gattuso
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