

## Wellness Services FAQ

### **What is a dispensing fee and why is it required?**

This fee covers the cost of our disposables and staff time required to dispense medication.

### **What is a sample collection fee and why is it required?**

This fee covers the cost of our disposables and staff time required to collect and run a diagnostic sample.

### **Why is a wellness or consult exam required for services?**

An exam fee is charged for each appointment at our clinic. This covers the visit with the veterinary team which includes a discussion about what services you are seeking for your pet, preventative health care recommendations for your pet, and a physical examination (if tolerated by your pet).

### **Why is a rabies vaccine required?**

Rabies is an essential vaccine for all dogs and cats. All dogs and cats living in Ontario are required by law to be vaccinated for rabies. If your animal was previously vaccinated for rabies outside of North America, we are legally required to revaccinate your animal for rabies.

For any additional information on this law, please refer to [Ontario Regulation 567, Rabies Immunization](#)

For questions related to dog vaccines please refer to [Canine Vaccine Information](#).

For questions related to cat vaccines please refer to [Feline Vaccine Information](#).

### **Is a 4DX snap test required for heartworm and/or tick preventative?**

A 4DX snap test is strongly recommended in dogs over 7 months old each spring prior to beginning heartworm prevention for the season. If you do not wish to have a 4DX snap test performed or if your pet does not tolerate blood collection, the veterinarian will discuss your options at the time of the appointment.

For questions related to heartworm please refer to [Heartworm Testing and Prevention Information](#).

For questions related to ticks please refer to [Tick Prevention and Tickborne Disease Testing](#).

### **What is the difference between a pre-anesthetic blood panel, a wellness blood panel and a senior blood panel?**

Each of these blood panels includes a Complete Blood Count, a Chemistry Panel, and Electrolytes. We do not provide routine blood work, but we offer these services during our surgical and dental consults. The veterinarian will determine which blood panel is most appropriate for your pet during the surgical or dental consult.

### **Do we provide travel documentation?**

No, we do not provide travel documentation. Please seek care from a private veterinarian if this is something you require for your pet.

### **Bridging pricing is available to individuals with proof of one of the following:**

- Ontario Disability Support Program (ODSP)
- Ontario Works (OW)
- Guaranteed Income Supplement (GIS)
- Canada Pension Plan Disability (CPP-D)



Proof of receipt of one of these programs must be provided at the time of each visit to the clinic and must be registered to the pet owner. For ODSP, OW, GIS, or CPP-D, we require a document that shows your name, what benefit is received, and the most recent statement date. This can be in hardcopy or through the *MyBenefits app*. For GIS and CPP-D, this is generally a document from the CRA.

To uphold the integrity of our subsidized pricing initiative for First Nations, Inuit and Métis peoples and ensure that it benefits those within Indigenous communities, we request documentation to verify Indigenous identity.

We accept the following forms of documentation:

- Certificate of Indian Status (Status Card)
- Nunavut Trust Certificate card or Inuit Enrollment card
- Métis Nation citizenship or membership card
- Citizenship card/letter issued by a First Nation with a modern Treaty and/or self-government agreement.

Other acceptable documentation such as alternative membership cards or letters from Indigenous communities or organizations, providing attestation to the individual's Indigenous identity.

If you do not have access to the above-mentioned documentation, please contact us directly at [csa@torontohumanesociety.com](mailto:csa@torontohumanesociety.com). We will be glad to support you to ensure that you qualify for this initiative.

### **Why are some items not eligible for further bridging pricing?**

All diagnostics and medications are sold at cost to what we pay from our distributor. Our sample collection fee and prescription dispensing fee are eligible for further subsidy.

### **What forms of payment do you accept?**

We accept cash, debit, or credit (Visa, Mastercard, American Express). We do not accept personal cheques.

### **Do you offer payment plans?**

Unfortunately, we are not able to offer delayed billing or payment plans. Fees must be paid in full at the time of your appointment.

### **Is there HST (tax) on wellness fees?**

No, as we are a registered charity, we do not charge HST.



## Wellness Pricing Guide

Exam Fees	Standard Cost	Eligible Discount	Bridging Cost
Wellness Exam	\$75.00	30%	\$52.50
Surgical Consult Exam	\$85.00	30%	\$59.50
Dental Consult Exam	\$85.00	30%	\$59.50
Cat Vaccines	Standard Cost	Eligible Discount	Bridging Cost
Rabies Vaccine	\$35.00	30%	\$24.50
FVRCP Vaccine	\$35.00	30%	\$24.50
Dog Vaccines	Standard Cost	Eligible Discount	Bridging Cost
Rabies Vaccine	\$35.00	30%	\$24.50
DHPP (Distemper/Parvo) Vaccine	\$35.00	30%	\$24.50
Bordetella (Kennel Cough) Vaccine	\$35.00	30%	\$24.50
Leptospirosis Vaccine	\$35.00	30%	\$24.50
Blood Tests	Standard Cost	Eligible Discount	Bridging Cost
Pre-anesthetic Blood Panel	\$79.50	0%	\$79.50
Wellness Blood Panel	\$92.70	0%	\$92.70
Senior Blood Panel	\$110.00	0%	\$110.00
4DX Snap Test (For dogs only)	\$21.00	0%	\$21.00
Service Fees	Standard Cost	Eligible Discount	Bridging Cost
Dispensing Fee	\$25.00	30%	\$17.50
Sample Collection Fee	\$25.00	30%	\$17.50
Microchips and Deworming	Standard Cost	Eligible Discount	Bridging Cost
In-Clinic Deworming (Pyrantel)	\$2.00	0%	\$2.00
Microchip Implant	\$30.00	30%	\$21.00

## Euthanasia Services

Service	Standard Cost	Eligible Discount	Bridging Cost
Euthanasia Consult Exam	\$85.00	30%	\$59.50
Euthanasia Procedure	\$100.00	30%	\$70.00
Communal Cremation - Feline	\$30.00	30%	\$21.00
Communal Cremation - Canine	\$120.00	30%	\$84.00
Communal Cremation - Exotics	\$12.00	30%	\$8.40



## Preventative Medication Pricing (Heartworm, Flea and Tick)

Please note, price is determined by current weight of pet	Cost (plus prescription dispensing fee)	Eligible Discount
Revolution (Single Dose)	\$15.24 - \$24.80	0%
Revolution (Box of 6)	\$91.44 - \$148.80	0%
Revolution Plus (Single Dose)	\$14.21 - \$15.60	0%
Revolution Plus (Box of 6)	\$85.26 - \$93.60	0%
Simparica (Single Dose)	\$15.60 - \$18.03	0%
Simparica (Box of 3)	\$46.80 - \$54.09	0%
Simparica Trio (Single Dose)	\$17.94 - \$25.13	0%
Simparica Trio (Box of 6)	\$107.64 - \$150.78	0%

