

TORONTO
HUMANE
SOCIETY

like no
other.



Building a More Compassionate Future

2025 Impact Report



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A Message from our CEO

Animal welfare has never been just about animals.

Every day, we witness the extraordinary bond between animals and their guardians — a connection built on unconditional love, trust, and devotion in both directions.

We see seniors whose pets provide companionship, families who rely on their animals for emotional support during difficult times, and individuals facing hardship who find comfort and stability through the human-animal bond.

That is why, in 2025, Toronto Humane Society launched our new 2025–2030 Strategic Plan. Grounded in the belief that animal welfare is community welfare, this plan sets a bold course toward a future where every pet and every family can access the care, support, and resources they need to thrive.

This year, we continued to expand access to care through veterinary services, community support programs, our Pet Food Bank, behaviour assistance, and Companion Animal Temporary Foster Care.

We strengthened partnerships with social service organizations, advanced research that is shaping the future of animal welfare, and continued providing exceptional care to animals in the shelter and who needed a new beginning.

These achievements were only possible because of you.

Whether you donated, volunteered, fostered, advocated, or adopted, you helped create a more compassionate community where pets and people can stay together.

Thank you for being part of this movement.

Together, we are building a future where no family has to choose between their own well-being and the well-being of a beloved pet.

A future where access to care is not a privilege for some, but a reality for all. Where barriers are replaced with support. Where pets receive the care they need, families receive the help they deserve, and the human-animal bond is recognized as an essential part of a healthy, thriving community.

That future is within reach. And thanks to your support, we are creating it together.

With sincere gratitude,



Phil Nichols, RVT, CAWA
Chief Executive Officer
Toronto Humane Society



Our Strategy in Action

In 2025, we took the first steps in bringing our 2025–2030 Strategic Plan to life.

This plan is more than a roadmap — it is a commitment to reimagining animal welfare as a system that is accessible, inclusive, and deeply connected to the needs of the community. It recognizes that barriers to care, whether financial, geographic, or social, can have a profound impact on both animals and the people who love them.

Our approach focuses on shifting from a primarily shelter-based model to one that meets people where they are. By expanding access to services, strengthening community partnerships, and integrating animal welfare with human support systems, we are working to keep pets and families together whenever possible.

At the same time, we continue to evolve the care we provide within our shelter, ensuring that every animal receives the highest standard of support while they wait for their new home.

This report is structured around key strategic priorities that guide our work:

- Expanding Access to Care
- Evolving Shelter-Based Care
- Animal Welfare Science Advancement & Leadership
- Building Financial Resilience

Together, these priorities are shaping a more compassionate and sustainable future for animals, for people, and for the communities we serve.

Scan the QR code to learn more about our 2025–2030 Strategic Plan.



Building the future of accessible care

In 2025, we laid the groundwork for our first Community Animal Health Centre, a key milestone in expanding access to veterinary care.



LEARN MORE



Your 2025 Impact at a Glance

This year, your impact extended beyond our shelter walls and deeper into the community than ever before.

39,036

community touchpoints through programs that provide veterinary care, pet food, training, and family support — helping keep more pets with the people who love them.

\$4.8 Million

below market-rate care provided through our community programs

190,839 Pounds

of food distributed through our Pet Food Bank, Community Days, and pop-up clinics



5

peer-reviewed studies and professional guidelines published

2,026

pets supported through our shelter program, receiving care, safety, and support



1,866

pets received veterinary care through Rural and Community Pop-Up Clinics



163

pets supported through our Companion Animal Temporary Care program

35,943

volunteer hours contributed

Financial Stewardship

Maximizing Every Dollar of Impact

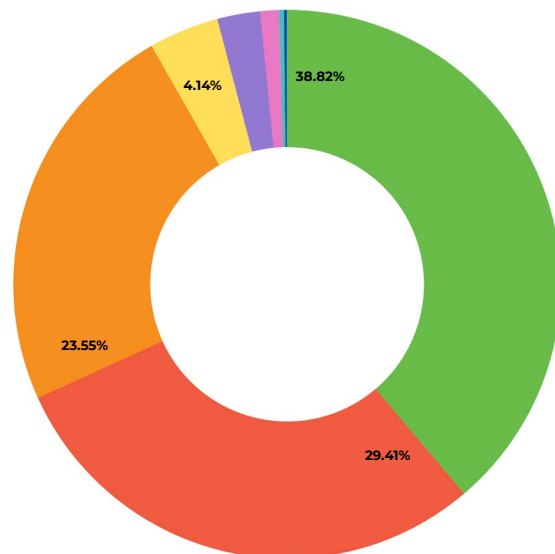
The trust of our donors and supporters is one of our greatest responsibilities. In 2025, Toronto Humane Society remained committed to responsible stewardship, ensuring resources were directed where they could have the greatest impact for animals and families. Every donation helps expand access to care, support lifesaving programs, advance research, and strengthen communities.

Revenue

2025

●	Donation and Fundraising	\$6,976,245
●	Legacies and Bequests	\$5,286,424
●	Community Animal Welfare Programs	\$4,232,838
●	Gifts-in-Kind	\$743,503
●	Animal Sheltering Programs	\$455,546
●	Realized Investment Income	\$198,523
●	Unrealized Gain on Investments	\$52,178
●	Amortization of Deferred Capital Contributions	\$26,644
●	Communication and Advocacy	\$5,432

\$17,975,333

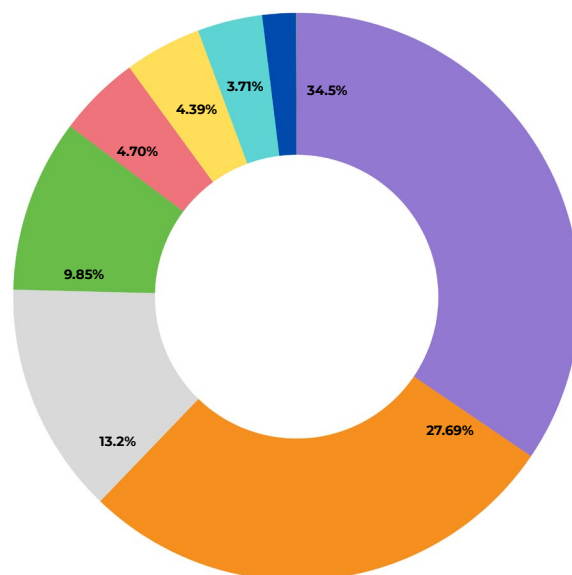


Expenses

2025

●	Animal Sheltering Programs	\$5,839,248
●	Community Animal Welfare Programs	\$4,685,580
●	General and Administration	\$2,236,299
●	Fundraising and Development	\$1,668,629
●	Animal Welfare Science	\$794,880
●	Gifts-in-Kind	\$743,503
●	Communication, Education and Advocacy	\$627,287
●	Amortization of Capital Assets	\$325,194
●	Investment	\$4,468

\$16,925,088



Scan the QR code to view the complete audited financial statements for the year ended December 31, 2025.



Expanding Access to Care

Removing Barriers, Keeping Families Together

Access to care is at the heart of our strategy.

In 2025, we expanded programs designed to reduce barriers and ensure pets receive the care they need — regardless of their family's circumstances, like Carol's.

When Carol reached out to Toronto Humane Society, she believed she was out of options.

A senior facing financial barriers and rising veterinary costs, Carol feared her beloved 9-year-old cat, Milly, was suffering from kidney or bladder failure. Heartbroken and unable to afford further care, she thought euthanasia might be the only humane choice.

Meeting with our veterinary team changed everything.

Our veterinarians discovered that Milly wasn't experiencing organ failure at all. Instead, she had bladder stones — a painful but treatable condition.

The next day, Milly underwent surgery to remove the stones and is now back at home with Carol, where she belongs.

For Carol, access to care meant more than a medical diagnosis. It meant keeping her family together.

Milly's story is a reminder that when barriers to veterinary care are removed, pets receive the treatment they need, families stay together, and lives are changed.

\$4.8 Million

**in below-market-rate
veterinary care provided**

Helping make essential veterinary care more affordable and accessible for families.

39,036 Community Care

Touchpoints

**Helping pet families access the care,
resources, and support they need**

Connecting families with veterinary care, pet food, training, and essential services to help keep animals healthy and at home.

9,535 Wellness Appointments

provided through our vet clinic

Delivering preventive care that helps pets stay healthy and reduces future health concerns.

6,967 Surgeries

provided through our vet clinic

Improving the health and wellbeing of thousands of pets through surgical care.

5,162 Microchips

provided through our vet clinic

Helping more lost pets find their way home.

1,272 TNR Appointments

(Trap-Neuter-Return)

Helping reduce community cat overpopulation through humane population management.

Our Interdisciplinary Approach

Meeting Complex Needs Through Integrated Care

Pets and people don't experience challenges in isolation — care needs are often connected across veterinary health, behaviour, and social circumstances.

Our **Community Pop-Up Wellness Clinics** are delivered in partnership with local organizations and communities that invite us to provide care. By bringing together veterinary services, training, behaviour support, and on-site social work, families can access coordinated, wraparound support in a single visit.

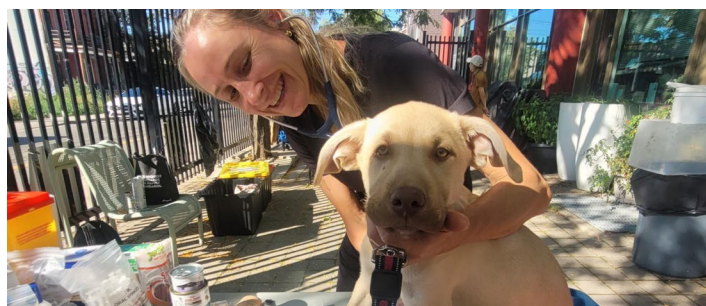
Our **Rural Veterinary Services** are delivered at the invitation of Indigenous communities through pop-up clinics that provide essential veterinary care, including wellness exams and spay/neuter surgeries. By bringing services directly into communities, these clinics help reduce geographic and systemic barriers to accessing veterinary care

This work is strengthened through our **partnership with the Toronto Drop-In Network**, which helps extend support to individuals and communities experiencing housing insecurity and other complex challenges.

By working together, we reduce barriers to care, intervene earlier, and help keep pets and the families who love them together.

Your Impact

- **126** families served at Community Pop-Up Wellness Clinics, supporting **158** pets
- **1,740** pets served across **6** Indigenous communities



September 16, 2025. Toronto Humane Society partnered with Parkdale Queen West Community Centre to provide veterinary care, social work support, and training and behaviour guidance to help keep families together.



July 30, 2025. Toronto Humane Society partnered with Homeless Connect T.O. at The Stop to support community pets and their families. As one of 12 service providers, our team offered veterinary care, social work support, and behaviour guidance.

Strengthening Support for People and Pets

In 2025, Toronto Humane Society began working with the Toronto Hostels Training Centre (THTC) to deliver practical, evidence-based training for staff working in shelters, drop-ins, respites, and other human services supporting people experiencing housing insecurity.

The initiative includes the first dedicated session focused on supporting pet guardians experiencing housing insecurity, helping ensure people are not forced to choose between accessing services and caring for their animals.

This training builds confidence and capacity among frontline staff to safely and compassionately support clients with pets.

Companion Animal Temporary Care in Action

Building a more accessible and responsive system of care for pets and families

When families face unexpected challenges, keeping pets safely within their care — even temporarily — can be the difference between separation and staying together. Our Companion Animal Temporary Care program exists to protect and preserve the human–animal bond by providing short-term, compassionate foster placements that keep pets connected to their families during times of need.

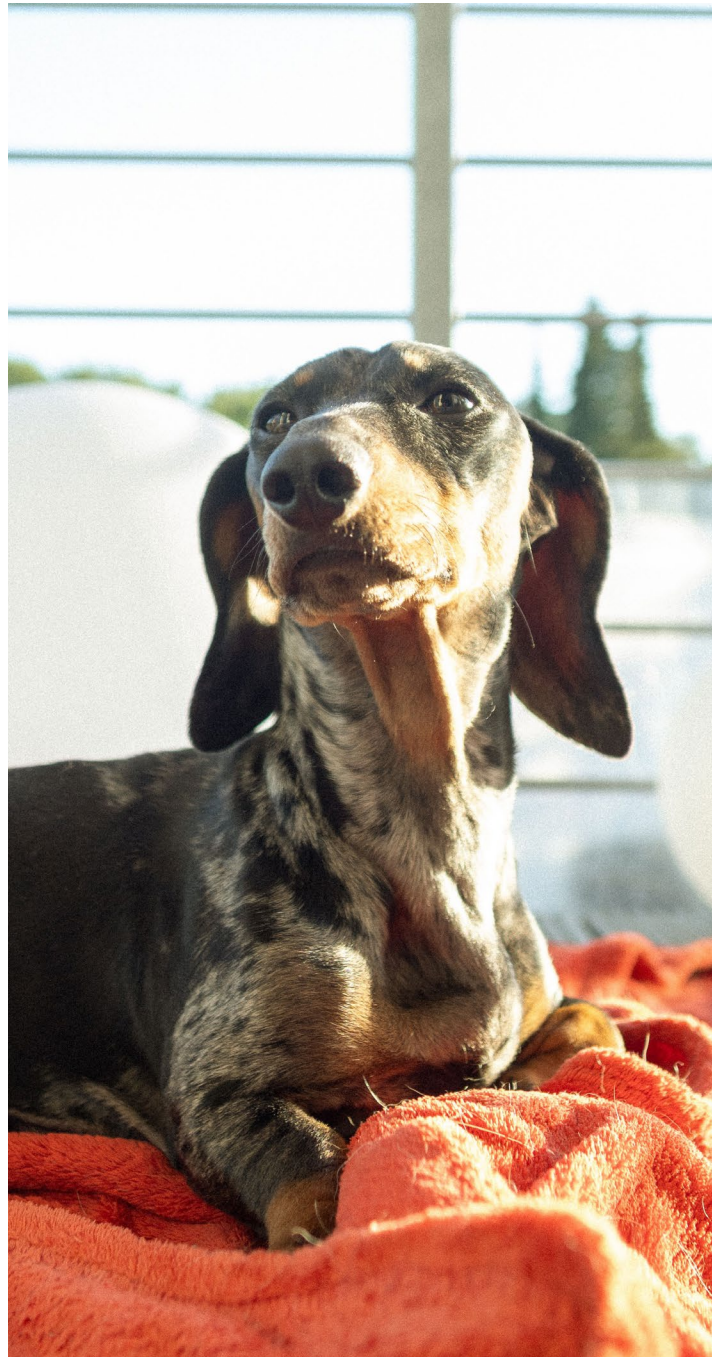
For Lucy and her family, that support made all the difference.

When her family was faced with a challenge and Lucy needed temporary care, **our Companion Animal Temporary Care program (formerly known as the Urgent Care program) stepped in to provide temporary care until Lucy could be reunited with her family.**

In foster care, Lucy exceeded all expectations. Her gentle nature and social confidence even won over a previously “grumpy” resident dog, who became her close companion by the end of her stay.

Lucy was reunited with her pet parent just before Christmas — an especially meaningful moment for the family.

Lucy’s story embodies the vision of our 2025–2030 Strategic Plan: a more connected, compassionate, and accessible system of care. By investing in foster care, we are helping **ensure that moments of crisis do not break the human–animal bond**, but are instead met with support, stability, and care.



Your Impact

- **163** pets supported through the Companion Animal Temporary Care program
- **100** pets were reunited with their families
- **97 days** was the average length of stay

Animal Welfare Advancement Through Field Leadership & Innovation

Shaping the Future of Animal Welfare

Toronto Humane Society is a leader in evidence-based animal welfare research. In 2025, our research advanced knowledge in shelter medicine, animal behaviour, veterinary social work, and access to veterinary care —helping improve outcomes for animals and the people who care for them.

Advancing Access to Veterinary Care

Published in *Frontiers in Veterinary Science* in 2025, this study by our Chief Veterinary Officer, Dr. Karen Ward, DVM, and collaborators examined barriers to veterinary care and how organizations across Canada are working to improve access. The findings help inform more accessible, community-based approaches to supporting pets and the people who care for them.

Advancing Veterinary Social Work

Dillon Dodson, RSW, MSW, Psychotherapist & Somatic Stress Release™ Practitioner, Director of Social Work at Toronto Humane Society, co-authored the *Social Work in Animal Welfare (SWAW) Guidelines* alongside 24 veterinary social work professionals. This framework establishes best practices for integrating social work into animal welfare settings, strengthening support for people and pets through compassionate, trauma-informed care.

Post-Adoption Behaviour and Adopter Satisfaction of Cats Across Socialization Likelihoods

Published in the *Journal of Shelter Medicine and Community Animal Health*, this study by our Director of Behaviour Dr. Jacklyn Ellis, PhD CAAB CSB-C, Kyrsten Jade Janke, Nicole M. Furgala, and Taylor Bridge examined how cats

with varying levels of socialization adjust after adoption and how those differences influence adopter satisfaction. The findings provide important evidence to support more informed adoption decisions, strengthen matching practices, and improve long-term welfare outcomes for both cats and adopters.

Beyond Doing Better: Improving the Objectivity of Cat Behaviour Assessment

Led by our Director of Behaviour, Dr. Jacklyn Ellis, PhD CAAB CSB-C and published in the *IAABC Foundation Journal*, this research introduced a more standardized and objective approach to feline behaviour assessment in shelter environments. By reducing subjectivity and increasing consistency in behavioural evaluations, the study strengthens decision-making processes, improves communication across teams, and supports higher welfare outcomes for cats in care.

Evidence-Based Advances in Shelter Dermatology: Optimizing Treatment for Shelter Cats with Ringworm

Published in the *Journal of Feline Medicine and Surgery*, this study by our Director of Science and Advancement, Dr. Linda Jacobson, BVSc MMedVet(Med) PhD, Lena DeTar, and Kyrsten Jade Janke evaluated treatment protocols for dermatophytosis (ringworm) in shelter cats. This multi-shelter clinical trial provides evidence-based guidance to refine treatment approaches, reduce transmission, shorten length of stay, and improve welfare outcomes for cats in care.

Explore the full research publications and professional guidelines featured in this report by scanning the QR code.



Evolving Shelter-Based Care

Compassionate Care for Every Animal

While our focus continues to evolve and expand prevention and community-based support, sheltering remains critical to our mission.

For animals who have nowhere else to go, Toronto Humane Society provides expert medical treatment, behavioural support, enrichment, shelter, and pathways to adoption. In 2025, we continued refining our shelter model to improve outcomes and reduce length of stay — while ensuring every animal receives the individualized care they need to thrive.

This approach is reflected in our outcomes: in 2025, **the median length of stay for adoptable animals was just 9 days.**

For pets requiring additional support, specialized programs such as K9 Mentor ensure they receive the time, training, and enrichment needed to prepare for successful adoption.

Some dogs find their families within days. **Others need a little more time. Lyle was one of those dogs.**

When the young shepherd-hound mix arrived at Toronto Humane Society, he struggled with the stress of shelter life. He was highly reactive to other dogs and unfamiliar triggers, making everyday walks challenging and limiting his opportunities to show adopters who he truly was.

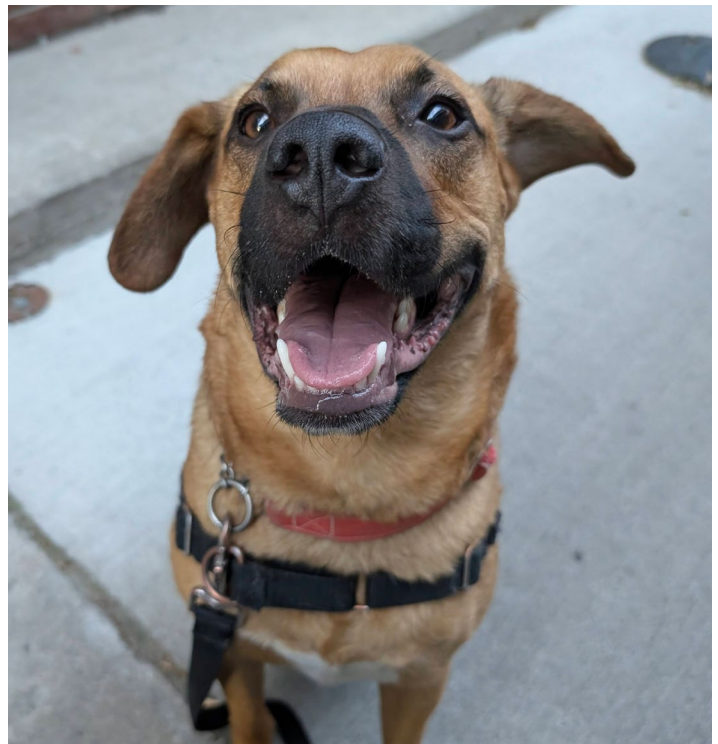
Lyle became one of the first dogs enrolled in Toronto Humane Society's new K9 Mentor Program.

Through the program, Lyle received a personalized behaviour plan focused on building confidence, reducing stress, and helping him navigate the world more comfortably. His mentor worked with him

consistently, celebrating small victories along the way: checking in with handlers instead of reacting to triggers, recovering more quickly from stressful situations, and building stronger relationships with the people caring for him.

Over time, the team gained a deeper understanding of Lyle's needs, allowing them to tailor his care, improve his quality of life, and advocate for the right match.

In November 2025, that commitment came full circle when Lyle found the family he had been waiting for.



Your Impact

- **9 days** was the median length of stay for adoptable animals
- **2,026** animals cared for through the shelter program
- **1,379** surgeries provided to pets in the shelter program
- **1,635** pets adopted into loving homes
- **110** pets reunited with their families

Building Community

A Movement Powered by Compassion

The future of animal welfare cannot be built by one organization alone.

It is shaped by volunteers who give their time, foster families who open their homes, donors who invest in solutions, and advocates who believe every animal deserves care.

Together, we are creating a more accessible, equitable, and sustainable future for animals and the people who love them.

For Dodo, that community made all the difference.

Dodo, an eight-year-old mixed-breed dog, arrived at Toronto Humane Society as a stray with multiple complex health challenges, including skin disease, dental issues, mobility concerns, and chronic kidney disease.

His condition required ongoing medical management and specialized care, and it quickly became clear **he would need more than treatment alone — he needed a home.**

Through our foster program, Dodo was welcomed into a loving foster family where he could receive individualized care in a home setting. Working closely with our veterinary team, his foster family administered medications, monitored his condition, and adapted to his evolving needs with exceptional compassion.

As his illness progressed, **Dodo's care shifted to palliative support in the same foster home where he was already deeply loved.**

Dodo's story reflects the power of community in action. Foster families create the conditions for healing, comfort, and dignity — giving animals not just care, but the chance to live each day surrounded by love.



Your Impact

- **716** volunteers
- **35,752** volunteer hours
- **323** foster families
- **42%** of shelter animals were placed in foster care
- **100%** of Companion Animal Temporary Care pets were placed in foster homes

Corporate, Foundation, and Estate Support

Powered by partnership and generosity

Our mission to Improve the Lives of Animals is powered by partnership and sustained by the generosity of our donors. Every vaccine, every bowl of food, and every act of care is made possible not only by our dedicated internal teams, but by an incredible community of supporters who stand beside us. The following list recognizes those who generously contributed \$5,000 or more in 2025. To each of you — thank you.



The **H. John McDonald**
FOUNDATION



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**Toronto Humane Society
 does not receive municipal,
 provincial, or federal
 government funding. All of
 our work is made possible
 through the generosity of
 supporters like you.**





A Year Made Possible by You

To our donors, partners, and community of supporters

Every milestone in this report was made possible by a community that cares deeply about animals and the people who love them. From expanding access to care to strengthening community partnerships, this year reflects what we can achieve together.

As we look ahead to our 2025–2030 Strategic Plan, we remain committed to building a more accessible, equitable, and compassionate system of care for animals and families.

Thank you for being part of this work — and for helping shape a more compassionate future.

Toronto Humane Society
11 River Street
Toronto, ON, M5A 4C2

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