TORONTO HUMANE SOCIETY like no other.

csa@torontohumanesociety.com
416-392-2273
11 River Street, Toronto, M5A 4C2

Urgent Veterinary Care Service FAQ

Is Toronto Humane Society an emergency clinic?

No. We treat urgent but non-life-threatening problems during the day. For emergencies, go to a 24-hour emergency hospital.

How soon can I be seen?

We open appointments for the next day.

Why is an Urgent Veterinary Care 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).

How much does it cost?

The cost of the appointment will depend on what medication is recommended by the veterinarian after examining your pet. We cannot provide a comprehensive cost list for all medications available, but we charge cost plus a dispensing fee for medication.'

What if my animal needs more care than you can give?

We'll explain your options and help you get a referral or reach an emergency hospital.

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.

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.

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To uphold the integrity of our bridging 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*. 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 bridging pricing. .

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.

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Urgent Veterinary Care Pricing Guide

Exam Fees	Standard Cost	Eligible Discount	Bridging Cost
Urgent Veterinary Care - Consult Exam	$85.00	30%	$59.50
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
Service Fees	**Standard Cost**	**Eligible Discount**	**Bridging Cost**
Dispensing Fee	$25.00	30%	$17.50
Sample Collection Fee	$25.00	30%	$17.50

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

Prices Effective November 11th, 2026