

# Animal Services

2024 ANNUAL REPORT



—City of—  
**PICKERING**

[pickering.ca/animals](https://pickering.ca/animals)

# | Land Acknowledgement

We acknowledge that the City of Pickering resides on land within the Treaty and traditional territory of the Mississaugas of Scugog Island First Nation and Williams Treaties signatories of the Mississauga and Chippewa Nations. Pickering is also home to many Indigenous persons and communities who represent other diverse, distinct, and autonomous Indigenous nations. This acknowledgement reminds us of our responsibilities to our relationships with the First Peoples of Canada, and to the ancestral lands on which we learn, share, work and live.

---

## Meet the Team –



**Lindsey Narraway**

Supervisor, Animal Services



**Jennifer Hayden**

Manager, Municipal Law Enforcement Services



**Jason Litoborski**

Division Head, Municipal Law Enforcement Services



**Paul Bigioni**

Director, Corporate Services & City Solicitor

## Animal Shelter Staff



Sabryn Barnett, Jeff Ho, Sandra Harrop, Rebecca Menchenton

## Animal Services Officers



Nick Florio, Carl Milanes

# Contents

<b>Introduction</b>	<b>03</b>
<b>Statistics</b>	<b>04</b>
<b>Key Highlights &amp; Accomplishments</b>	<b>06</b>
<b>Events &amp; Programs</b>	<b>10</b>

# Introduction

Pickering Animal Services is dedicated to ensuring the safety and well-being of both pets and residents in the community. Services include pet adoption, reuniting lost pets with their owners, and providing temporary care for domestic animals. The team also handles the licensing of pets and animal-related businesses, investigates animal-related complaints, provides education and assistance to residents, and picks up stray and injured animals. Staff also remove deceased animals from the roads ensuring traffic safety.

With a commitment to helping both the people and pets of Pickering, Animal Services plays a vital role in fostering a compassionate and safe environment.

We are proud to present this inaugural Annual Report. This report will highlight 2024 statistics, foster and volunteer contributions, community events, education programs, and the many partnerships and collaborations that made them possible throughout the year.



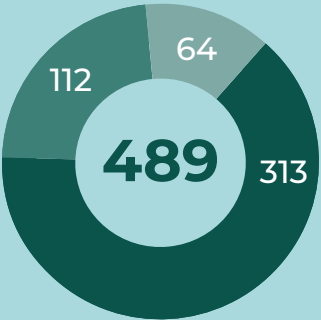
# Statistics

## Animals Received at the Shelter in 2024



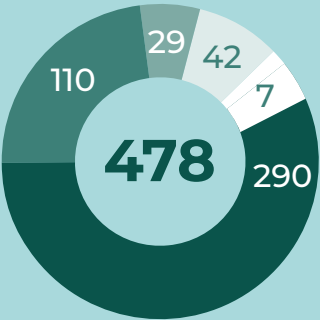
\*Other includes small animals and livestock.

### Intake Statistics



- Stray
- Other (Transferred in, Shelter offspring)
- Owner surrender

### Outgoing Statistics



- Adopted
- Returned to owner
- Euthanized
- Transferred out
- Other

\* The animal shelter currently has 1 full-time animal shelter attendant, 2 part-time animal shelter attendants, 1 part-time clerk, and 2 animal shelter summer students.

\* intake does not equal outgoing due to animals currently in care.

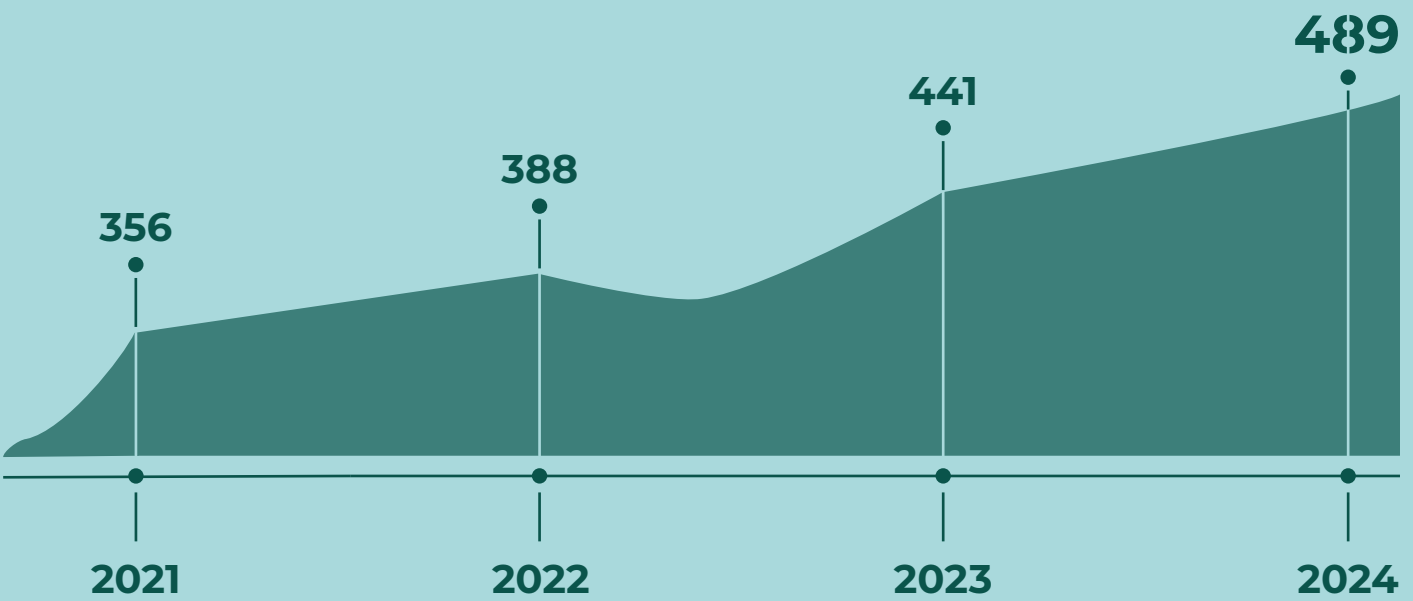
# Enforcement Statistics

\*All enforcement calls are answered by 2 full-time Animal Services Officers and 1 additional Summer Field Officer.



**Total: 878**

## Animal Shelter Intake ( 2021 - 2024 )





# Key Highlights & Accomplishments

## Preventing and Reducing Wildlife Road Deaths



Roads act as barriers between habitats, and crossing guidelines are needed as support measures to prevent animals from being killed while trying to cross a road. Preventing wildlife from being hit by vehicles not only saves animal lives, it makes the roads a safer place for all drivers.

Pickering Animal Services has been working with Parks Canada, Toronto and Region Conservation Authority, Eco-Kare International, and the Toronto Zoo on ways to reduce turtle and other wildlife mortality rates along Finch Avenue and the Pickering Scarborough Townline near Amos' Pond.



## PetSmart Charities Grant

Pickering Animal Services received a \$35,000 grant from PetSmart Charities of Canada to help support the day-to-day care of animals prior to being adopted.

## Empathy Through Art

In 2024, Animal Services piloted a new Empathy Through Art program that taught empathy for humans and animals alike. Students visited the shelter and met with many of the animals waiting for their forever homes. Students were tasked with picking an animal that they wanted to help find a home, creating an adoption profile, and painting that pet's portrait. These portraits were showcased at the shelter until the animals were adopted.



## Facility Needs Assessment

Staff continued to work with an animal shelter consultant to conduct a needs assessment to ensure that the City plans for an animal shelter that addresses both current and future community needs.



## Whiskers & Wellness Clinic

With the help of local veterinarians, Animal Services and the Community Safety & Well-Being Committee collaborated to provide the first- ever free wellness clinic for vulnerable populations, utilizing the One Health Model to support both people and their pets. **14** people and **21** animals were provided with support at the December 4th event.



## Volunteer & Fostering Program

Throughout the year, **29** Animal Services Volunteers worked a total of **842** hours to help out at animal-related events and care for pets at our satellite adoption sites.

Foster families play a crucial role by providing temporary homes and care for animals, while they are waiting for their forever homes. With the help of **31** dedicated foster families, a total of **72** animals were able to be placed into foster.



## Community Pet Support Program

In 2024, the City continued its dedication to supporting the health and well-being of pets and their owners through accessible and inclusive programs. These efforts included the community pet pantry and three satellite adoption centres. A new initiative for 2024 was the collaboration with Petcademy, a company that provides valuable post-adoption support. This partnership offers complimentary behavioural support to pet parents, foster families, and residents considering surrendering their pets.

The collaboration with Petcademy helped track key statistics that reflect the effectiveness of these services:



# 223

Individuals received complimentary behavioural support for their pets.



# 94%

Net Promoter Score (NPS), which measures satisfaction levels of adopters and foster families.



# 69%

Engagement rate, showing the level of continued interaction with pet parents after adoption.



# Events & Programs



## **February 20 – Adopt a Pet Program hosted by Animal Services and Pickering Public Library**

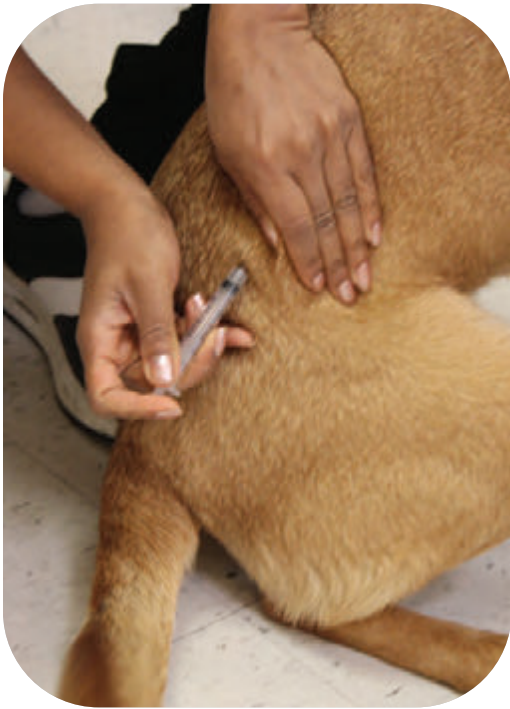
Participants learned about the responsibilities that come along with having a pet and were able to ‘adopt’ their own to take home and care for.



## **March 12 – Tails to Tales Reading at the Shelter with Pickering Public Library**

Children had the opportunity to visit the shelter and read to the animals, learn about their unique stories, and create handmade toys for them to enjoy while waiting to be adopted.





## May 4 – Low Cost Rabies and Microchip Clinic

Occurring annually on the first Saturday of May, the clinic vaccinated **162** animals against rabies and provided **62** microchips to help reunite pets back with their families.

## May 11 – Petapolooza

After 11 years, Petapolooza, Pickering's Pet Festival keeps getting bigger and better. This annual event attracts over **4,000** people and is Animal Services' biggest fundraiser of the year. Last year, the event brought in more than **\$40,000**.









## May 11 – 4th Annual Tails of Hope Short Story Contest with Pickering Public Library

The Tails of Hope Short Story Writing Contest asked children to write a story about their furry friend and use their imagination to bring it to life. Tails of Hope demonstrates the love and appreciation that children have for animals of all shapes and sizes.



## June 11 – Indigenous Painting with Pickering Public Library

Local Indigenous artist Victoria Grant shared her knowledge and teachings about the deep connection between Indigenous culture and our surrounding wildlife. In addition, participants received step-by-step instructions on how to paint native wildlife scenes on canvas.

## July 1 – Canada Day

Animal Services attended the City's annual Canada Day celebration to increase awareness and educate residents on various animal-related topics.



## July 6 – Summer Reading Club Launch Party

Animal Services attended the Pickering Public Library's event to increase awareness and provide children with a fun animal-related craft.



## July 26 & August 16 – Pop up Education event at Rick Johnson Memorial Park

Animal Services attended to increase awareness and educate residents on various animal-related topics.



## July 31 – Cardboard Castles

In partnership with the Pickering Public Library, children had the opportunity to decorate cardboard boxes which were used at the animal shelter for cats to play, sleep, and climb on.



## August 20 – Mastering the Barkside with Pickering Public Library

Who's Walking Who Dog Training Centres provided training to **40** attendees who learned how games-based training can help improve a dogs behaviour.





## October 2 – Paw Print Wreath making with Pickering Public Library

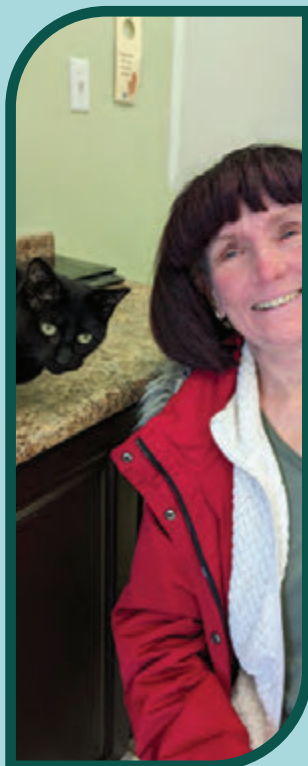
Participants learned all about animal services while creating an animal themed wreath to be taken home and displayed.

## November 16 – Low Cost Rabies and Microchip Clinic

The clinic vaccinated **112** animals against rabies and provided **40** microchips to help reunite pets back with their families.



# Community Fundraising









———— **Animal Services** ————  
**2024 ANNUAL REPORT**

———— *City of* ————  
**PICKERING**