

**Proposal for Animal Pound Keeping Services  
Town of Whitby**

**Submitted by:  
Humane Society of Durham Region**

**March 15, 2023**

# **Humane Society of Durham Region**

## **Proposal for Animal Pound-Keeping Services for the Town of Whitby**

### **1. GENERAL**

#### **Introduction**

The Humane Society of Durham Region is pleased to submit a proposal for pound-keeping services for the Town of Whitby. This proposal is based on historical information provided by the Town of Whitby relating to the number of animals impounded annually and other relevant information.

#### **Purpose Statement**

Our purpose is to provide care, comfort, and compassion to animals in need; we value all animals and engage our communities to treat them with respect and kindness.

#### **Values**

- Compassion
- Transparency
- Excellence
- Collaboration
- Accountability

### **2. ORGANIZATION OVERVIEW AND CONTACT INFORMATION**

#### **2.1 Contact Information**

Humane Society of Durham Region  
1505 Wentworth Street, Whitby ON

#### **Staff Contact:**

Jennifer Bluhm, VP Community Outreach Services

1-888-668-7722, ext 440

Mobile: 519-375-2442

Email: [jbluhm@ontariospca.ca](mailto:jbluhm@ontariospca.ca)

#### **2.2 About the Humane Society of Durham Region**

The Humane Society of Durham Region (HSDR) is an integral part of the community, promoting mutually beneficial human-animal interactions. HSDR has been providing vital animal care services to communities in Durham Region since 1988. Our goal is to build awareness of the essential role of animals in our lives. We are committed to assisting animals in need including homeless cats, dogs and other companion animals.

Our staff are professionals who work in this field because they love animals, and the decisions they make are made for the good of the animal and of the communities that they will live in. Our animal welfare philosophy leads us to focus on optimum solutions for animals in our animal centres including high-volume spay/neuter services, adoption programs, animal fostering, animal transfer programs, spay/neuter and animal wellness services, humane education, and community support services such as petfood support and emergency boarding services.

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The Humane Society of Durham Region maintains trained staff to ensure the highest level of care is provided to all animals in our custody.

### **3. SCOPE OF SERVICES**

#### **3.1 Impound Services**

The Humane Society of Durham Region will provide domestic feline and canine pound keeping services for the Town of Whitby from its Animal Centre, located at 1505 Wentworth Street, Whitby, Ontario.

Animals included under this agreement are healthy, medically stable dogs and cats, Animals that are not medically stable are not included under this agreement until such time that they are deemed to be healthy and medically stable enough for intake by HSDR.

This proposal only covers animals impounded under the authority of the By-law and does not include (or permit) animals to be boarded at the shelter that are part of external agencies or police investigations.

#### **3.2 Facility**

The facility includes all necessary equipment to care for animals including HVAC system, information technology and trained staff and volunteers.

- 40 kennels for cats
- 8 isolation kennels for cats
- 14 kennels for dogs with outdoor run access
- 3 isolation kennels for dogs

#### **3.3 Hours of Operation**

The shelter is staffed from 7:00 a.m. to 7:00 p.m. 365 days a year and open to the public Tuesday - Sunday 11a.m. - 6p.m. HSDR is closed on statutory holidays.

When open to the public, HSDR will ensure that owners of impounded animals have a reasonable opportunity to reclaim animals, provide telephone access for Whitby residents to reach customer care personnel, and other public-facing services.

#### **3.4 Afterhours Access to Facility**

HSDR will provide 24-hour access to the kennels designated for the Town of Whitby by Municipal Law Enforcement Officers for the purpose of impounding animals only.

No animals brought in by any other legislation will be accepted without prior written approval from the Animal Centre manager or designate and will be subject to a separate fee schedule outside the current contract.

#### **3.5 Animal Care and Enrichment**

HSDR provides routine medical services to shelter animals including vaccinations, de-worming, and administering medications. All injured and sick animals are treated by a veterinarian. All animals placed

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for adoption are spayed or neutered prior to release to the adoptive home, and these surgeries are performed by a licensed Veterinarian.

HSDR follows formalized Infection & Disease Control Protocols (Intake Procedures, Personal Protective Equipment (PPE), Cleaning and Disinfection, Zoonotic Diseases, and Infection Control).

The Humane Society of Durham Region (HSDR) has an active dog-walking and cat enrichment program that is volunteer driven. In addition, large outdoor exercise pens are used for daily group housing and exercise. Community engagement is vital to the operation of our Animal Centre and volunteer orientations and regular training is provided on an on-going basis.

### **3.6 Staff**

Staff members ensure that all impounded animals in the facility are provided with the necessary food, water, and medical care to maintain the animals in good health. Staff members also ensure that all animal holding areas and utensils are regularly sanitized to avoid the spread of disease. As part of their daily function, these staff members examine and interact with the animals every day to ensure their health and well-being is being addressed.

### **3.7 Adherence to Regulations and Standards**

HSDR will provide, operate, and maintain the animal pound in accordance with the Animals for Research Act of Ontario, Ontario Pounds Act, and any other regulations applicable to the sheltering of cats and dogs.

HSDR will provide a letter from the Ontario Ministry of Agriculture, Food and Rural Affairs (OMAFRA) upon execution of contract to confirm that the animal pound facility has been inspected, registered, and meets the requirements of the Act and Regulations. Results for the last inspection are available upon request as part of the execution of the contract.

### **3.8 Sick or Injured Animals**

HSDR will provide facilities for the intake of healthy, medically stable dogs and cats that come into the Town's possession through activity authorized in Bylaw 7294-17.

Sick and/or injured animals will be transported to a veterinarian prior to arriving at the shelter by MLE. Furthermore, no injured or ill animal will be impounded afterhours to minimize unnecessary pain or suffering and to ensure the existing population of animals in the animal centre are not put at risk of disease.

HSDR shall not euthanize animals that have been brought in by the Town within the first 7 days of being brought into the shelter, unless determined by a veterinarian to be the appropriate course of action. HSDR will seek authorization from the Town of Whitby before proceeding. A Town contact will be required for afterhours authorization. Euthanasia will only be carried out by a qualified veterinarian.

The Town of Whitby agrees to reimburse the Society the cost of any required veterinary care or medications administered to an animal within the hold period.

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### **3.9 Aggressive Dogs and Bites**

Boarding or holding of dogs seized under court order or quarantine is included in the fees outlined in this proposal to a maximum of 30 days per dog. Any dogs in care longer than 30 days will be subject to additional daily boarding fees. Such fees shall be at the sole discretion of HSDR up to a maximum of \$100/day/dog (no limit on duration), plus veterinarian expenses and any other costs incurred.

HSDR has established protocols for the safe handling and housing of dangerous dogs which can be provided upon request. Such protocols include the use of shift facilities (cages/kennels) and appropriate safety equipment to ensure the safety of staff and the wellbeing of the dog. In the event of a dog's behaviour posing a danger to staff or the animal itself consultation with a veterinarian on appropriate intervention will be arranged by HSDR.

The Town authorizes HSDR to relocate any dogs to alternate housing facilities as required for staff safety or animal wellbeing.

To ensure staff and animal safety we request notice prior to the delivery of any dog considered "aggressive" so HSDR may prepare the facility and staff for the additional handling requirements. HSDR will provide the Town with intake procedures so that shelter staff are aware of the pertinent details of any aggressive animal brought into the shelter.

### **3.10 Public Health Quarantine**

The Humane Society of Durham Region will only receive dogs for bite quarantine that are stray and delivered by Municipal Law Enforcement Officers (MLE) for impound under the authority of the Health Protection and Promotion Act. Such impound will be subject to additional fees of \$100/day plus any necessary veterinary expenses incurred by HSDR above the proposed annual service fee.

Additionally, for the safety of staff and wellbeing of the dog it is requested that as much advanced notice as possible be provided prior to the delivery of any dog considered "aggressive" so HSDR may prepare and staff for the additional handling requirements.

The Town of Whitby agrees to reimburse HSDR the cost of any rabies or other vaccinations mandated by Public Health Ontario under the Health Protection and Promotion Act of Ontario and Regulation 567.

### **3.11 Animal Disposition**

Animals brought into HSDR by the Town are the property of the Town for the first 7 days of impoundment. After the 7th day of impoundment, all Town animals become the property of HSDR and eligible for entry into HSDR's adoption or fostering programs, save and except for dogs seized by the Town for reasons of being dangerous/ involved in an attack that are being held by a court order.

### **3.12 Adoption and Fostering Programs**

If HSDR believes that fostering is appropriate for an animal brought into the shelter by the Town of Whitby within the first 7 days of impoundment, arrangements for fostering would be made in collaboration with the Town's Manager of Bylaw Services prior to moving the animal into a foster arrangement.

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HSDR shall provide a comprehensive adoption program which includes a care plan assessment that is completed for all impounded animals upon arrival which focus on the best outcome for the animal. This may include adoption, transfer to another rescue, or partner organization or placement in foster care.

All cats and dogs will be spayed or neutered as a condition of adoption and any costs associated with that will be the responsibility of HSDR. Under no circumstances shall unclaimed animals be sold for medical research or other activities which may harm them.

The Humane Society of Durham Region uses a behaviour assessment program to determine the suitability of dogs before they are placed for adoption. We strive to avoid putting potentially aggressive or dangerous dogs into the community wherever possible.

HSDR maintains a people friendly adoption centre where the public can meet adoptable animals allowing them to make a more educated decision on any potential adoptions. Our adoption staff and volunteers are trained to assist the public with finding a companion that is right for them, by matching their lifestyle, knowledge, and expectations of pet ownership to a pet's behaviour.

The Shelter maintains a full service website to showcase the animals available for adoption and educate the public on the services we provide. The website provides a wealth of information to assist with many common issues; training tips and learning how to live with wildlife being just a few.

#### **3.13 Locating Owners and Reclaim Process**

Where animals found running at large are brought into HSDR, the Town will take responsibility to attempt to locate the owner of any animal within the first 7 days. HSDR may assist by using social media and other online means to post photos and descriptions of found animals at their shelter; however, direct outreach to owners by phone or other means will be the responsibility of the Town.

HSDR will take reasonable measures to ensure that persons re-claiming an animal have obtained an animal license from the Town of Whitby, which owners may do through a self-service portal via the Town's website. HSDR will not refuse a reclaim on the basis that an owner cannot provide proof of a license.

HSDR will retain all fees collected for daily impound or reclaim fees.

#### **3.14 Wildlife**

Disposal of small wildlife carcasses delivered to the facility by MLE personnel is included in the fees outlined in this proposal. HSDR maintains a designated freezer on site and uses the services of a cremation company to dispose of wildlife and animal carcasses (up to 50lbs) delivered to HSDR by MLE officers or designated staff.

The scope of our services does not include the housing, care or rehabilitation of wildlife or exotic animals.

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### **3.15 Community Support Services**

Transfer of ownership for re-homing (owner surrenders) are offered as part of our Animal Centre mandate as space permits. This service is offered as part of our community programming and is at the sole discretion of HSDR and is not included in the terms of this contract.

## **4. ADMINISTRATION AND RECORD KEEPING**

### **4.1 Insurance**

HSDR will maintain insurance during the term of the contract with insurance coverages in the following amounts, with the Town named as additional insured:

- \$5,000,000 in Common General Liability
- \$2,000,000 in Errors & Omissions
- \$2,000,000 in Directors & Officers

Proof of the above insurance shall be provided to the Town's Clerk prior to commencement of the contract and on every anniversary date of the policy during the life of the contract with the Town. HSDR shall notify the Town in writing immediately of any cancellation of the above referenced insurance policy, in whole or in part.

### **4.2 Record Keeping**

HSDR will maintain complete records and provide reports as required by the Town of Whitby relating to animal intake and care. Details will be determined in collaboration with the Town of Whitby but could include:

- number of impounded animals received from Municipal Enforcement Officers
- number of injured/deceased animals received
- number of animals quarantined
- number of feral cats received,
- number of stray animals received
- number of animals returned to owners
- length of time each animal was in care and disposition
- details of fees collected

## **5. FINANCIAL CONSIDERATIONS AND PAYMENTS**

### **5.1 Fees**

The Humane Society of Durham Region proposes the following as remuneration for its services as Poundkeeper effective on awarding of contract:

- Year 1 - \$180,000
- Year 2 - \$180,000 + CPI

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Fees increase each year on the anniversary date, by the annual CPI for the preceding 12 month period per the Statistics Canada website, for the term of the contract.

Above fees are established based on intake statistics provided by the Town of Whitby of 311 animals/year. Intake numbers exceeding 375 animals/contract year will be billed at a per animal fee of \$425/animal.

**5.2 Term**

The agreement may be extended for a further 2-year term upon written agreement of both parties.

The agreement can be cancelled by either party with ninety (90) days' notice in writing.

**5.2 Payment**

Payments are quarterly and due one (1) month in advance of the quarter.