

Toronto Animal Services SNYP Truck

Mobile Spay/Neuter before and during COVID



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Toronto Animal Services

- Municipally run
- 3 shelters, 2 stationary spay/neuter clinics
- SNYP "Spay Neuter Your Pet" program introduced in 2016 as a proactive community-based approach to sheltering.



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SNYP – Community Outreach & Engagement

- Travelling into low income neighborhoods
- Spay/Neuter and Wellness Services
- No cost service for ~90% of our clients (reduced waived-fee scale based on income level)



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Community Partnerships



Pets for Life (Jane & Finch)

Partnership with Humane Society International to pilot Canada's first Pets for Life project thanks to a PetSmart Charities grant.



Young Street Mission

Partnership with Community Veterinary Outreach (CVO) – Providing veterinary services to the vulnerably-housed



Homeless Shelters

Partnerships with city-run and private-run shelters (Homes First, Streets to Homes, Fred Victor, YMCA)

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Partnerships continued...



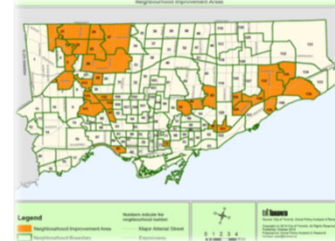
Toronto police / social worker

Community officers and social workers often help clients book and transport animals to the clinic.



Etobicoke Humane Society

We love having the flexibility to drive to hold clinics at other shelters we have partnered with.



Neighborhoods partnerships

Common parking locations include Community centers, Toronto Community Housing & No Frills parking lots,

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COVID Re-start



- ▶ TAS closed all external services March – June
- ▶ Started TNR, rescue partnerships and urgent public appointments at our stationary clinics in June
- ▶ Restart of SNYP Sept 2020 – only to close a month later after cases spiked in Toronto

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Gradual and safe restart



New Protocols and Practices.

Developed with staff to ensure everyone felt comfortable

Limited locations and bookings

Booking multi- animal households and animals most at risk of breeding

COVID SCREENING X3

At booking, reminder call and drop off

Curb side Drop off & Pick up

10 min staggered appointments

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Changes we notice most during COVID



Communications

Everything via email and phone
Post op instructions via online video

Engagement

- the community connection and comradery that is felt at intake and discharge gatherings.

Efficiency

- Decreased by about half
- Drastically reduced services.

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Reduction in services



Before

- ▶ On the road 4/days a week,
- ▶ 15-20 animals/clinic
- ▶ Travelling 2 dozen + locations on a rotating basis
- ▶ Wellness appointments in addition to spay/neuter

During COVID

- ▶ 1-2 days per week
- ▶ 6-10 animals/clinic
- ▶ Servicing a single neighborhood – Jane and Finch
- ▶ No wellness appointments

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VPCR – Vet Patient Client Relationship

- ▶ Pre-COVID, vets were interacting with clients at check in & after physical exam, so VPCR was established at that point.
- ▶ With limited contact on clinic day – VPCR is done via phone ahead of time
- ▶ Can be difficult as many of our clients don't have phones or data plans. Or simply don't answer.
- ▶ Good time for last minute reminders – fasting, watch post op video, be on time!



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What worked well



Staffing	Co-operation	Limited Risk
<ul style="list-style-type: none"> A long time clinic staffer working remotely was a super star at communications so clients were well informed of the process. Clinic staff very eager to get back to a job they love 	<ul style="list-style-type: none"> Torontonians (in general) are understanding of the rules and mask wearing We did not encounter any resistance to the strict distancing policies we put in place. 	<ul style="list-style-type: none"> Strict adherence to new COVID policies with limited direct contact with owners. Toronto's COVID cases in the summer dropped to less than 100 new cases/day in Ontario

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Closing SNYP services again



Toronto Cases	Staffing
<p>Cases spiking in October to ~1000/day in Ontario</p> <p>Numbers likely to stay high for winter</p> <p>Jane and Finch area where we were operating became a "Hot Spot" for COVID</p>	<p>Limited vet & tech staffing (many with kids in school/ daycare)</p> <p>Also have to keep up with shelter, TNR, and partnerships surgeries</p>

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