



March 13, 2025

Sherry Hanson
Manager By-Law Services
City of Port Colborne
3 Killaly Street West
Port Colborne, Ontario
L3K 6H1

Dear Sherry:

Please find attached our proposal for increased funding from the City of Port Colborne to support the expansion of operating hours at the Port Colborne Animal Shelter.

The Niagara SPCA and Humane Society has been a longstanding partner of the City of Port Colborne for many years providing exceptional animal control and sheltering for the many stray, injured or surrendered animals in the community. We have seen 113 animals brought into the shelter in 2024 and have been successful in adopting and returning to owner over 87% of those animals this past year to their loving families across the region.


The Niagara SPCA and Humane Society believes, with the support of the City of Port Colborne, that we can make the shelter more accessible for the community and offer enhanced quality of care, socialization and compassion for the animals who reside in the shelter until they find their forever homes.

We are pleased with the progress we have made in animal welfare working with the City and very confident we can achieve enhanced operations with your support. We look forward to discussing our request with you at your convenience. Thank you in advance for your consideration of our request.

Sincerely,



Amelia Canto
Chief Executive Officer
Niagara SPCA and Humane Society



Tammy Gaboury
Manager, Animal Care
Niagara SPCA and Humane Society



Proposal To Support Longer Operating Hours Port Colborne Animal Shelter

Introduction

The Niagara SPCA and Humane Society respectfully submits this proposal to the City of Port Colborne to request increased funding for additional staffing resources to support longer operating hours at the animal shelter we operate on your behalf and as part of our current animal control contract. Currently, the animals in our care are left for extended periods of time without the necessary socialization, care, and support due to the limited number of operating hours. This situation leads to the development of behavioral and medical issues for animals who are not receiving the support necessary to minimize the stress of being housed in cages and kennels for extended periods without exercise, care and socialization.

Current Situation

At present, our animal shelter is unable to provide continuous care and attention to the animals due to limited operating hours. As a result, the animals can suffer from stress, anxiety, and potential health issues that arise from prolonged periods spent in confinement without adequate interaction and exercise. This not only affects the well-being of the animals but also decreases their chances of successful adoption, thereby prolonging their stay in the shelter. Ultimately extended stays result in higher costs for food, provision of care and if medical issues arise, more complex medical care. Currently, within the Port Colborne shelter, some Association of Shelter Veterinarian (ASV) Guidelines are not being met as they relate to proper housing and enrichment of animals.

With our limited operating hours, residents of Port Colborne have expressed frustration with limited hours to visit the shelter and enjoy meet and greets with potential animal adoptees. Residents have also expressed concern that dogs are left in small kennels from when the sole employee leaves the shelter at 2 p.m. each day until they return at 8 a.m. the next morning.

Proposed Operating Hours

To address this pressing issue, we propose extending the shelter's operating hours by an additional 12 hours per week. The new operating schedule would be as follows:

- Monday to Saturday: 8:00 AM - 4:00 PM
- Sunday: 8:00 AM - 2:00 PM

Benefits of Extended Hours

The benefits of increasing operating hours are multi-faceted and include:

- Increased Service to the Community: Extended hours will be more customer centred allowing more residents of the community to visit the shelter, view animals, and proceed with adoptions, hopefully leading to a higher adoption rate.
- Expanded Volunteer Base: With more flexible hours, we anticipate an increased opportunity to expand our volunteer base to support daily operations.
- Enhanced Animal Care: The additional hours would ensure more consistent socialization and exercise for the animals, reducing stress and improving their overall well-being.

Key Performance Indicators

Suggested KPIs to track the impact of increasing the operating hours include the following:

- a) Increase in # of hours dedicated to socialization/behavioural support of animals
- b) Increase in # of volunteers/volunteer hours
- c) % increase in adoptions year over year
- d) % increase in the # of intakes year over year

Financial Implications

The proposed plan will require additional staffing to accommodate the extended hours. No new staffing positions will be required. Additional staffing hours will be added to our current staff contingent. The breakdown of the projected increase in wages and benefits for the additional staff is as follows:

- Year 1: \$21,289
- Year 2: \$21,927
- Year 3: \$22,583

These amounts would be in addition to the funds previously committed to in the current contractual agreement that the Niagara SPCA and Humane Society has with the City of Port Colborne to provide animal control, enforcement and sheltering services.

Timeline

It is our hope that implementation of this enhanced operating model can take effect in May 2025 before the busy spring and summer season takes effect.

Conclusion

We firmly believe that the proposed increase in operating hours will greatly benefit both the animals in our care and the community we serve. By providing the necessary funding for additional staffing, you will be ensuring that the shelter operates more effectively and humanely,

ultimately leading to better outcomes for the animals and increased satisfaction within the community.

We thank you for considering this proposal and look forward to your positive response.

Respectfully submitted by:

Amelia Canto
Chief Executive Officer
Niagara SPCA and Humane Society

Tammy Gaboury
Manager, Animal Care
Niagara SPCA and Humane Society

March 13, 2025

Contact Information

For any further information or queries about this proposal, please contact:

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