

# Audit Committee Report

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**DATE:** Monday, April 25, 2022

**WARD(S):** ALL

**TITLE:** VAUGHAN ANIMAL SERVICES AUDIT

**FROM:**

Kevin Shapiro, Director of Internal Audit

**ACTION:** FOR INFORMATION

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**Purpose**

To communicate the findings from the Vaughan Animal Services Audit.

**Report Highlights**

- Vaughan Animal Services (VAS) is responsible for the welfare of domestic animals and wildlife, as well as the community it serves.
- VAS's shelter services include the intake, assessment, and care of stray, abandoned, surrendered and impounded animals.
- In general, the audit found VAS to be operating effectively. However, opportunities for improvement were identified.
- Management has developed action plans which will mitigate the identified risks and address the recommendations outlined in the report.
- This audit was conducted in conformance with the *International Standards for the Professional Practice of Internal Auditing*.
- Internal Audit will follow up with management and report on the status of management action plans at a future Audit Committee meeting.

**Recommendations**

1. That the Internal Audit Report on the Vaughan Animal Services Audit be received.

## **Background**

The objective of the audit was to evaluate the adequacy and effectiveness of the internal controls, processes, and procedures in place to mitigate the business risks associated with managing VAS.

The audit approach included assessing:

- That strategic plans are appropriately developed, implemented, and monitored, and align with the City's strategic initiatives and priorities.
- There is adequate management oversight, ensuring the proper execution of VAS's operations and services.
- Key performance indicators have been developed and management tracks, monitors, and reports on the critical success factors of the department.
- Budgetary and financial records appropriately reflect operational and capital objectives.
- Policies and procedures are regularly reviewed, updated, and applied consistently.
- Information Technology systems are being leveraged and used to their maximum capabilities.

The scope of the audit covered the VAS activities for the period of January 2020 to November 2021.

## **Previous Reports/Authority**

Not applicable.

## **Analysis and Options**

VAS's shelter services include the intake, assessment, and care of stray, abandoned, surrendered and impounded animals. Care consists of preemptive disease control, isolating and treating injured and ill animals, obtaining veterinary services such as having dogs and cats spayed and neutered, providing exercise and nutrition, keeping enclosures clean and comfortable, laundry services, and in warranted circumstances, euthanasia. The shelter also administers the pet licensing program and facilitates animal adoption.

In 2021, VAS impounded 652 dogs and cats and were successful in reuniting 79% of dogs with their families. VAS found homes for 230 unclaimed dogs and cats.

Animal Services Officers (ASOs) provide enforcement, education, and patrolling services for domestic animals and wildlife. Their territory spans the City of Vaughan, City of Richmond Hill, and the Township of King. Since March 2020, ASOs have responded to more than 23,000 cases. Along with their regular operating duties, VAS face challenges such as upholding legislation concerning Ontario's pit bull ban and helping the public live with urban wildlife.

## **Financial Impact**

There are no direct economic impacts associated with this report.

## **Broader Regional Impacts/Considerations**

Not applicable.

## **Conclusion**

Based on the results of this audit, we conclude VAS is operating effectively. However, the following opportunities were identified:

- Investigate the feasibility of acquiring a permanent location for the VAS shelter.
- Implement an inventory management system.
- Enhance policy, procedures and guidelines for several processes, including acceptance of food and medical donations and adoption follow-up.
- Develop and implementing formal department specific operational health and safety training programs.

**For more information**, please contact Kevin Shapiro, Director of Internal Audit, ext. 8293

## **Attachments**

1. Internal Audit Report – Vaughan Animal Services Audit
2. Presentation Materials

## **Prepared by**

Kevin Shapiro, Director of Internal Audit, ext. 8293

## **Approved by**

A handwritten signature in black ink, appearing to be 'K. Shapiro', with a long horizontal stroke extending to the right.

Kevin Shapiro, Director of Internal Audit