

Vaughan Animal Services Audit

Audit Committee – April 25, 2022



Today's Presentation

- Audit Objective
- Scope and Methodology
- Audit Conclusion
- Management Action Plans
- Next Steps
- Questions

Audit Objective

To evaluate the adequacy and effectiveness of the internal controls, processes and procedures in place to mitigate the business risks associated with the management and operation of Vaughan Animal Services (VAS).

Audit Scope & Methodology

- Review of policies and procedures
- Analyze reports
- Assess the use of technology
- Conduct interviews
- Perform process walk throughs
- The scope of the audit covered department activities for the period of January 2020 to November 2021.

Audit Conclusion

In general, VAS was found to be operating effectively and efficiently.

Issues and Observations

The following opportunities were identified:

- Investigate the feasibility of acquiring a permanent shelter location.
- Implement an inventory management system.
- Enhance policies, procedures, and guidelines.
- Develop and implement formal department specific health and safety training programs.

Management Action Plans

Investigate the feasibility of acquiring a permanent shelter location.

- A Business Case is being prepared in 2022 that will inform the formal project scope for determining the most viable solution for a permanent facility.
- Consideration of the City-owned MNR property will be forwarded as a viable option, with the results of the feasibility study completed in 2018 included in the submission.

Management Action Plans

Implement an inventory management system.

- The business application currently in use for all Animal Services operational needs has the ability to record inventory item levels.
- VAS management will work with the application vendor to develop reporting tools to manage stock levels and use of inventory, such as supplies and pharmaceuticals.

Management Action Plans

Enhance policies, procedures, and guidelines.

- Existing unit SOPs will be reviewed and updated to include further level of clarification and accountabilities.
- New SOPs will be created that better capture the wide scope of unit activities.
- Annual review will ensure content remains accurate, and that the ongoing need for additional SOPs is identified and actioned.

Management Action Plans

Develop and implement formal department specific health and safety training programs.

- VAS management is developing individual training manuals for each functional unit (enforcement, shelter, and clerical).
- Assessments will be conducted by supervisors to confirm individual staff competency levels.
- Topical updates will continue to be delivered to staff as appropriate (ie. heat warnings, etc.)

Next Steps

- Action plans have been developed
- Implementation is underway or completed
- Internal Audit will follow up and report on the status of these action plans



Questions?





Thank You

