

Frequently Asked Questions (FAQs) for Animal Services

The Towns of Aurora, Georgina and Newmarket have amalgamated their animal services and signed a two-year agreement which takes effect on January 1, 2019. This two-year pilot project is a partnership that will allow the three municipalities to work together to provide a higher level of animal services and extended coverage. Officers from each municipality will work together to provide animal services coverage seven-days-a-week across the three municipalities.

Where will my dog or cat go if it is picked up by Animal Services?

If your animal is picked up by an Animal Services Officer and there is no identification or if the owners cannot be reached, the animal will be brought to the Georgina Animal Shelter. The shelter is located at 26815 Civic Centre Road, Keswick, ON L4P 3G1 and can be contacted at 1-800-898-8606.

What is the 'Free Ride Home' program?

Each year, Animal Services Officers will give **one** free ride home to licensed/microchipped dogs or cats if they are found in the community. This means the animal won't have to go to the shelter. The first shelter impound fee of the calendar year of \$25 is also waived for animals found at large when they come into the shelter with an up-to-date licence.

Where can I buy a dog/cat licence?

You can order your dog or cat licence online through DocuPet docupet.ca or by calling DocuPet at 1-855-249-1370. You can also visit your local municipal Town Hall to purchase a pet licence. At this time, the Town of Georgina does not issue cat licences.

Who do I call if I have lost my pet or found a lost pet?

Contact us at 1-877-979-PAWS (7297) or by email animalservices@aurora.ca. Provide a description of the animal with name, identifying marks, microchip number, whether it has a collar or any tags, location of where it was found or where it went missing. If possible please send in a picture of the animal.

Posting notices on social media about your lost pet also helps. If you're looking for a lost pet, ask your neighbours to assist. Also, check with the Georgina Animal Shelter at 1-800-898-8606 to report your lost pet in the event that a member of the public has brought your animal into the facility.

Who do I call to complain about barking dogs/stray dogs/cats/poop and scoop?

Please report all concerns surrounding barking dogs, stray dogs or cats and issues surrounding failure to poop and scoop at 1-877-979-PAWS (7297) or by email animalservices@aurora.ca.

Who do I call to report a dog/cat attack on me or my pet?

If a dog/cat attacks or bites you or your pet, contact us at 1-877-979-PAWS (7297) or by email animalservices@aurora.ca.

Does my dog or cat require a municipal licence tag?

Yes, dogs and cats are required by the Town's bylaw to be licenced within the town they reside in.

Who do I call to report animal cruelty, neglect and standards of care?

To report suspected cases of animal cruelty or neglect contact the Ontario Society for the Prevention of Cruelty to Animals (OSPCA) by email or by phone at 310-SPCA (7722) as soon as possible.

I found a dead animal on Town property. Who can I call to remove it?

If you have found a dead animal on Town property (roadway, parks and boulevards) contact us at 1-877-979-PAWS (7297) or by email animalservices@aurora.ca.

Dead wildlife found on private property is the responsibility of the home owner. If you do not want to collect and dispose of the dead animal yourself, there are private businesses that can be hired to do this for a fee. Please contact your local Pest Control Agency for more information.

Should you decide to remove the deceased wildlife yourself, it is suggested that you:

- wear rubber gloves or protective material
- wear protective eye wear
- throw away any used gloves or protective material in the garbage
- wash your hands thoroughly after removing gloves and handling carcasses
- disinfect any tool(s) that came into contact with the animal or animal waste

**If you ever break skin resulting in bleeding as a direct result of contact with a carcass or tools used in the movement of the carcass, or if you are ever bitten or scratched by a wild animal, cat or dog resulting in broken skin and bleeding, please contact York Region Health Connection Line at 905-895-4511. Press 1 and then 4.

Will the Town remove nuisance wildlife from my home or property?

The Town does not respond to nuisance wildlife. Residents need to follow the recommendations on the Ministry of Natural Resources and Forestry (MNR) website ontario.ca/page/ministry-natural-resources-and-forestry or contact a wildlife removal company.

Who do I call for sick and injured wildlife on Town/Private property?

If you have found sick or injured wildlife on Town (roadways, parks and boulevards) and private property, contact Animal Services at 1-877-979-PAWS (7297) or by email animalservices@aurora.ca.

The Towns of Aurora, Newmarket and Georgina remove sick/injured wildlife only. For tips on how to control nuisance wildlife visit aurora.ca/wildlife.

The Georgina Animal Shelter does not offer animal boarding services to the public. Please check aurora.ca for a listing of local boarding facilities.

The shelter also does not offer veterinary services to the public. If you are in need of veterinary services please contact your local animal doctor to make an appointment.

Did you know that it is illegal to keep wildlife in captivity unless you are operating a licensed rehabilitation centre? If you suspect you have found orphaned wildlife please do not handle the animal or offer it any food or water. Contact a licensed wildlife rehabilitation centre in your area or Animal Services at 1-877-979-PAWS (7297). To view a listing of licensed rehabilitation centres visit ontariowildliferescue.ca