



Kitchener Waterloo Humane Society Spay-Neuter Assistance Program

Terms and Conditions

Please read this form carefully before submitting your application.

1. Subsidy Applications must be completed in full. Incomplete applications will not be reviewed. You will not be contacted if your application is incomplete.
2. The KWHS will keep all applications confidential and will not share information with any other party.
3. The KWHS reserves the right to request proof of family income and expenses before approving any application. Failure to provide this information when requested will terminate the application process.
4. If your application is approved the subsidy rate you are given is non-negotiable. All assessments are done on an individual basis and any subsidy granted by the KWHS is to remain confidential.
5. Applications will be kept on file for a period of three months only. If we are unable to make contact within that time your application will be null and void and you will be required to submit a new application.
6. If your application is declined you will be notified by phone or email. If your application is declined you may apply again at a later date if your financial circumstances change.

If your application is approved:

1. All payments are to be made in advance, no exceptions. Payment will not be accepted on the day of the surgery.
2. Payment can be made over the phone via credit card, or in person at the KWHS, 250 Riverbend Drive, Kitchener, Monday to Friday 9 a.m. to 6 p.m., and on Saturday/Sunday 10am-4pm
3. Acceptable forms of payment are cash, VISA, Mastercard, debit or money order. Cheques will not be accepted.
4. Any cancellations must be made no later than 8 a.m. of Monday before the scheduled surgery. Cancellations must be made by telephone only. They will not be accepted otherwise. You may reschedule only once. Fees are non-refundable.
5. In the case of inclement weather and the subsequent closing of our facility you will be contacted and notified via phone for the cancellation of surgeries. Your surgery will be re-scheduled for a later date. If you are unsure if surgeries have been cancelled please phone the shelter at 519-745-5615.
6. Your animal is not to consume any food after midnight the night before surgery. If your animal vomits undigested food indicating they have eaten after midnight the previous evening surgery will be cancelled and your fee will not be refunded. Pets can drink water.
7. You must arrive at the KWHS with your companion animal between 8:30 and 9am the day of surgery. If you are late you will not be accepted. The owner of the animal must be present to complete and sign surgical information forms. Dogs must be on a leash and cats must be in separate plastic carriers. All carriers must be secure.
8. If you fail to show up for surgery and have not followed the cancellation guidelines the surgery will be cancelled, your fee will not be refunded and you will be moved to the end of the waitlist.
9. If your companion animal is deemed unfit for surgery by the veterinary staff you will be notified to pick up your animal and your pre-paid fee will be returned to you by cheque within 2 weeks.
10. You must return to the KWHS to pick up your animal between 3:30-4:30pm the same day. Important information and post op instructions are given by medical staff.

Is my companion animal eligible?

To participate in the KWHS Spay-Neuter Assistance Program a companion animal must meet the criteria below.

Your animal must:

1. Be between 4 months and 5 years of age
2. Pets must be within a normal weight range
3. Pets with only one testicle or a hernia may be eligible for surgery but may require additional fees; this will be evaluated on intake
4. Be up to date on vaccinations (proof will be required), otherwise your animal will be vaccinated at the time of surgery. The owner is responsible for covering the cost of vaccinations.

Your pet must NOT:

1. Be coughing or sneezing
2. Have any medical conditions or history of complications/medical conditions (please indicate on application form. Veterinary Technicians will review to determine if surgery is possible)
3. If your animal is a female dog she must not be pregnant or in heat. We will not accept dogs that are in heat due to increased risk of blood loss. We recommend our clients wait for 6-8 weeks after their pet's last heat for surgery
4. We will accept female cats in heat although the risk of blood loss is still high. The reasons for this are that cats go into heat more often than dogs. Lactating females will not be spayed. Kittens/puppies must be weaned for 2 weeks prior to surgery to ensure the female is dry. Kittens/puppies must be kept away from the female for 7-10 days after surgery
5. Pregnant pets can be spayed but the pregnancy will be terminated at time of surgery

If your animal does not meet all of the above criteria they are not eligible for the KWHS Spay-Neuter Assistance Program. These guidelines are in place for the safety and well-being of your animal.