MUNICIPAL POUND SERVICES VS ONTARIO ANIMAL WELFARE SERVICES (AWS)



SAFE ANIMALS, STRONG COMMUNITIES, ONE TEAM.

MUNICIPAL POUND SERVICES

- Enforce municipal by-laws
- Respond to public complaints
- Capture and transport animals at large
- Impound animals for owner retrieval
- Handle dog bites & attack investigations
- Investigate aggressive animals posing a menace to the public
- Promote responsible pet ownership

VS

AWS / ANIMAL WELFARE SERVICES

- Respond to animal welfare complaints
- Investigate reports of neglect, cruelty, or abandonment
- Enforce the Provincial Animal Welfare Services Act (AWSA)
- Seize and care for animals in cases of cruelty or neglect
- Provide expert advice on animal welfare standards
- Promote responsible pet ownership

WHO SHOULD I CALL?

Here are some scenarios to help you decide:

CALL MUNICIPAL POUND SERVICES IF:

- You see a loose dog running in the street
- There is a dog barking persistently
- You see a dead or injured dog or cat on the road
- You need information on licensing or municipal by-laws
- There has been a dog bite or attack that needs to be investigated

CALL AWS IF:

- You suspect animal abuse or neglect
- You witness an animal being abandoned
- A pet is injured and is not recieving immediate care or supervision
- You have concerns about an animal's living conditions

IMPORTANT

A member of the public who takes physical possession of an animal, transports it, houses it, feeds it, confines it, or otherwise assumes care and control MAY be considered the animal's custodian.
Custodians have legal responsibilities to provide appropriate care and prevent distress, even if they are not the owner.

EDUCATION MESSAGES

Responsible pet ownership includes licensing, vaccination, proper identification, and secure confinement.

Spaying/neutering helps reduce overpopulation and prevents roaming.

Provide your pets with appropriate shelter, food, water, and veterinary care.

Report concerns. Your call can make a difference for an animal in need.

ABANDONED ANIMALS

1. Do Not Interfere – It is an offence under the Provincial Animal Welfare Services Act (AWSA) to interfere with an investigation.
2. Observe from a Distance – Watch and take notes without approaching.
3. Call AWS Immediately – Provide location, description, time, and any vehicle details.
4. Stay Safe – Do not put yourself in danger.
5. Do Not Take the Animal – This can interfere with evidence and may restrict officer ability to act.

AWS 1-833-9-ANIMAL (264625) | MES 807-577-MLEO (6536)