



VOOPE Process and FAQ

UPDATED January 12, 2026

Toronto Cat Rescue always endeavours to keep expenses to a minimum so that more funds can be used towards rescuing cats and sparing no expense on their medical needs. We are extremely grateful for volunteers who are in a position to cover food and litter expenses in exchange for a charitable tax receipt.

Claim Process For Tax Receipts

PLEASE EXCLUDE HST FROM ALL RECEIPTS WHEN CLAIMING

On a quarterly basis volunteers making a claim must submit original receipts or scanned copies of the receipts, provided that they are clearly readable, the date and the item description are shown for eligible expenses along with a completed TCR expense report to Expenses@torontocatrescue.ca Or you can mail forms and original receipts by regular mail. Receipts must include the name of the store where the item was purchased, the date the item was bought and the amount of tax separated out. At this time only food and litter are considered eligible expenses. Each receipt must be allocated to a TCR cat(s), therefore the expense report must include the name of the cat(s) or the pet ID(s). As a rescue, our expectation is that our foster cats are fed good food, like PetValu Performatrin as an example.

Charitable receipts will not be issued without the proper documentation submitted in the requested format. We will send a reminder at the end of each calendar year, and charitable receipt will be issued after the quarterly deadline.

For driving expenses, volunteers must provide a driving log which includes the date of each drive, the starting address, the destination address and the return address, the purpose of the drive and/or the name of the cat transported, as well as the total number of kilometers. Acceptable mileage claims can be made for transportation to and from a vet clinic, to and from one of the TAS shelters or other pick up location and to and from an adopt-a-thon. Uber charges and 407 toll charges are not included. In Emergency situations Uber charges can be submitted for reimbursement but **MUST** be approved by TCR staff via email prior.

Please Note: all drives that are incurred as part of the PAID transportation program are outside of this process. Those requests will continue to come from the



Intake/Healthcare/Store teams and monitored and tracked by the Transportation Team Lead, and reimbursed on a monthly basis.

It will be the responsibility of the volunteer to submit the claims form and supporting documentation for tax donation receipt within 30 days of the last quarter for which the receipts are being submitted. Deadlines are as follows:

Q1: Jan/Feb/Mar deadline is April 30th

Q2: April/May/June deadline is July 31st

Q3: July/Aug/Sept deadline is Oct 31st

Q4: Oct/Nov/Dec deadline is Jan 31st

Please send in your submissions to expenses@torontocatrescue.ca with the required forms. Volunteers must submit the required documentation for the quarter by the due date.

Tax Receipt Issuance Process

Charitable tax receipts will be issued annually in alignment with CRA regulations.

FAQ

FOOD, TREATS AND LITTER

Why can I only expense food and litter?

TCR regularly receives donations of many items that fosters have historically expensed. We usually have cat beds, condos, brushes, bowls, toys, and even treats available at the Volunteer Centre. At times, we've even had to throw out or refuse donations! By encouraging re-use of donated items, we can be a greener organization, reduce costs, and welcome supporters who have items to donate.

**NEW: You can now expense probiotics when approved by your FC or Healthcare
In your VOOPE expenses**



What guidelines around food and litter expenses have been established?

We know that our fosters are cat lovers, and treat their foster cats as their own, and we want to encourage this, while also being responsible to our donors and funders. We encourage fosters to choose a good quality brand that you can afford. We appreciate that cats are picky eaters and sometimes a variety of food needs to be tried to find the one they eat!

Are treats included in the food category?

Yes they are.

I have a special needs cat that requires an expensive medical diet. Does TCR help with that?

Yes, we do. Any foster cat that is required to be on a Veterinary prescribed diet will be provided the necessary food via instructions from the Healthcare team. They will work with your foster coordinator to get that food to you either via the Volunteer Centre or a vet clinic if necessary. For other “speciality food” like senior or weight reduction, when we receive donations of food, we set aside any “prescription diet” items, and keep an inventory of what we have. Please keep an eye on the donations list if you require this type of food

I’m interested in fostering a queen and her babies but I know they go through a lot of food. Does TCR help with that?

Yes, we have a program that provides food for queens and baby cats, including wet and dry food and kitten milk. TCR buys the items in bulk, and foster co-ordinators request food for their teams. We spend on average over \$6000 per month supporting this program.

I live far from the VC and it is difficult for me to get there

We know the VC isn’t convenient for everyone. Currently, we have volunteers who transport items from the VC to Kitchener so that fosters there can have access to



donations. There is also a team that takes pictures of donations and shares them with the fosters monthly: if you see something there that you are interested in but aren't sure if you can get it from the VC, please let your Foster Coordinator (FC) know and we will see what we can do. We are looking into some other ways to distribute items across the GTA in the months ahead, and if you have other ideas on how we can improve our distribution practices please let us know.

DRIVES

I use my own vehicle to transport my foster cats - can I claim those kilometers?

Yes, when fosters pick up their foster cat from the shelter, Recovery Centre or another requested pick up location, drive it to a vet appointment, or drop off to a store or an adoption event, these are also trackable drives. You don't need permission – just log them in your spreadsheet.

I need to take my cat to the vet - can I take an uber to get there?

The healthcare team will work with you on a solution to get your cat to the vet. They can usually arrange a driver to do the transport, but in emergency situations or in the case that a driver is not available in an urgent situation, there are other solutions as well. Please note that IF an Uber is the only option, the cost must be approved ahead of time by a TCR staff member.

RECEIPTING

Why do I have to submit quarterly instead of once a year?

We've opted to do quarterly submissions so we can reduce the administrative burden of verifying a high volume of receipts once per year. . We understand that there is more work involved in remembering to submit multiple times, and if we can change that in the future, we will. Financial Quarters: Q1 (Jan - March) Q2 (April - June) Q3 (July - Sept) Q4 (Oct - Dec)



Do I have to submit paper receipts, or can I submit scanned receipts via email?

Either is fine. Please make sure the receipts are easy to read. If possible, submit receipts that are just for your foster cats, and not receipts that have other items on them – but if this isn't possible, please clearly indicate the foster related expenses.

My foster cats share food and litter with my own cats – what should I do?

As long as the receipts are reasonable, you can split them out proportionately and we'll be meeting CRA guidelines. So, if you have one cat and are fostering two TCR cats, you could use two-thirds of your total cat costs for your claim. Best practice would be to separate food and litter purchases for your foster cats.

I don't have Excel on my computer – how can I access the spreadsheet?

You should be able to access a free version of Excel online at <https://www.office.com/> or use Google sheets <https://docs.google.com/spreadsheets/> to access the file. If you are having issues, email expenses@torontocatrescue.ca and we'll figure out a solution for you.