

Gift-In-Kind Acceptance Policy

At Toronto Wildlife Centre (TWC), we are grateful for the support and generosity of our donors. In-kind donations of supplies and services help more wild patients by keeping costs low. Your kindness means our limited funds can stay focused where they matter most—caring for animals in need.

Due to limited storage space and the time required to clean and process items, we're only able to accept donations that meet our current needs. This helps ensure every gift can be used quickly and meaningfully to support patient care.

1. Items We Accept

We gratefully accept a range of items, including equipment, medication, medical and cleaning supplies, bedding and textiles, gift cards, food and groceries, as well as professional services. Gently used items may be accepted on a case-by-case basis at TWC's discretion. For the most current needs, please visit our [Wish list](#) on our website.

2. Items We Do Not Accept

The items we are unable to accept include fur or down coats, expired or open pet food, prescription pet food, expired medication, and clothing.

We are also unable to accept items that are difficult to clean or may cause stress or injury to patients (e.g. certain textiles). For a full and current list of items we do not accept, please refer to our [Wish list](#).

3. How to Donate Items

Before donating, please review the [Wish list](#) and contact our Donor Relations team at donations@torontowildlifecentre.com or 416-631-0662 ext. 3207 to inquire about the donation you wish to make and/or arrange a drop-off.

Gift-In-Kind Acceptance Policy

While we truly appreciate every offer, some items may not be suitable, and disposing of unused donations comes at a cost—funds that would otherwise go directly to patient care. Reaching out in advance helps ensure your donation can make an immediate and meaningful impact.

Items can be dropped off during our working hours (please call ahead) at:

60 Carl Hall Road, Unit 4

Toronto, Ontario M3K 2C1

Please note: We may be able to arrange a pick-up in limited circumstances, for example, large or high-priority items.

4. In-Kind Donation Tax Receipts

TWC provides tax receipts for eligible in-kind donations, in accordance with Canada Revenue Agency guidelines.

To issue a receipt, we may ask for a purchase receipt or other documentation to confirm the fair market value of at the time of your donation.

Please note that the Canada Revenue Agency does not allow tax receipts to be issued for donated services or volunteer time. However, if a service is invoiced and the payment is voluntarily returned to TWC as a donation, a tax receipt may be issued. This process must be arranged in advance.

If you have any questions, please reach out—we're always happy to help!

Last reviewed: May 2026