

## **Humane Society of Charlotte Pet Crisis Support and COVID-19 Outreach FAQs**

### **What services can HSC provide to those experiencing financial difficulties due to COVID-19?**

*HSC's Outreach programs exist to help pets and people stay together during times of crisis and financial uncertainty. Below is a list of HSC Outreach Programs that provide Crisis Support Services:*

- *Pet Food Bank: This program provides free pet food and pet supplies to those in need of support. This program has an application that requires all pets to be current on their Rabies vaccination and spayed or neutered within the first 3 months of joining the program. To fill out an application please visit <https://humanesocietyofcharlotte.org/wp-content/uploads/2020/05/Pet-Food-Bank-Application.pdf> or contact our Outreach Team at [outreach@humanecharlotte.org](mailto:outreach@humanecharlotte.org) or 980.313.4472.*
- *Low Cost Clinic: HSC offers low cost spay and neuter surgeries and low cost vaccinations to publicly owned pets by appointment. To schedule an appointment, call the clinic at 704.333.4130.*
- *Medical Support: HSC has a limited amount of funding that may be available to assist pets and people in true financial crisis. Each situation is carefully considered. For more information on qualifications for pet medical assistance, please contact [outreach@humanecharlotte.org](mailto:outreach@humanecharlotte.org) or 980.313.4472.*
- *Behavior & Training: HSC offers low cost training classes as well as 30-minute consultations to help pet owners work through training issues they may be experiencing. For more information, please visit <https://humanesocietyofcharlotte.org/retention/behavior/>*
- *Housing Support: When funding is available, HSC can assist citizens with pet deposits on a case-by-case basis. For more information on qualifications for pet deposit assistance, please contact [outreach@humanecharlotte.org](mailto:outreach@humanecharlotte.org) or 980.313.4472.*

### **What adjustments did HSC make to Outreach programs to ensure the safety of staff, volunteers, and the public during COVID-19?**

*HSC shifted the Pet Food Bank, previously held at the shelter, to contactless deliveries of pet food and pet supplies. This shift applies to both the Pet Food Bank program and our Community Cat Food Bank program. In addition, Outreach is working with HSC Clinic Services and local veterinary hospitals to coordinate virtual consults, spay/neuter appointments, vaccination appointments, and additional veterinary care on a case-by-case basis.*

### **How do I sign up for HSC's Pet Food Bank Program?**

*Citizens can either fill out the application online at <https://humanesocietyofcharlotte.org/retention/pet-food-bank/> and email the completed application to [outreach@humanecharlotte.org](mailto:outreach@humanecharlotte.org) OR they can call the HSC Outreach number (980.313.4472) and leave a voicemail stating they are in need of pet food assistance. Our Outreach Team will respond to their email or voicemail within 48 hours to set up a delivery.*

*If you are in need of our Pet Food Bank services longer than 3 months, all dogs and cats at your residence must be spayed/neutered ("fixed"/"altered") and have a current Rabies vaccination. If your pets are not spayed/neutered or up to date on their Rabies vaccine, a member of our Outreach Team can assist you in setting up an appointment.*

### **How is HSC preparing for the eviction crisis?**

*HSC has created a list of resources available to citizens with pets. This list includes pet-friendly apartments, hotels and websites designed for locating pet-friendly housing. HSC is also evaluating requests on a case-by-case basis and assisting pets and people in housing crisis as funds are available.*

### **How do I contact HSC about their Outreach Programs and Crisis Support Services?**

*Citizens can contact our Outreach Team by emailing [outreach@humanecharlotte.org](mailto:outreach@humanecharlotte.org) or by calling 980-313-4472.*

### **How soon will HSC's Outreach team respond to a citizen in need?**

*Our Outreach Team operates on a Tuesday-Saturday schedule and is often out of office assisting citizens in need. Due to the high volume of requests, your email/call will be returned within 48 hours.*

### **How is HSC able to provide these Crisis Support Services to the public?**

*All Outreach efforts are donor and grant funded. Due to this, HSC is only able to provide Outreach services as supplies and funding are available.*

### **How do I make a donation of food or pet supplies to support pets and people in need of help?**

*Citizens wanting to make a donation to pets and people in need can utilize our Amazon Wish list at [https://smile.amazon.com/hz/wishlist/ls/AX4JO6BEHEWM/ref=hz\\_ls\\_biz\\_ex](https://smile.amazon.com/hz/wishlist/ls/AX4JO6BEHEWM/ref=hz_ls_biz_ex) which will send items directly to the shelter. Donations of pet food and supplies can also be made at our weekly drive-thru. The drive-thru is completely contactless and occurs every Saturday morning in the Clinic parking lot (2646 Toomey Ave). Hours may change so please check <https://humanesocietyofcharlotte.org/give/wish-list/> prior to arriving.*

### **What items are people/pets most in need of?**

*Items most in need are dry dog and cat food, wet dog and cat food, dog and cat treats, cat litter, shampoo, and flea and tick medications.*

### **How do I make a monetary donation? What would my donation cover? (Note: All monetary donations are made as general HSC donations).**

*To make a monetary donation, you can visit our donation link at <https://interland3.donorperfect.net/weblink/WebLink.aspx?name=hsc&id=33>. Your donation can help pets and people in our community in so many ways! Here are just a few:*

- *\$25 will feed 2 dogs for a month or 3 cats for a month.*
- *\$50 will provide food, toys and flea and tick medication for 2 pets in our community.*
- *\$100 will cover the cost of one spay/neuter surgery for a pet in need.*
- *\$200 will cover the initial medical visit for a sick pet.*
- *\$250 will provide virtual training and behavior advice to pet owners considering giving up a pet OR will cover a pet deposit, allowing the pet to stay with their owner during a transitional time.*

**Other questions? Contact our Outreach Team at [outreach@humanecharlotte.org](mailto:outreach@humanecharlotte.org) or 980.313.4472.**