



Support Services

In this section of the toolkit, you can find information and resources on:

- *Keeping People Affected by Eviction with Their Pets*
 - Support package
 - Veterinary care
 - Pet food
 - Behavior advice and training referrals
 - Pet fees and deposits
 - Hotel and motel partnerships
 - Emotional Support Animals
 - Transportation
 - Human social services
 - Legal aid services
 - Support for domestic violence survivors
 - Support for community cat guardians
- *Identifying Temporary Housing Solutions in Your Community*
 - Utilizing existing networks
 - Match-making
 - Rehoming

There are two primary options for groups to consider in offering support:

- Provide resources and services designed to keep people and pets together even when people reside in temporary housing situations.
- Assist pet owners in finding temporary solutions within their own network. The secondary option is to provide temporary care and housing for a person's pet while the pet owner seeks new housing accommodations.

Option 1 – Keeping People Affected by Eviction with Their Pets

When experiencing displacement or housing insecurity a variety of pet needs arise, both large and small. Consider how your organization can offer assistance, including but not limited to these resources:

Support Package – Similarly to what your organization offers to foster homes, provide the same free package to people for their pets.

- Leashes/collars
- Spay/neuter
- Vaccines



- Licensing
- Flea/tick prevention
- Indoor crates
- Litter boxes/litter
- Kennel/fences/trolleys
- Dog houses
- Food
- Enrichment/toys/ behavior management
- ID tags
- Microchips
- Tie-outs (where legal and with appropriate information sharing on use)

When people stay with friends or family while searching for a new home, these supplies and services are invaluable, alleviating one area of stress and worry in an overwhelming circumstance can be the key to avoiding a negative outcome. Having up-to-date vaccinations and other services is often required or looked upon favorably by potential landlords. Crates, food and vaccinations can make all the difference. It is very important to talk with people about what they need first before attempting to meet their perceived needs.

Disclaimer: We understand that your organization may have limitations on what tasks can be assigned to volunteers. Please feel free to adapt the following recommendations to best fit the needs of your organization.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Gathering supplies for support packages	<ul style="list-style-type: none">➤ If your organization has access to supplies normally provided for foster homes, consider using these supplies for families in between housing.➤ Create a donation request letter and send to local stores that carry pet supplies.➤ Create a volunteer team of trained ambassadors who will serve as assigned support for families throughout their housing crisis.➤ Ask community members for donations of gently used supplies like leashes/collars, crates, dog houses, etc.➤ Please see slides within this presentation from Pima Animal Care Center on creating an Amazon Wishlist to obtain donations: https://bit.ly/380KcqU	<ul style="list-style-type: none">➤ Ask community members for donations of gently used supplies like leashes/collars, crates, dog houses, etc.➤ Deliver care packages to the hotels/motels, call around to find possibly temporary, pet-friendly housing, or assume other duties to lessen the burden on existing shelter staff.➤ Please see a guide on how to safely distribute



- Host a supply drive for community members to drop off gently used items.
- Share donation collection efforts on social media to recruit more donors and let community members know that supplies could be obtained from their local shelter.
- Add a line to your adoption application soliciting donations for KFT programs.
- Seek Mobile Minis or storage pod donations for supply storage

- products during COVID** in your downloads.
- Reshare donation collection efforts on social media platforms, with local community partners, and community bulletin boards.

Pet Food – The COVID response has reinforced the importance of food support during a tough time. With evictions compounding financial stress, food support is more important than ever.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Make pet food pantries more accessible for all Community members	<ul style="list-style-type: none">➤ Inform community members of all the food pantries being offered in your community to provide them with more accessibility to resources.➤ Please find BARCS Pet Owner Resources Guide in your downloads.	<ul style="list-style-type: none">➤ Share food pantry resource guide on all social media platforms, community bulletins and with local community agencies.
Host or co-host a pet food pantry to help distribute food and supplies.	<ul style="list-style-type: none">➤ Work with other non-profits in your community to pool resources for eviction-specific support.➤ Ask for donations of gently used supplies like leashes/collars, crates, dog houses, etc.➤ Appeal to large community groups or clubs to donate care package items and host assembly-day activities to prepare a ready supply.➤ Create a volunteer team of trained ambassadors who will serve as assigned support for families throughout their housing crisis.➤ Prive pet food directly to human food pantries and allow them to distribute food.➤ Work to lift agency restrictions in access to pet food.	<ul style="list-style-type: none">➤ Ask for donations of gently used supplies like leashes/collars, crates, dog houses, etc.➤ Connect with large community groups or clubs you are already involved in to donate care package items and host assembly-day activities to prepare a ready supply.➤ Deliver care packages to the hotels/motels, call around to find possibly temporary, pet-friendly housing, or assume other duties to lessen the burden on existing shelter staff.



- Deliver food to community members who do not have transportation or can not access the food pantry.

- Please see a **guide on how to safely distribute products during COVID** in your downloads.

Please Find These Pet Food Resources In Your Downloads:

Pima Animal Care Center

- Emergency Food Supply Protocol
- Sample Food Distribution Program Proposal
- Presentation on creating a pet food drive through distribution - <https://drive.google.com/file/d/1UxJRPdNLdwbaSaCX5twmar-M96JckXKv/view?usp=sharing>
- Sample questions to collect data from clients pet food distribution
- Sample template to record pet food distribution data
- Sample bag insert for food distribution (Spanish and English)
- Sample Off-Site Distribution Flier

Los Angeles Animal Services

- Pet Food Pantry Mission Overview
- How to Make Pet Food Pantry Appointments
- Example of Pet Food Pantry Appointment Schedule for Staff - <https://www.humananimalsupportservices.org/wp-content/uploads/Example-of-PFP-Appointment-Schedule-for-staff.xlsx>
- How to run a pet food pantry

Human Rescue Alliance

- Pet Pantry Enrollment Form

Success Story: Palm Valley Animal Society started a monthly pet food pantry because it saw families hurting and didn't want them to separate. Unemployment rates were up in the RGV, and PVAS knew how animals could provide comfort and emotional support to their people. Like if you agree that pet food pantries are a way to connect the whole community, whether you're donating, volunteering, or receiving much-needed resources! [Link to post](#)

Success Story: Cincinnati Animal Care partnered with a local food pantry to provide almost 200 lbs of dog and cat food to help pets and their people. We're thrilled to see shelters stepping out and being community resources. [Link to post](#)



Veterinary Care – Access to affordable veterinary care is limited or nonexistent for many pet owners even without the concern of stable and secure housing. Providing free veterinary care for people and pets experiencing temporary displacement can prevent an already stressful situation from worsening.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Build a network of veterinarians interested in and willing to contribute or partner during the crisis.	<ul style="list-style-type: none">➤ Identify potential veterinarians in your community and reach out to them about contributing/partnering.➤ Please see Pima Animal Care Center's sample email to Veterinarians in your community and their letter to partner clinics explaining the Keeping Families Together Program in your downloads.➤ Connect with local Veterinary Schools for student/ faculty support. Check out Pima Animal Care Center's pilot Outreach program with the University of Arizona Shelter Medicine Student Club➤ Establish guidelines on what would be considered free and/or low-cost vet care.➤ Learn more about incremental veterinary care and consider shifting toward this approach with vet care and vet care partnerships. https://pphe.utk.edu/aligncare/incremental-veterinary-care/	<ul style="list-style-type: none">➤ Reach out to your pets' veterinarians about joining the effort.
Host or co-host a drive-thru/ stationary clinic to provide low-cost vet care, vaccines, microchipping and licensure.	<ul style="list-style-type: none">➤ Check out Kansas City Pet Project's toolkit on how they organized their Community Drive-Thru Clinic. https://bit.ly/2MjSBNP➤ Spread the news on all social media platforms, community bulletins and with local community agencies.	<ul style="list-style-type: none">➤ Assist staff in organizing and running service events.➤ Reshare the news on all social media platforms, community bulletins and with local community agencies.
Create "general care" guidelines for companion animal guardians who may not be able to access vet care/ you may not be able to assist	<ul style="list-style-type: none">➤ Check out Pima Animal Care Center's general care guidelines for the following ailments/conditions in your downloads:<ul style="list-style-type: none">○ Diarrhea○ Pregnancy (dog)	



- Vomiting
- Helping Pets Lose or Gain Weight
- Fleas
- Check out **Maddie's Fund** general care guidelines about common medical concerns in your downloads.
- Check out **ASPCA** Pet Care for more information on general pet care <https://www.aspca.org/pet-care>

Success story: Lifeline Animal Project

Ericka was able to keep caring for the cats in her apartment complex with the help of @lifelineanimalproject Pets for Life Program. By providing resources like veterinary care at no cost, LifeLine is keeping people and their animals together. [Link to post](#)

[Lifeline video](#)

Behavior Advice and Trainer Referrals – Changes in environments, stressful moves and being around new people can all create behavioral issues like barking, lunging on leash or not using the litter box. Offering behavioral support can be lifesaving.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Offer behavior support from volunteers in shelter or at home	<ul style="list-style-type: none">➤ Create behavior support email address and/or phone number.➤ Develop protocols regarding support (e.g., what volunteers can handle vs. what gets escalated, HOW support is provided, what resources/handouts you will send, how communication is tracked, follow-up).➤ Develop training for volunteers who provide support.➤ Identify people to supervise, train, and schedule volunteers.➤ Develop a list of local trainers and behavior professionals for referral.	<ul style="list-style-type: none">➤ Use/email behavior and training resources (see more resources below):<ul style="list-style-type: none">○ Maddie's Fund behavior resources, located in your downloads○ Maddie's Pet Assistant (PetHealth) for newly adopted/fostered dogs and cats: https://pethealth.for ce.com/petassistant/s/



		<ul style="list-style-type: none">○ East Bay SPCA Behavior Helpline: https://eastbayspca.org/what-we-do/behavior-and-training/behavior-helpline/○ ASPCA Pet Care: https://www.aspca.org/pet-care○ Dumb Friends League Behavior Resource: https://www.ddfl.org/resource-library/
Offer free training programs or resources	➤ Investigate whether your organization or other organizations in your community offer free resources.	

Behavior Resources located in your downloads:

- **San Diego Humane** Behavior Helpline - <https://bit.ly/2JwDb7Q>
- Humane Dog Training Advocates - <https://www.humanedogtrainingadvocates.com/trainingassistanceforfamilies>

Human Rescue Alliance:

- Behavior Training Adopter Support Program Description
- Humane Rescue Alliance Behavior Helpline - <https://www.humanerescuealliance.org/training>
- Independent Contractor Agreement for Group Classes and In-Home Private Training

Videos

- The Family Dog - <https://www.youtube.com/user/thefamilydogtv>
- Dog Training by Kikopup - <https://www.youtube.com/user/kikopup>
- Pam's Dog Academy - <https://www.youtube.com/user/pamelamarxsen>
- Zak George - <https://www.youtube.com/c/zakgeorge/videos>
- Grisha Stewart - <https://www.youtube.com/c/Grishastewart1/videos>



- Dr. Sophia Yin - https://drsophiayin.com/resources/dog_behavior/#dog%20bite%20prevention
- Dunbar Academy - https://www.youtube.com/channel/UCgB9VgeE-JTe7dJPN9Q5n_w/featured
- Humane Rescue Alliance
- Head Halter Desensitization - <https://www.youtube.com/watch?v=PRWOjhWdDuk>
- Crate Training - <https://www.youtube.com/watch?v=2QP7BqYZfr4&t>
- Cat Behavior - <https://www.youtube.com/playlist?list=PLs0evXbaI7CXnTNMjLZOHiexALSrh-PMp>

Free Online Courses

- Instinct Dog Training - <https://www.instinctdogtraining.com/online-school/>

Podcasts

- Hannah Brannigan - Drinking from the Toilet - <https://hannahbrannigan.dog/dog-training-podcast/>
- How do you Train That? - <http://www.howdoyoutrainthat.com/>
- Paws and Reward - <https://pawsandreward.com/podcast/>

Pet Fees and Deposits – Pet fees and deposits can be very expensive and simply out of reach for many people, especially when already struggling with costs associated with moving or loss of income. No one should have their family torn apart over a few hundred dollars. Offering to cover a one-time fee is money well spent when the result is keeping a family intact.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Create a special fund for pet fees and deposits	<ul style="list-style-type: none">➤ Reach out to donors that could potentially bring in new support.➤ Create a case for support to help donors, volunteers, foundations and other stakeholders understand the fiscal implications of increased animal intake versus keeping pets with their people.➤ Reallocate funds from other areas to respond to the eviction disaster.➤ Share donation campaigns on all social media platforms to engage new donors.	<ul style="list-style-type: none">➤ Reach out to donors that could potentially bring in new support and connect with people from within your network to become new donors.➤ Reshare donation campaign on all social media platforms to engage new donors.➤ Identify and list local property management companies



	<ul style="list-style-type: none">➤ Create a flyer to inform community members that your organization can provide pet deposit/fee assistance➤ Reach out to local property management companies and let them know that your organization is providing pet fee/deposit assistance for tenants in need of support➤ Please see an example of KC Pet Project's Pet Care Assistance Program application which can provide funding for pet deposits and fees, in addition to other financial assistance, located in your downloads.➤ Check out the Pets For Life Sustainability Guide for detailed guidance on how to message and fundraise for pet owner support services. https://humanepro.org/sites/default/files/documents/pets-for-life-sustainability-guide.pdf	
Provide community members resources on tenant rights	<ul style="list-style-type: none">➤ Inform yourself on tenant rights and share this information with community members. See resources on Tenant rights by state: https://www.hud.gov/topics/rental_assistance/tenantrights➤ Use The HSUS Pets are Welcome toolkit below to learn how to work with property owners to build more pet-inclusive rental properties, a key solution in our efforts to help mitigate unnecessary pet surrenders due to widespread evictions.	<ul style="list-style-type: none">➤ Inform yourself on tenant rights to help spread awareness to community members See resources on Tenant rights by state: https://www.hud.gov/topics/rental_assistance/tenantrights➤ Use The HSUS Pets are Welcome toolkit guide to learn how to work with property owners to build more pet-inclusive rental properties, a key solution in our efforts to help mitigate unnecessary pet surrenders due to widespread evictions.



Reach out to property owners to advocate for human-animals families in need of financial assistance for pet deposits/fees

- Use The **HSUS** Pets are Welcome toolkit to learn more about helpful talking points to use when reaching out to property owners.
<https://humanepro.org/sites/default/files/documents/hsus-paw-toolkit.pdf>
- Engage with smaller property management companies that staff or volunteers may have strong existing connections with to see how that connection can serve as beneficial in getting them to support keeping families together. If these smaller companies agree to reconsider their pet policies, then larger property management companies may reconsider their pet policies, as well.

- Use The **HSUS** Pets are Welcome toolkit to learn more about helpful talking points to use when reaching out to property owners.
<https://humanepro.org/sites/default/files/documents/hsus-paw-toolkit.pdf>
- Identify smaller property management companies that staff and volunteers may have strong connections with.

Success story: Pima Animal Care Center

When Jade was going through a tough time and could not afford a pet deposit for her four Chihuahuas, Daisy, Coco, Tiny, and Benjie, she thought she had no other option than to surrender them to the shelter. When she arrived at Pima Animal Care Center with the pups, she found out about a program that would assist with funding her pet deposits and the pups did not have to be taken into the shelter! She was set up with free spay/neuter services, and Jade and her pups were able to stay together!



Hotel and Motel Partnerships – Many people have no friends or family to stay with when evicted, so residing in a hotel or motel is an unfortunate reality. When hotels allow pets there is often an additional fee required, so similar to a pet fee/deposit, being able to cover a one-time fee will be



incredibly helpful. In addition, it's important to acknowledge that from the hotel/motel perspective their biggest concern is potential property damage, so validating that concern can go a long way in developing rapport and responsiveness with your local hotels and motels.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Build a list of pet friendly hotels	<ul style="list-style-type: none">➤ Research and create a list of pet-friendly hotels in your community to share with community members.➤ Reach out to hotels to request and encourage relaxation of policies on allowing pets. Since their biggest concern is usually potential property damage, it might be easier to reduce the nightly rate compared to reducing their pet fees.➤ Reach out to the someone in the hotel/motel sales department. They have the ability to make deals.	<ul style="list-style-type: none">➤ Research and create a list of pet-friendly hotels in your community to share with community members.
Provide support for human-animal families while they stay in hotel/motels	<ul style="list-style-type: none">➤ Provide families with support packages detailed above to make sure they have everything they need while staying at hotels/motels➤ Consider providing additional supplies that can help prevent property damage, such as crates and kong wobblers.	
Partner with hotels and motels	<ul style="list-style-type: none">➤ You can use the sample dialogue to start the conversation with hotels and motels, located in your downloads.	
Create a special fund for pet hotel fees	<ul style="list-style-type: none">➤ Reach out to donors in and outside of the animal welfare industry that could potentially bring in new support.➤ Create a case for support to help donors, volunteers, foundations and other stakeholders understand the fiscal implications of increased animal intake versus keeping pets with their people.➤ Allocate funds to cover pet hotel fees so that pets can remain with their people.➤ Share donation campaigns on all social media platforms to engage new donors.	<ul style="list-style-type: none">➤ Reach out to donors that could potentially bring in new support and connect with people from within your network to become new donors.➤ Reshare donation campaign on all social media platforms to engage new donors.



- Check out the **Pets For Life** Sustainability Guide for detailed guidance on how to message and fundraise for pet owner support services.
<https://humanepro.org/sites/default/files/documents/pets-for-life-sustainability-guide.pdf>

Emotional Support Animals (ESA) – [One in every four adults in the United States](#) have some type of disability. Many people are not aware of or do not understand the legal requirement for reasonable accommodations under the Fair Housing Act that allows people to have emotional support animals. This can be one more option for keeping people and pets together.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Provide community members resources on ESA rights	<ul style="list-style-type: none">➤ Create an instructional flyer to provide pet owners details on how to navigate the ESA process and offer a sample letter that can be taken to a health care provider to make the process easier. Examples can be found in your downloads.➤ More information on ESA rights can be found at the Bazelon Center for Mental Health Law. Resources can be found in your downloads.➤ Here is a quick reference sheet on service and assistance animals from Opening Doors. https://www.pawsopeningdoors.com/wp-content/uploads/2020/12/Service-and-Assistance-Animal-Quick-Reference-Document.pdf	<ul style="list-style-type: none">➤ Inform yourself on ESA rights to help spread awareness to community members.➤ More information on ESA rights can be found at the Bazelon Center for Mental Health Law. Resources can be found in your downloads.➤ Here is a quick reference sheet on service and assistance animals from Opening Doors. https://www.pawsopeningdoors.com/wp-content/uploads/2020/12/Service-and-Assistance-Animal-Quick-Reference-Document.pdf
Provide community members resources on tenant rights	<ul style="list-style-type: none">➤ Inform yourself on tenant rights and share this information with community members. See Tenant rights by state https://www.hud.gov/topics/rental_assistance/tenantrights➤ Use The HSUS Pets are Welcome toolkit to learn how to work with	<ul style="list-style-type: none">➤ Inform yourself on tenant rights to help spread awareness to community members. See Tenant rights by state https://www.hud.gov/topics/rental_assistance/tenantrights➤ Use The HSUS Pets are Welcome toolkit to learn how to work with property owners to build more



property owners to build more pet-inclusive rental properties, a key solution in our efforts to help mitigate unnecessary pet surrenders due to widespread evictions.
<https://humanepro.org/sites/default/files/documents/hsus-paw-toolkit.pdf>

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Transportation- In providing local services and connecting community members to local resources and supporting agencies, many individuals and families may not have access to reliable transportation that allows them to also bring their pets along. In many communities that may be considered resource deserts, where resources and services may not exist in close proximity to community members, it is important to find out if individuals and families are in need of transportation assistance to receive the support they need.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Know what's available in your community	<ul style="list-style-type: none">➤ Learn about current pet travel policies within public transportation in your community.➤ Learn about current pet travel policies within rideshare transportation in your community.	<ul style="list-style-type: none">➤ Learn about current pet travel policies within public transportation in your community.➤ Learn about current pet travel policies within rideshare transportation in your community.
Identify ways to provide transportation support within your organization	<ul style="list-style-type: none">➤ Recruit a team of reliable staff and volunteers that would be willing to transport pets and their people to service providers.➤ Check out Pima Animal Care Center's Animal Transportation Waiver, which you can use and adjust to fit the needs of your organization (located in your downloads).➤ Make sure to connect with your legal team on preferences and restrictions for transporting owned animals	<ul style="list-style-type: none">➤ Let your team know if you are a reliable driver willing and able to transport pets and their people that may not have access to pet friendly transport.➤ Volunteers should always use crates if transporting animals



Human Social Services - More than ever is there a need for human and animal services to learn from each other and collaborate on ways to better support human-animal families. Pets are finally being recognized as members of the family and social service agencies are learning more about the human-animal bond and the impact it can have on families of all kinds. Being evicted may just be one of the many challenges an individual/family and their pet(s) may be faced with, so being able to connect them to further social services can result in a better outcome for the entire family.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Connect community members with local social services	<ul style="list-style-type: none">➤ Use the following links to connect community members with local social service agencies:<ul style="list-style-type: none">○ Findhelp.org○ Justshelter.org➤ You may also find that other local agencies have created resource lists of local services.	<ul style="list-style-type: none">➤ When interacting with community members, suggest these two links to identify services:<ul style="list-style-type: none">○ Findhelp.org○ Justshelter.org➤ You may also find that other local agencies have created resource lists of local services.
Create a list of local social service resources to share with community members	<ul style="list-style-type: none">➤ Create a shareable spreadsheet with contact information accessible on your website. Check out Nashville Humane Society's directory of resources in your downloads.➤ Create a flyer with resources to be shared at your organization, on social media, with other community agencies and at community bulletin boards. Take a look at Nashville Humane Society's Covid-19 resource flyer, located in your resources.	<ul style="list-style-type: none">➤ Identify social service agencies in your area.➤ Assist staff in sharing the directory and resource flyer with community members.
Build partnerships with local social services	<ul style="list-style-type: none">➤ Reach out to potential social service partners and discuss the importance of collaborating to make sure human-animal families have access to all the resources in their community during this crisis.	<ul style="list-style-type: none">➤ Make a list of social service agencies in the area.



	<p>Make sure to emphasize how keeping families together can benefit their clients and not just their animals.</p> <ul style="list-style-type: none">➤ Create action plans and resource kits for people being evicted who have pets. Rather than bringing the pet directly to the shelter, provide the care package, resource options, etc. so the pet owner is easily able to find your resources.	
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Note: Important to emphasize with human services how working with animal welfare orgs will help their CLIENTS

Legal Aid Services- If a family or individual is in need of legal support, check out our [Advocacy section](#) for more tools on how to assist them in finding free legal assistance in your community.

Support for Domestic Violence Survivors- If a family is facing eviction as well as experiencing domestic violence, they may be in need of temporary housing while they stay at a domestic violence shelter. Seventy-one percent of pet-owning women (<https://redrover.org/resource/domestic-violence-and-pets/>) entering shelters have reported that their abuser has harmed (injured, maimed, threatened, killed) their pet within the past year. Families coming into your organization may be dealing with multiple stressors in their lives and making sure they have the appropriate support is key. Consider the many ways your organization can possibly provide support.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Share resources on the legal rights of survivors of domestic violence	<ul style="list-style-type: none">➤ Please see an informational document on Legal Rights as a survivor of domestic violence, located in your downloads.➤ If someone is evicted, denied housing, or had assistance terminated because they are a victim of domestic violence, they are also likely a victim of sex discrimination, in direct violation of the Fair Housing Act.	<ul style="list-style-type: none">➤ Please see an informational document on Legal Rights as a survivor of domestic violence, located in your downloads.➤ If someone is evicted, denied housing, or had assistance terminated because they are a victim of domestic violence, they are also likely a victim of sex discrimination, in



		direct violation of the Fair Housing Act.
Provide financial support resources for DV survivors looking to temporarily board their pets	<ul style="list-style-type: none">➤ Become informed on how animal welfare organizations can keep DV survivors and their pets safe.➤ Inform clients about Red Rover's Domestic Violence Resources and two relief programs:<ul style="list-style-type: none">○ https://redrover.org/resource/domestic-violence-and-pets/○ Safe Escape Grants, which offers financial assistance to cover the cost of boarding while a DV survivor is staying at a DV Shelter. http://redrover.org/DV○ Safe Housing Grants, which offers a variety of grant opportunities ranging from on-site housing at a DV shelter to housing at an animal shelter/rescue. http://redrover.org/SafeHousing○ Refer families to Red Rover for Urgent Care Relief Grants. https://redrover.org/relief/urgent-care-grants/○ For more information or support feel free to contact kcampbell@redrover.org	<ul style="list-style-type: none">➤ Become informed on how animal welfare organizations can keep DV survivors and their pets safe and help spread awareness about the many ways Red Rover can help.
Partner with DV shelters	<ul style="list-style-type: none">➤ If your organization does not yet offer protective boarding in response to domestic violence, consider reaching out to domestic violence shelters in your area to see how your organizations can support each other in keeping families together, safely.➤ See a Sample Letter/Dialogue to DV Shelter on how to begin the conversation in your downloads.	<ul style="list-style-type: none">➤ Assist staff in building a list of local DV shelters and support agencies.

DV Resources:

Check out the Urban Resource Institute's People and Animals Living Safely (PALS) program (<https://uriny.org/uripals/>) in New York City. Their amazing program offers co-living services for DV survivors and their pets, as well as safety planning with pets in mind, case management, pet



behavior support, humane education, subsidized veterinary care and pet supplies, discharge planning, and advocacy. In addition, they also provide technical assistance and training to other human services and animal welfare groups who are interested in learning more about the link between the human-animal bond and domestic violence and what they can do to help. For more information, feel free to contact them at: PALInfo@urinyc.org

"We value the importance of pets to our clients and we treat animals as another member of the family while they are in our program!"

- Colleen Parker, PALS Technical Assistance & Training Coordinator

People will only utilize support services if they know the services exist and feel comfortable seeking the support. Promote your programs clearly and concisely, translate into languages other than English if your community demographics indicate the need, and anticipate ways people in under-served areas will access the information. **See how to translate materials here:**

https://docs.google.com/document/d/1t9DHNZmLwtGRIBDYQpDz8S_3z-9ZMDXBmiQUTGT4t4g/edit?usp=sharing. See examples of support service program descriptions from **Denver Animal**

Protection and Animal Protective Association of Missouri in your downloads:

- Denver Animal Protection Displacement/Eviction Relief Program (Temp Boarding)
- Denver Animal Protection Displacement/Eviction Relief Program (Pet Supplies/Services) in English and Spanish
- Animal Protective Association of Missouri Pet Partners Crisis Housing Program

Support for Guardians of Community Cats - A displaced, incapacitated, absent, or otherwise concerned caregiver may need supporting services in order to continue providing for community cats within their charge without the need for shelter surrender or relocation of the cats.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Provide weather protection supplies	➤ Solicit donations and building materials for shelters. Arrange for community build-days.	➤ Build and distribute cat houses. Source supplies for housing.
Expand accessibility to food pantries to include community cat guardians	➤ Inform community cat guardians about pet pantry program ➤ Source supplies for pet food pantry ➤ Ensure community cat caregivers are eligible for pet food pantry assistance.	➤ Gather food and supplies. Deliver care packages.
Provide guardians with information about Trap	➤ Provide a list of all community resources and refer to the most appropriate	➤ Provide trapping and transport assistance.



Neuter Return(TNR) programs	provider.	
Provide medical care for community cats	<ul style="list-style-type: none">➤ Connect caregiver to resources within the community such as discounted private practice.➤ Schedule medical care if there is an in-house clinic within the shelter.➤ Provide needed medical supplies.	<ul style="list-style-type: none">➤ Deliver prescribed supplies.➤ Provide assistance with administration of medication to cats, if needed.
Provide solutions to keeping cats in their original habitat: caregiver leaving	<ul style="list-style-type: none">➤ Refer to the map of colony locations and caregivers, if there is one.➤ Provide the caregiver with information on how to taper feeding schedules to adjust to an alternate caregiver or self-sustenance.➤ Consider if it is appropriate to relocate the cats with the caregiver and provide assistance, if needed (cages, traps, supplies, instructions.)	<ul style="list-style-type: none">➤ Recruit new caregivers, if needed.➤ Check to see if there are multiple caregivers.➤ Temporarily feed the cats if caregiver is incapacitated or temporarily unavailable.➤ Transport cats, kennels, supplies.➤ Assist with temporary care of caged cats being relocated.
Provide solutions to keeping cats in their original habitat: caregiver staying	<ul style="list-style-type: none">➤ Assess and mitigate conflict if neighborhood complaints are cause of possible separation/removal of cats.➤ Advocate on behalf of the caregiver➤ If caregiver is temporarily incapacitated or absent (illness, DV, COVID, out of town, etc), connect temporary caregivers with resources.	<ul style="list-style-type: none">➤ Provide mitigation support and monitor the situation.➤ Deliver/install cat deterrents, if necessary.➤ Provide temporary cat care for absent or incapacitated caregivers.

Option 2 – Identifying Temporary Housing Solutions in Your Community

Assist pet owners in finding temporary solutions within their own network. The secondary option is to provide temporary care and housing for a person's pet while the pet owner seeks new housing accommodations.



Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Assist community members in identifying existing resources within their own networks	<ul style="list-style-type: none">➤ Encourage people to think through their own circle of friends, family and social networks for temporary placement of their pets.➤ Offering the assistance package, veterinary care, food and behavior advice listed in Option 1 can open up options for people willing to provide a short-term place for the pet to stay.	<ul style="list-style-type: none">➤ Encourage people to think through their own circle of friends, family and social networks for temporary placement of their pets.
Provide match-making tools for community members to find temporary placement on their own	<ul style="list-style-type: none">➤ Provide an online platform that allows people to identify others in their community willing to be a temporary guardian. See an example of the Temporary Pet Guardians program (https://www.awanj.org/temporary-pet-guardians/) from the Animal Welfare Association, which includes a sample Temporary Pet Guardian Contract, located in your downloads.➤ 911fosterpets can now connect individuals and families to temporary foster homes. https://911fosterpets.com/	<ul style="list-style-type: none">➤ Share Temporary Pet Guardians and 911fosterpets as match-making resources in your community. https://911fosterpets.com/

Temporary Housing Solutions Resources:

Another example comes from a program enacted by **St. Hubert's** in the aftermath of Hurricane Sandy but a concept that can be applied to the current crisis. They provided a range of supportive services such as food, supplies, behavior support, veterinary care, and live support for matchmaking and help setting up an online account. They also provided a foster contract as a courtesy and strongly recommended people use it. By sharing an executed foster contract, people were then given access to the suite of supportive services. An online social network for people to find one another was set up on a Ning.com platform and used a VOIP phone number that could be forwarded to staff's cell phones. St. Hubert's moderated the forum and tried to keep geographically distant foster interest from engaging so the animals stayed in the state or tri-state area.

Here is a screen shot of the online platform



<https://drive.google.com/file/d/1J1EWf26sYmldmclwjwbNXagdPPxxPd8B/view?usp=sharing>. A foster contract and a program information letter are located in your downloads.

Success story: Oakland Animal Services

Three senior cats had been living together their whole lives in a safe outdoor environment, but their caretaker was no longer able to care for them. The community was quick to share the story of these kitties and they now have a new home. Thanks to this community rehoming effort, the senior cats can stay together and are able to go straight from one home to another. [Link to post](#)

Self-Rehoming- If the individual or family has reviewed all options and decided that rehoming their pet is the best alternative for them at this time, it is important to not pass judgement and respect their decision. Instead, there are several ways in which animal shelters can provide rehoming support without having the animal enter the shelter.

Action Steps	Tasks for Staff and High Level Volunteers	Tasks for Any Volunteers
Provide tools on self-rehoming, if necessary for the human-animal family	<ul style="list-style-type: none">➤ Check out Austin Pets Alive's Positive Alternative to Shelter Surrender (PASS) manual (located in your downloads), Richmond SPCA's rehoming program (https://richmondspca.org/what-we-do/resources/pet-rehoming/#re-homekixmBzKKJ4pUWovhJtVP?usp=sharing), and KC Pet Project's Rehoming program to see how your organization can provide as many resources as possible to help families rehome their pets when necessary (https://kcpetproject.org/services/rehoming-support/).➤ In addition, Rehome https://rehome.adoptapet.com/, Home to Home https://home-home.org/, and GetYourPet https://getyourpet.com/, are three websites that assist in the self-rehoming process. Check out the Self-Rehoming Tool At-A-Glance Comparison in your downloads, to see which would best fit the needs of your community members and your organization.	<ul style="list-style-type: none">➤ Share Self-Rehoming Tool At-A-Glance Comparison (in your downloads) to social channels.➤ Assist with moderating and funneling caretakers who need to rehome from Facebook, NextDoor, Craigslist etc in their respective neighborhoods.➤ Moderate and redirect self rehome outreach to KFT services.



➤ See the **HASS** Resource: Supported Self-Rehoming in your downloads.