



Frequently Asked Questions: Terre Haute Humane Society and COVID-19

What are the shelter's current hours of operation?

Currently, we are serving the public seven days a week from 1 p.m to 3 p.m. by appointment only. If you are interested in adopting a pet, please complete an application online and a member of our Adoptions Team will get back to you with the goal of calling you within three business days. Or, if you need to surrender an animal or bring in a stray, please schedule an appointment with our Customer Service Team by calling and leaving a message at 812-232-0293 or by emailing info@thhs.org.

The Governor has allowed businesses to re-open. Why isn't THHS reopening along with other businesses?

THHS was never closed. Taking care of the animals at the shelter is a 365 day a year job. We were closed to the public for adoptions and intakes. We are now doing adoptions and intakes by appointment only. We have taken this step to protect our staff, volunteers and visitors from exposure to COVID-19.

How will my adoption or intake appointment work with social distancing?

Plan to arrive five minutes before your scheduled appointment. A member of our Adoptions or Intake Teams, depending on your appointment type, will meet you at the front door and walk you through your shelter visit. To ensure we follow recommended health guidelines, we request you limit your party to no more than two people (Must be 18 years old or older). Visitors will have access to handwashing stations and sanitizer.

We want to adopt a pet! What steps should we take?

Thank you for considering adoption! We are excited to help you find the perfect four-legged addition to your family. As we adjust shelter operations to address COVID-19, our adoption process looks a little different right now. Here's how to start the adoption process as we operate by appointments:

1. Research the pets we have available online at www.thhs.org. Read through their profiles on our [adoptable cats](#) page and [adoptable dogs](#) page. Consider if that pet is the right fit for your lifestyle and family.
2. Make a shortlist of the animals who might be a good fit for your family.
3. Complete our [online adoption application](#).

4. Next, our Adoptions Team will give you a call to discuss the pet's specific needs and whether the pet will be a good fit for your lifestyle. You can expect to hear back from us within 24-72 hours of your application submission. You are welcome to contact us at adopt@thhs.org with questions.
5. Then, we'll schedule you an appointment to meet your potential furry friend.

I need to surrender my animal. How do I make an appointment?

We're accepting animals by appointment only, and we anticipate a full shelter. THHS is asking owners who are not facing an immediate crisis to hold their pets for up to four weeks and to surrender at a later date. For any pet owners who need to surrender immediately due to an emergency, please schedule an appointment with our Customer Service Team by calling 812-232-0293 or email info@thhs.org. Our mission is to keep as many pets with their families as possible. To accomplish this, we are happy to work with families on a case-by-case basis to provide support and resources.

I found a stray animal. Can I bring it into the shelter?

Please call our Customer Service Team and leave a message at 812-232-0293 or email us at info@thhs.org. We are addressing stray animals on a case-by-case basis as the situation develops. Thank you for your understanding!

What else is THHS doing to prevent the spread of COVID-19?

To ensure our shelter remains a safe and healthy environment for all visitors, THHS already follows comprehensive cleaning and sanitation guidelines every day. We are taking additional precautions to prevent the spread of any illness. We've implemented a comprehensive staffing schedule to ensure our shelter is adequately staffed for animal care and our public services but minimizes overlap between teams.

What if I need to make a spay or neuter appointment?

At this time, THHS is not scheduling public spay and neuters. Please check back for ongoing updates.

Can animals get COVID-19 and spread it to humans?

According to the Centers for Disease Control and Prevention and the World Organization for Animal Health, there is no evidence that companion animals can spread the virus.

There is also no evidence of people catching the virus from companion animals. It's always a good idea to wash your hands after being around animals.

How can I make sure that my family and pets are prepared for an emergency?

Rising concerns around COVID-19 are an essential reminder about emergency preparedness. We encourage you to use this opportunity to review your household's emergency plan and ensure your four-legged family members are prepared as well. These are good steps to follow:

- Ensure your pet's microchip information is current, and he or she is wearing a legible form of identification.

- Stock up on food and supplies in case you must stay home for an extended period.
- Keep your veterinary's contact information readily available, as well as copies of your pet's medical and vaccine records.
- Identify a trusted friend, family member, or neighbor who can provide temporary pet care in case of an emergency.

How can I help?

Thank you for thinking of shelter animals during this time! You can always support THHS by making a donation [online](#) or by mail to PO Box 3307, Terre Haute, IN 47803. You can also help by purchasing essential supplies through our [Amazon Wish List](#). Your donations help us meet ever-changing needs to ensure that we can keep pets safe and healthy in the face of uncertainty.

Does the shelter need volunteers right now?

We appreciate your interest in lending a hand. Right now, the shelter is only allowing essential staff and volunteers onsite to minimize exposure to COVID-19.

What foster needs will there be?

We have the need for ongoing emergency fosters in response to COVID-19. If you can open your heart and your home as a foster parent to a dog or cat in the coming weeks, we'd like to hear from you. Please head to our [Foster page](#), and submit a foster application. Our Foster team will be matching pets based on the best household fit, so we cannot guarantee you'll be able to foster a specific animal.

We are asking for new foster families with no other pets and no young children—teens are fine. THHS provides pet food, supplies, ongoing support, and medical care. You provide love and a safe home. Given the unpredictable nature of COVID-19, we cannot yet estimate how long these foster placements will last, but we ask potential foster families to be willing to commit to at least 2-3 weeks. Questions? Email us at foster@thhs.org.

I want to bring a donation to the shelter. Is that okay?

Sure! Please drop donations by the double doors next to the garage door between the hours of Noon and 4 PM. You do not need to see a staff member. Thank you for your support!

I cannot afford to buy food for my pet. Can you give me pet food so that I can keep my pet?

We distribute pet food to the public every few weeks. We announce this in advance on our Facebook page. If you need food before then please call the shelter at 812-232-0293 and leave a message and we will make arrangements for you to pick up food for your pet.

What is the best way to keep up to date on THHS news and information?

The best way to keep to date is to like and follow our Facebook page:

<https://www.facebook.com/thhumane/>