



# Foster Emergency Care Protocol

Intestinal parasites, sneezing, coughing, (acute) vomiting and (acute) diarrhea are generally not considered life-threatening emergencies. If your foster pet(s) is experiencing any of these symptoms, please schedule an appointment online at [v2.waitwhile.com/book/jhsfosterveteri1](https://v2.waitwhile.com/book/jhsfosterveteri1) or contact the foster office at [foster@jaxhumane.org](mailto:foster@jaxhumane.org) or (904) 493-4567 during normal business hours for further direction.

Examples of life-threatening emergencies include: seizures, difficulty breathing, traumatic injury or unresponsiveness.

*Although life-threatening emergencies with foster animals are generally infrequent, those that do occur are usually underage kittens that are failing to thrive. Please refer to the "Fading Kitten Emergency Protocol" referenced on pages 14-15 in the JHS Foster Parent Manual for associated symptoms and suggested at-home supportive care.*

## **NORMAL BUSINESS HOURS:**

If there is a life-threatening emergency with a foster pet during normal business hours, foster parents should bring the animal to the shelter for immediate medical evaluation and treatment.

If your foster is experiencing a life-threatening emergency please come immediately through the Vet Services entrance **Sunday-Friday 7am-9am, Saturday 8am- 10am** or Pet Help Center entrance, which is open **Monday – Friday** from 9am to 6pm and **Saturday-Sunday** 10am-5pm.

## **AFTER-HOURS EMERGENCIES:**

JHS staff is NOT available after normal business hours for emergency care. All EMERGENCY messages (telephone, email, and social media) received after the close of business will be returned on the following day.

If your foster pet experiences an after-hours life-threatening emergency, foster parents may take their foster pet to Blue Pearl Emergency Pet Hospital for discounted emergency care. Discounted services will be offered for life-threatening emergencies only. **Payment will be due at the time services are rendered.** Please be advised that the Jacksonville Humane Society is not able to provide reimbursement for emergency or veterinary care provided by an off-site clinic (including Blue Pearl Emergency Pet Hospital).

Blue Pearl offers two convenient emergency hospital locations:

- 3444 Southside Blvd, Suite 103 / Jacksonville, FL 32216 / Tel: (904) 646-1287
- 275 Corporate Way, Suite 100 / Orange Park, FL 32073 / Tel: (904) 278-0287

Upon arrival at Blue Pearl ER Hospital, please notify staff that emergency care is needed for a **JHS FOSTER ANIMAL**. Please note that discounted services are strictly offered for JHS foster animals and will not be honored for personal pets under any circumstances. **Please present the JHS Foster Animal Handout to staff upon arrival as verification of being a JHS foster parent.**

Discounted emergency services are offered for JHS foster animals at Blue Pearl Emergency Pet Hospital only. Emergency care received at emergency/veterinary clinics other than Blue Pearl Emergency Pet Hospital may not be discounted for JHS foster animals. JHS is not able to provide reimbursement for emergency care, which includes discounted services provided by Blue Pearl Emergency Hospital.

## **Foster Office Hours:**

Monday-Friday, 10am to 6pm  
Saturday-Sunday, 10am to 5pm

**Telephone:** (904) 493-4567  
**Email:** [foster@jaxhumane.org](mailto:foster@jaxhumane.org)