



Pet Owner Resource Guide

www.jaxhumane.org

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JHS aims to assist all pets and people, but immediate intake may not be possible. Please explore the available community options in this guide, and reach out for help sooner for better assistance. Thank you for collaborating with JHS to find the best solutions.

PET OWNER RESOURCES

Pet Food Pantry

- JHS has partnered with Lutheran Social Services of Northeast Florida to expand our Pet Food Bank and better serve our community. The Pet Food Bank is offered at Lutheran Social Services, 4615 Philips Hwy, 5 days a week from 10am – 12pm.
- ID required, one pickup per month per household. Visit LSSjax.org/hunger-relief to learn more.



Affordable Veterinary Care

- For low-cost public veterinary services, please refer to [EveryPet](#) or this list of [low-cost clinics in Jacksonville](#).



Pet Behavior Help

- Our trained staff can provide behavior resources and training information. To utilize this free community service, email behavior@jaxhumane.
- View JHS-recommended online training through GoodPup, [here](#).



COMMUNITY RESOURCES

Lost/Found

- Did you find a pet in Jacksonville? Many loose dogs and cats are lost, which means a family is looking for them. Most lost pets are reunited outside of the shelter. YOU can help the pet get home by using a number of techniques and tools! Download our [Free Guide for Lost and Found Pets in Jacksonville!](#)

Animal Cruelty or Neglect

- If you suspect that an animal is being treated cruelly, [open a service request](#) with the City of Jacksonville's Animal Care & Protective Services, or contact First Coast Crime Stoppers at 866-845-8477 (TIPS).

Community Cats and Kittens

- Community Cats are free-roaming cats who may not have a permanent residence, but are cared for by members of the community. [Learn more about cats like this in Jacksonville.](#)
- If you found kittens, we can help! [View our resources for kitten heroes.](#)

SCAM ALERT

We were notified of a scam targeting missing pet owners. Scammers are spoofing their phone numbers, falsely claiming to have lost pets and demanding immediate payment for care. We will never demand payment over the phone. If you receive such a call, do not send money or share personal information; report it to the authorities and contact JHS directly at info@jaxhumane.org or 904-725-8766.

REHOMING PETS

Rehoming Assistance

- If you need to find a new home for your pet, we recommend attempting to rehome it yourself rather than surrendering it. You can list your pet for free on [Rehome.AdoptaPet.com](https://www.Rehome.AdoptaPet.com) reaching over 30,000 monthly visitors.
- If you have exhausted all your options and feel that you must surrender your pet, please contact our Pet Help Center team to discuss your options. Pets are admitted by appointment only. Email petsafetynet@jaxhumane.org with your pet's details and a contact number.

Emergency Boarding

- The Jacksonville Humane Society is able to provide temporary boarding for emergencies on a limited basis. If your situation requires this type of assistance, please contact our team at 904-493-4584 and leave a message.

Our team receives a high volumes of requests daily. We appreciate your patience. Calls and emails are returned in the order they were received. Thank you!



ADDITIONAL RESOURCES

Resources for Military

- If you are a current or former member of the military seeking support for your pets, our [military_pet owner resources](#) may help.

Grieving a Pet

- Anyone who has experienced the loss of a pet or anticipates such a loss can find help via the Jacksonville Humane Society's resources on our website. We can connect you to the [Association for Pet Loss and Bereavement](#) which hosts a weekly online meeting.





STAY CONNECTED

@jaxhumane

