



## Information About ElderPet for Social Service, Care Providers, Welfare Departments

ElderPet strives to facilitate the human-animal bond by providing various services to senior citizens, people with disabilities, and hospice families having financial difficulty. The physical services are provided in the Strafford and Seacoast Rockingham County areas only; consultations are provided statewide. While ElderPet usually works directly with the pet owner, we welcome referrals and collaboration with social service, welfare and care providers who might be working with them.

**Note:** If you are working directly with a client, and request our services or know that we provide services/ assistance for that client, please let us know of your involvement and make note in that client's record. Depending on the situation, we may also request that the client sign an **Information Release** form which we will then provide you for your records. There have been many situations where we have lost track of a client and we would like to prevent this.

### Transportation:

ElderPet has volunteers who will provide **scheduled** pet-related transportation, e.g. to veterinary offices, groomers etc. for those who have no other recourse. This is at no cost to low income individuals and for a fee to others. Arrangements must be made in advance to accommodate volunteer schedules.

### Pet Food Assistance:

ElderPet provides pet food assistance to low income elders and people with disabilities. We are only able to do this in the Strafford and Seacoast Rockingham County areas. Pet food may be picked up at a predetermined location or we can often deliver. Because of our limited resources, we can only provide to responsible homes with no more than three pets who have been spayed/neutered. We do have an application form (For a copy, see our website under Community Services/ Pet Food Assistance.) where the owner must prove that they are financially qualified by sending in an award document or receipt of town or state aid. We welcome clients who are working with social service and/or care providers because they can help the client in filling out the forms and help monitor the pet in the home. We try to deliver pet food every 4-6 weeks. We may not be able to provide all the food that the client needs, but we can help.

It should be noted that area humane societies are also able to provide pet food assistance and may also be able to help with spaying and neutering. Please see our website for a document listing statewide information about low cost pet care.

### Short Term In-Home Care:

ElderPet no longer offers in home services for unexpectedly hospitalized pet owners. Feel free to contact ElderPet for helpful ideas if the situation arises.

If an owner is in Strafford County, Pope Memorial Humane Society has a Safe Pets Program where a pet may receive temporary boarding at either the shelter or via foster care. Contact information: (603) 749-5322; [info@popememorialcvhs.org](mailto:info@popememorialcvhs.org).

In Rockingham County, NHSPCA has a similar program. Contact information: 603-772-2921; [info@nhspca.org](mailto:info@nhspca.org)

**Consultations About Pet Related Problems:**

If a social service provider or care worker is concerned about the care of pets of a client, ElderPet will be happy to discuss the situation.

We are also happy to explain the laws related to service and emotional support animals as that can be quite confusing for clients and their service providers.

All consults will remain confidential.

**No-Interest Loans for Unexpected Veterinary Care:**

If a social service provider or care worker has a client with an unexpected veterinary issue, we offer no-interest loans for that care. We do require that the client have the animal examined at his/her cost by his/her own veterinarian, then the owner should call to speak to us about what is going on with the pet. If we agree to help via verbal contract, ElderPet will pay the veterinary hospital directly. The owner and ElderPet then sign a written contract where the owner pays back ElderPet at mutually agreeable monthly rate until the balance is paid. We do need to work directly with the owner to make arrangements. It should be noted there is a cap on the amount we can loan.

ElderPet does not cover routine wellness care i.e. spays, neuters, vaccines, parasite prevention or treatment. If assisting with the cost of euthanasia, ElderPet does not cover private cremation expenses.

**Prescription Medication Assistance for Pets with Chronic Conditions:**

If a social service provider or care worker has a low income client whose pet has a chronic medical condition that requires prescription veterinary diets or costly medications, ElderPet can often help with those expenses provided the pet owner can afford the necessary veterinary visits and lab work to manage the disease. ElderPet will need to work directly with the owner in these cases.