

Pet Food Pantry Rules and Guidelines

- The Pet Food Pantry Program is a short-term, emergency-based program.
- Recipients must be residents of Champaign County.
- This program is for temporary, urgent need.
 - We have a limited supply of donated food; recipients cannot expect to rely on this program long term.
 - Food may not be immediately available when you request it.
 - Food for each qualified recipient will only be available once per month.
 - We may not be able to supply you with an entire month of food.
 - Eligibility for food will not extend beyond 3 consecutive months.
- To make a request for food, you may either **call or email** our Lead Humane Investigator.
 - Call: 217-344-7297; ask for the Lead Humane Investigator.
 - Email: **Maiah@cuhumane.org**
- Please call/email at least a few days before you run out of food.
 - It may take time for us to get back to you, and we may not have food available.
- When calling, ask to speak with the Lead Humane Investigator, and **if she is not available, always leave a voicemail.**
 - If you have left a voicemail and don't get a call-back right away, understand that it may take time for the Investigator to get back to you.
 - The Investigator does not receive or return calls/emails on weekends.
- Do not call more than once unless you have missed a return call from us.
 - If you missed a call and call us again, please leave another voicemail.
- The CCHS Lead Humane Investigator is the only staff member authorized to set-aside food for program recipients. Do not ask other staff members for food.
- Picking up Food
 - Food set-aside for pick-up will be available in the Shelter lobby during open hours. (M, W, Th, F: 2pm-7pm; Sa, Su: 12pm-5pm, CLOSED TUESDAYS)
 - **You must pick up food within 7 days** of being notified that your food is ready.
- You will not be eligible to receive food assistance if you obtain new pets after requesting food support.
 - This includes any pets born in the home.