

WHAT IS THE BEST WAY TO GET IN TOUCH WITH A STAFF MEMBER?

- ➡ We have staff members from the foster department working at the shelter typically Monday-Friday 8am-6pm and Sundays from 10am-2pm unless otherwise noted (holidays/vacations/etc.).
- ➡ The best way to reach the foster team about a non-emergency question is by sending an email to foster.help@cityoffortwayne.org. This helps communication between the foster staff immensely as we can review each email as well as responses.
- ➡ Please do not reach out to members of the Foster Team via text message or Facebook messenger with questions regarding foster related issues, these messages will not be answered. Members of our foster team have private lives outside of the shelter and we want to respect their time off.
- ➡ If you have a medical emergency (difficulty/labored breathing, extreme lethargy, severe injury/trauma) during business hours Mon-Fri up until 6pm you may call 260-427-1244 (option 1) advise the dispatcher on the phone you are a current foster and have a foster emergency and need to speak with a foster team member right away, once on the phone we will advise you of next steps (most likely to come to the shelter).
- ➡ If you have an afterhours medical emergency (difficulty/labored breathing, extreme lethargy, severe injury), you should call 260-449-3000. This number is for City Communications, please let them know you are a foster for Fort Wayne Animal Care & Control and that you need to be connected with an Animal Control Officer. This number should be used when the condition cannot wait until the next morning.
- ➡ Please also send us an email to inform us you needed officer assistance so we can follow up.