

HUMANE SOCIETY OF INDIANAPOLIS

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NEW CUSTOMER SERVICE HOURS AT THE HUMANE SOCIETY OF INDIANAPOLIS

INDIANAPOLIS... The Humane Society of Indianapolis (HSI) will launch new customer service hours effective Saturday, January 5, 2008. The new hours will allow the shelter to be open for longer hours on the weekend, the busiest time of the week at the shelter.

According to Martha Boden, CEO of the Humane Society, the shelter looked at its patterns of adoptions and surrenders and learned that the majority of its customers wanted to visit on the weekend and in the late afternoon and evenings on weekdays. "To respond to the needs of our customers, we will now be open until 8:00 p.m. in the evening except on Sunday," said Boden. "On Sunday we will close at 6:00 p.m."

The shelter, which has been closed to the public on Mondays, will now be closed instead on Thursdays. "Many questions arise with animals during the weekend when families are home with their animals. Our customers told us they want us to be open on Monday for assistance. As a result of that input, we will now be closed on Thursday, which is our slowest day of the week," Boden said.

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Shelter hours on Monday, Tuesday, Wednesday and Friday will now be 3:00 p.m. to 8:00 p.m. Saturday hours will be 11:00 a.m. to 8:00 p.m. On Sunday, the shelter will be open from 11:00 a.m. to 6:00 p.m.

Two additional changes have been made to better accommodate the public.

- A live telephone attendant is now available when calling the main number 317-872-5650 for those who do not know the extension or name of the person they wish to contact.
- A new system of initial phone intake for those who wish to bring in an animal is now in place.

“There have sometimes been long waits and long lines in the Incoming Animals lobby. Now customers may call in and provide much of the information we need on the telephone, which will shorten their wait time once they arrive at the shelter,” said Boden. “As part of this telephone intake, customers may also schedule a specific appointment time, which is convenient for them, to bring in an animal.”

The hours changes and enhanced telephone services are part of a continued commitment at the Humane Society of Indianapolis to deliver quality customer service, which helps animals and people find each other. For more information about HSI log on to www.indyhumane.org.

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Note to editors – new shelter hours:

Monday	3 p.m. – 8 p.m.
Tuesday	3 p.m. – 8 p.m.
Wednesday	3 p.m. – 8 p.m.
Thursday	Closed
Friday	3 p.m. – 8 p.m.
Saturday	11 a.m. – 8 p.m.
Sunday	11 a.m. – 6 p.m.