PRACTICAL REFERENCE · MADEIRA

How to report an animal that *needs help.*

One short reference for the moment you need it. Find your contact, send the email, stay with the animal. Share with anyone who asks "what can I do?"

01 · Find contact

02 · Send email

03 · Stay nearby

— STEP BY STEP

The three things to do.

If you're standing next to the animal right now, this is the order. It works for dogs, cats and most domestic animals in need.

1

Find your contact.

Look up the **municipality** where the animal is. Each one has a phone for *Bombeiros* (firefighters, for injured or sick animals) and an email for the *Câmara*.

Call for emergencies · **Email** for neglect, strays, sterilisation

2

Send the email.

Use the template on the next pages - copy, paste, attach photos. Send to **GNR**, CC the **Provedor do Animal** and the **municipality**.

Include: **description** · **location** (Google Maps link) · **photos / video**

3

Stay nearby.

If you called, **stay with the animal** if it's safe - ideally until the rescue team arrives. Your presence helps them find it and helps the animal.

Every report adds pressure for better rules and more inspection. Thank you for caring.

— STEP 01 · FIND YOUR CONTACT

By municipality.

● **Bombeiros** — call for injured / sick ● **Câmara email** — neglect, strays, sterilisation

Calheta	+351 291 827 204	camara@cmcalheta.pt
Câmara de Lobos	+351 291 911 444	geral@cm-camaradelobos.pt
Funchal two numbers, two emails	+351 291 222 122 +351 291 200 930 +351 291 225 067	cmf@cm-funchal.pt bemestaranimal@funchal.pt
Machico	+351 291 965 183	presidencia@cm-machico.pt
Ponta do Sol	+351 291 952 288	geral@cm-pontadosol.pt
Porto Moniz	+351 291 840 110	geral@portomoniz.pt
Porto Santo	+351 291 982 115	geral@cm-portosanto.pt
Ribeira Brava	+351 291 952 288	geral@cm-ribeirabrava.pt
Santa Cruz if no help: CRO 910 217 937	+351 291 520 112	geral@cm-santacruz.pt
Santana	+351 291 520 112	gap@cm-santana.com
São Vicente	+351 291 840 110	geral@cm-saovicente.pt

ALWAYS CC ON EVERY EMAIL

GNR · ct.mad@gnr.pt · +351 291 214 460 **Provedor do Animal** · provedor.animal@madeira.gov.pt · +351 291 212 100

— STEP 02 · SEND THE EMAIL

Copy. Paste. Send.

📧 EMAIL TEMPLATE · PORTUGUÊS

SUBJECT

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Cão negligenciado — Funchal (São Martinho)
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EMAIL BODY

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Bom dia,

Venho por este meio reportar a seguinte situação:
[paste a description of the situation]
Incluo imagens em anexo.

Localização: [paste Google Maps link or address]

Aguardo vosso feedback em relação aos procedimentos subsequentes a este email o mais rápido possível.

Os melhores cumprimentos,
[your name]
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SENDING CHECKLIST

→ **TO: GNR**
ct.mad@gnr.pt

→ **CC: Provedor do Animal**
provedor.animal@madeira.gov.pt

→ **CC: Your municipality**
from the previous page

📎 **Attach: photos / video**
clearer evidence = stronger case

In English (for reference): *Good morning, I am writing to report the following situation: [description]. I have attached images. Location: [link]. Looking forward to your feedback on next steps as soon as possible. Best regards, [your name].*

— SPECIAL CASES

Wildlife and key numbers.

If it's a bird or wild animal, the contacts are different - and these two numbers belong on every report.

FOR WILDLIFE

Mostly injured birds.

Call any of these - whichever responds first.

+351 961 957 545 Rede SOS Vida Selvagem / IFCN

+351 962 845 620 Tfalcon

+351 291 241 210 SPEA Madeira

ON EVERY REPORT

Always CC these two.

They are the regional authorities. Their presence on the chain matters.

GNR
ct.mad@gnr.pt
+351 291 214 460

PROVEDOR DO ANIMAL
provedor.animal@madeira.gov.pt
+351 291 212 100

— BEYOND THE REPORT

The associations stretching themselves thin.

Behind every report there are people picking up the call. Associations are **volunteer-led charities** rescuing, sterilising and rehoming dogs and cats under immense pressure and reliant on donations. Most have no physical location and use fosterers.

If you ask one for help, **offer a donation,** it can be the difference between yes and no. Find them on Facebook. Be patient and kind when you reach out - these are volunteers whose phones never stop ringing.

ALSO WORTH KNOWING

Many work outside formal groups.

Individuals across the island feed and care for cat colonies in their local area — without belonging to any organisation.

Who's doing what, and where.

● **Municipal / government-run shelter** ● Association or private shelter

FUNCHAL

● Funchal Public Shelter - Municipal shelter · ● Amais - Association. · ● SPAD Funchal - Shelter · ● Vamos Lá Madeira - Association · ● Patinhas Felizes - Small private shelter ● AMAW – Madeira Animal Welfare (sterilisation clinic and association) · ● ASAA – Abrigo SOS Amor aos Animais - Association ● Ajuda a Alimentar Cães - Association

CÂMARA DE LOBOS

● Kitty Camp Madeira - Small private shelter

RIBEIRA BRAVA

● Street Dogs Madeira - Association ● ASArb - Association

PONTA DO SOL

● Patinhas ao Sol — Volunteers work with municipal shelter · ● Madeira Sanctuary · - small private shelter ● BBPets - project

CALHETA

● AnimaHilfe für Tiere e.V. — Rehomes animals to Germany

PORTO MONIZ

No associations.

SÃO VICENTE

● 4Patinhas São Vicente - Association & charity shop

SANTANA

● Abrigo Municipal Santana — Municipal shelter

MACHICO

● Abrigo Municipal Machico - Municipal shelter · ● MyShelter Friends - Volunteers, work with the shelter

SANTA CRUZ

● CRO Santa Cruz - Municipal shelter · ● Animad - Private shelter

PORTO SANTO

● Aama Porto Santo - Association

Several areas have no formal associations - that's where local volunteer support matters most.

More ways to help — right now.

BIG PICTURE

Long-term, structural.

✂️ Sterilisation

The most powerful long-term solution. Associations need volunteers to trap, transport and return cats. Contact AMAW or your local association - or start in your community yourself.

💛 Donate or fundraise

Money is the single biggest thing stopping associations doing more. Donating and fundraising is essential.

In March 2026, the first mass sterilisation campaign by Animais de Rua - funded by locals, sterilised **482 cats in one push**. Once 70% of a population is sterilised, it stabilises.

DAY TO DAY

Anyone can start today.

🐕 Volunteer

Walk dogs, socialise cats, clean kennels, drive to the vet, photograph adoptables. Show up consistently.

🏠 Foster

Provide a temporary home. The association covers vet bills. Even one cat or one litter frees a critical space.

💬 Encourage adoption

Tell friends - adopt. Older animals and undesirable-coloured pets wait the longest.

📣 Speak up

Report and share. The more visible the issue, the harder it is for politicians to ignore.

THANK YOU

Every report *matters.*

The more situations get reported through the proper channels, the more pressure there is for better rules, more inspection, and a kinder Madeira.