



NEWS RELEASE

Public Health

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[Month Date, Year]

Animal Care and Control – COVID-19 Modified Service



In an effort to protect the public and employ social distancing, San Bernardino County Animal Care and Control (ACC) will limit direct interaction with the public and modify services, effective Wednesday, March 18, 2020.

Animal Licensing:

- Dog license canvassing services will be suspended.
- Residents will be encouraged to utilize ACC's website at www.sbcounty.gov/acc for online and mail in dog license information.
- Customer Service Representatives will be available to answer questions at (800) 472-5609, 7 days a week from 8 am – 5 pm.

Shelter Services:

- Individuals who find a stray pet in our service area are encouraged to call ACC and request an Animal Control Officer pick up the animal.
- Residents looking for a lost pet or wanting to adopt, should visit the County's website and search for the pet, prior to scheduling an appointment. All impounded animals are photographed and posted on our website at www.sbcounty.gov/acc.
- Dog licensing services will not be available at shelters.

Field Services:

- Non-priority calls for service will be suspended at this time and pended to a later date. Examples of non-priority calls include nuisance animal noise complaints, animal density complaints and follow-up on pending non-priority enforcement complaints.
- Stray animal and deceased animal response will continue to be provided.
- Animal cruelty and neglect investigations will also continue to be provided.
- Residents will be asked to suspend all trapping activities at this time with the exception of trapping a sick or injured animal or animals classified as high risk rabies carriers.

