



# LACC OPERATIONAL UPDATE REOPENING PLAN

Posted May 20<sup>th</sup>, 2020

On Thursday May 14<sup>th</sup>, 2020 the Ontario government announced plans to commence Stage 1 of their strategy to gradually reopen the Province of Ontario. London Animal Care Centre in consultation with the City of London has determined that most services provided to the public by our organization will be reinstated on May 21<sup>st</sup>, 2020.

Our staff are taking precautions to keep everyone safe and would ask that those visiting the shelter respect physical distancing requirements and comply with the ample signage and instructions posted on-site. The information contained in this document will provide an update on available service provisions and outline the steps being taken to protect the public, LACC staff and the stray animals in our care.

## **PRIOR TO ATTENDING THE SHELTER**

**Help Stop the Spread of COVID-19 – Please answer the following questions**

- Do you have a fever, cough, or shortness of breath?
- Have you had recent contact with a person who may have COVID-19?
- Have you travelled in the past 14 days?

**If you have answered yes to any of the above, please make alternate arrangements should you require service at the shelter and do not visit at this time.**



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## LACC Protective Measures

LACC will ensure the following measures continue to be in place upon reopening our shelter and services to the public:

- Consistent application of our sanitation & disinfection protocols within the shelter environment
- Additional sanitation of public spaces specific to areas of high traffic and potential contact (counter surfaces, doors, door handles, phones, point of sale machines)
- Provision of hand sanitizing dispensers for public use
- Disposable gloves available to public use while in the shelter
- Physical distancing signage instructions and reminders
- Floor signage to assist in movement and spacing while in the shelter
- Dedicated employees assigned to assist public entering the shelter to ensure appropriate social distancing measures are clearly outlined.
- LACC team members conduct self-health assessments prior to attending the shelter in our continued effort to stop the spread of COVID-19.

## LACC Service Adjustments

On May 21<sup>st</sup>, 2020, the LACC shelter located at 121 Pine Valley Blvd will be reopened to the public. Please visit [www.accpets.ca](http://www.accpets.ca) or call 519-685-1330 for additional information.

## Hours of Operation

[See Hours of Operation here.](#)

## Shelter Functions

- If you have lost your pet, please visit our [Lost & Found](#) page to view **all** animals currently in the shelter. These listings are updated regularly, so please check back often. You may also call the shelter to make inquiries. If it is determined your pet is at the shelter, please call in advance to make the necessary arrangements to claim your lost pet. We can be reached at 519-685-1330.
- LACC will be **reopened** to the public for the purpose of stray animal claims. We ask that members of the public continue to pre-arrange appointments to claim their pet from the shelter.



# LACC OPERATIONAL UPDATE REOPENING PLAN

Posted May 20<sup>th</sup>, 2020

- LACC will be **reopened** to the public for the purpose of animal adoptions. A limit of 1 family unit within the adoption areas will be adhered to until further notice. We would encourage prospective adopters to view all of our animals awaiting adoption online prior to attending the shelter. Our adoptable animals can be [found here](#). Please call 519-685-1330 to discuss adoption protocols with our staff.
- LACC will **reopen** its doors to accept stray cats from the public.

## **Animal Control & By-law Enforcement Functions**

- LACC Animal Service Officers & Dispatch support staff will recommence all animal control & by-law enforcement functions.

These include:

- Patrolling for stray dogs at large
- Stray dog and stray animal pick-up (public delivery of stray cats to shelter only)
- Leash law and licensing complaints
- By-law investigations and follow-up
- Continued response to injured or sick stray animals & wildlife
- Bite Investigations

## **Dog & Cat Licensing Functions**

It is the responsibility of all dog and cat owners to ensure their pets are registered with a current City of London pet license. Please contact LACC at 519-685-1330 to make arrangements to register new pets in compliance with City of London by-laws. If you have not renewed your pet's license for 2020, please use our online license renewal portal found at [www.accpets.ca](http://www.accpets.ca)

## **Additional Closures**

Until further notice, the Catty Shack adoption centre located at 756 Windermere Ave. will be closed to the public for adoptions.



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## Summary

LACC recognizes that all of us have had to make large adjustments over the past number of months which have resulted in getting acquainted with a 'new normal'. We want to thank you for your support in finding homes for the pets in our care, volunteering to become a foster parent and sharing the word to help us find homes for the stray pets that we care for. We don't know what to expect upon reopening, but would ask for your continued support and understanding as all of us attempt to make the best decisions for the people and pets of London.

Please check back here periodically for updates and you can also visit the City of London website [www.london.ca](http://www.london.ca) for timely information and updates as decisions are made on the municipal level.

Be safe and care for one another.