



May 2021

# COVID-19 – SPRING UPDATE

On April 1<sup>st</sup>, 2021 the Ontario government outlined their plan to move the Province into a shutdown commencing April 3<sup>rd</sup>, 2021. In consultation with the City of London and as an essential service provider, London Animal Care Centre will continue to provide services albeit in modified format. This document serves to outline the service model to be used throughout the pending Provincial shutdown.

## Hours of Operaton

**London Animal Care Centre (LACC) will be closed to the public.**

**Essential Staff will be on duty throughout our normal hours of operation while the shelter is closed to the public to respond to your inquiries. Please call 519-685-1330 for assistance.**

**[See Hours of Operation here.](#)**

**These hours reflect times that LACC staff will be available to provide assistance within the parameters of our modified service model as outlined below.**



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## **LACC Service Adjustments**

### **Dog & Cat Licensing**

Although the December 31<sup>st</sup>, 2020 expiry deadline for 2020 dog license and cat tag renewals has passed, we understand that pet owners are eager to ensure they remain compliant with the City of London by-law for 2021. The best way to ensure your pet(s) are registered and in compliance with City of London by-laws is to use our online renewal system found at [www.accpets.ca](http://www.accpets.ca). You may also visit this website to register a **new pet** with the City. LACC will also process all renewals sent in by mail.

LACC staff will be available via telephone **519-685-1330** during regular business hours to assist with any issues you may encounter while registering your pet(s).

**PLEASE DO NOT ATTEND THE SHELTER FOR THIS SERVICE AS WE WILL BE CLOSED TO THE PUBLIC.**

### **Shelter Operations (Stray intake, Adoptions, Lost Pets, Claims)**

Animal care staff will remain on duty to ensure high level animal welfare, care and husbandry services continue.

#### **Lost Pets – Pet Claims**

- Between the hours of 8:00am-8:00pm, LACC will be available to facilitate lost pet claims by **appointment only**. 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**.

#### **Pet Adoptions**

- LACC will be moving forward with pet adoptions using our Virtual Adoption Program. Adoptions will be facilitated using this program and completed between the hours of 8:00am-8:00pm by **appointment only**. For more information on the pets currently available for our adoption and our virtual adoption program please visit our [Adoption Centre](#) page. You may also speak with adoption personnel for further information by calling us at **519-685-1330**.



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## Stray Animal Intake (Dog, Cat, Other Domestic)

- Between the hours of 8:00am-8:00pm, LACC will be accepting stray community pets from the public **by appointment only**. Please call **519-685-1330** to make an appointment for stray animal delivery at the shelter. Those arriving at the shelter without an appointment will be asked to return to their vehicle to determine shelter availability to receive incoming animals.
- LACC is unable to accept owned pets for surrender / rehoming

## Animal Control & By-law Enforcement

- LACC Animal Service Officers & Dispatch support staff will continue to respond to emergency and high priority calls. High priority/emergency calls include law enforcement assistance, injured or sick stray animals & wildlife, bite complaints and stray dogs at large.
- LACC Animal Service Officers have temporarily suspended 'in person' by-law enforcement activities for non-emergency by-law activity. These may include, leash law and licensing complaints, conflict mitigation scenarios, general by-law investigations and follow-up. Animal Service Officers will be addressing these concerns via telephone correspondence.

Please contact **519-685-1330** for additional information specific to animal control & by-law concerns.

## Catty Shack Adoption Centre

- The Catty Shack adoption centre located at 756 Windermere Ave. will be open for adoptions by **appointment only**. Please call 519-432-4572 to inquire about appointment booking times at the Catty Shack. Please visit our [Adoption Centre](#) page for more details on how to adopt a pet from both of our locations.

## Screening

**Please be advised that standard COVID screening will be in effect for anyone entering the shelter by appointment.**



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## Summary

LACC wishes to thank you for your support and continued understanding as all of us attempt to make the best decisions for the people and pets of London.

Please check [www.accpets.ca](http://www.accpets.ca) periodically for updates and you may 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.