



MEMORANDUM

Date: April 13, 2020

To: The Honorable Chairman and Members
Pima County Board of Supervisors

From: C.H. Huckelberry
County Administrator

A handwritten signature in black ink, appearing to be "CHH", is written over the printed name "C.H. Huckelberry".

Re: **Operations of Pima Animal Care Center During COVID-19 Outbreak**

In response to the COVID-19 Pandemic, Pima Animal Care Center (PACC) has modified operations to ensure the safety of human staff, volunteers and the public we serve. As indications are that the spread of COVID-19 is the result of human to human transmission, recent shelter at home and social distancing requirements limit PACC's ability to provide the normal walk-in services previously offered.

The attached communication from PACC Director Kristen Hassen summarizes the actions taken by the Center to continue to provide animal intake, pet owner support, foster placement and adoptions during the COVID-19 Outbreak.

CHH/mp

c: Pima Animal Care Center Partners
Pima Animal Care Center Advisory Committee
Jan Leshner, Chief Deputy County Administrator
Francisco Garcia, MD, MPH, Deputy County Administrator and Chief Medical Officer,
Health and Community Services

MEMORANDUM

Date: April 10, 2020

To: Chuck H. Huckelberry
County Administrator

From: Kristen Hassen
Director

KH

Via: Francisco Garcia
Deputy County Administrator

Re: Pima Animal Care Center Changes in Operations Due to COVID-19

I am writing to provide you information on PACC's modified operations during the COVID-19 pandemic.

PACC is open during our regular operating hours. We have suspended all walk-in services and have moved to an appointment-based system for animal intakes, pet owner support, foster placements, and adoptions. For most services, same-day appointments are available.

In accordance with recommendations from the National Animal Control Association (NACA), the American Veterinary Medical Association (AVMA) and the Association of Shelter Veterinarians (ASV), PACC has limited or suspended non-essential services and is continuing to perform all essential functions. Among these essential services are:

- Field and shelter intake of sick and injured animals; pets who are victims of cruelty or neglect; dogs that pose a threat to public safety and pets that are otherwise in immediate danger
- Essential animal control functions including law enforcement assistance requests; pick up of sick, injured or endangered animals; pick up of aggressive dogs; and all other high priority calls including hoarding and neglect cases
- Adoption, foster and rescue placement
- Communications about Pima County pets and PACC during COVID-19 with the PACC website updated daily with operating status information and FAQs
- Routine and emergency medical care and sheltering of homeless and lost animals

In order to ensure the safety of staff, volunteers, and the shelter, PACC has made further modifications to how we operate. These include:

- Staff and volunteers work on an A and B split schedule, to minimize the risk of spreading COVID-19 among all staff and volunteers.
- PACC provides telephone/video support and triage to all customers prior to them coming to the shelter and schedules appointments for those who need to come.
- Licensing is being solely offered via the web platform.
- We have suspended non-essential medical services, including routine spay and neuter and TNR in accordance with recommendations from the AVMA and ASV.
- We are asking the public to leave all healthy cats and kittens in the community and not bring them to the shelter unless they are sick or injured or cannot live safely in the community.

- We are asking the public to hold healthy, friendly stray dogs and to work with a PACC counselor to get stray dogs home without them having to come to the shelter.
- Most pets who do come into the shelter are being housed in foster care, not in the shelter.
- We have temporarily suspended community outreach efforts and vaccine clinics.

We have identified a segregated housing unit for pets whose owners have confirmed cases of COVID-19 and we have received one pet but anticipate numerous others needing to be housed for the recommended 14 day hold period.

Additionally, we are in the planning phases to provide appointment-based COVID-19-related crisis support services, in partnership with other local and national agencies.