



NEWS RELEASE

Public Health

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Animal Care and Control – COVID-19 Modified Service



In an effort to protect the public and employ social distancing to prevent the possible spread of coronavirus (COVID-19), San Bernardino County Animal Care and Control (ACC) will reduce direct interaction with the public and modify services, effective Thursday, March 19, 2020.

Animal Licensing:

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

Shelter Services:

- Animal admission, adoption or redemption services will be provided on an appointment basis only, during standard working hours posted on ACC's website. Residents should call to schedule an appointment for Devore Animal Shelter at (909) 386-9820 or Big Bear Animal Shelter at (909) 866-4943.
- 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 animals admitted to the shelters are photographed and posted on ACC's 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 pending 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 be provided.
- Residents will be asked to suspend all trapping activities at this time with the exception of trapping sick or injured animals, biting animals or animals classified as high risk rabies carriers.