



**COUNTY OF LAKE**  
**Department of Animal Care & Control**

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## **Reopening Protocol**

**June 1, 2020** – Lake County Animal Care and Control will resume shelter operations on June 1<sup>st</sup>. In order to manage the safety of you and every patron, Animal Care and Control is implementing the County of Lake Reopening protocol. In addition, all employees will be required to follow the protocol below.

Employees will assist members of the public via appointment only. If any walk up customers arrive, employees should contact the individuals to attempt to provide help. There shall only be one group of patrons within the lobby at one time. Groups within the lobby should be limited to 2 adults and 2 children if able. Groups larger than 2 shall have plans to properly protect both employees and patrons.

All employees have access to masks, disinfectant (wipes and sprays), hand sanitizer, gloves, and a lobby protective shield. Employees are required to use all of the above tools, when reasonable and necessary, to keep themselves and everyone who enters the shelter safe. Reference to the County of Lake protocol should be made for situations regarding usage.

To allow 6 foot social distancing, employees should keep at least 1 open station between themselves and another employee. General purpose computers should not be used until further notice. Should information need to be retrieved in any computer system, employees should return to their workstation to gather the information. No community use of telephones, computers, and when able, tools should be performed.

Employees have been reminded on how to properly sanitize surfaces and should sanitize their work stations at the start, during, and end of their shift. Fixtures, and other highly trafficked areas should be sanitized frequently. In the case of the front door and lobby, employees shall sanitize the door handle and lobby between each customer.

Officers will continue to telework and are able to access the required systems from home. They will start their day at 8am and respond to calls as the office dispatches them. Officer should follow all guidelines in the County of Lake protocol. Officers will wear required PPE when reasonable.

The return of employees is being staggered to prevent quick spread in the department. Staff is being returned to work in a staggered system. Employees who are 65 years or older or are at high risk have been encouraged to continue their shelter in place.

Adjustments for redemptions of animals should be handled on a case to case basis. Friendly animals can be brought to patrons vehicles where owners can wait inside their vehicle while kennel staff load the animals to ensure minimal contact. Kennel staff can also direct owners to their animals, open the kennels, and allow owners to retrieve their animals themselves. If the animal is aggressive, owners should be directed to their animals for their retrieval, all while maintaining social distancing. Staff shall sanitize the kennels, doors, and other surfaces afterwards.

Due to the complexity of the situation and multitude of scenarios employees may be faced with, not all situations may be accounted for. Creating a plan for any situation you may be tasked with is highly encouraged. If for any reason you are having difficulty in determining the best available option, talk to your supervisor to create a plan together.