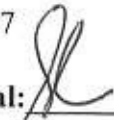



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| Department of Animal Care & Control | General Order : #035 |
| Subject: Visitors | Date Issued: 11-13-07 Revised: 07/2020 Manager's Approval:  |

The purpose of this order is to set forth the procedures to be adhered to for visitors entering the facility.

- I. All visitors must sign in at the front desk and show a valid **picture ID**. Security must check the picture identification card and note the identification type on the visitors log. Address of the visitor must match the identification card. **VISITORS MUST FURNISH CURRENT IDENTIFICATION BEFORE ENTERING THE FACILITY TO LOOK FOR LOST PET OR TO ADOPT A PET.**
- II Visitors younger than 18 years of age must be accompanied by an adult at all times.
- III Personnel of the Animal Care and Control Center not on duty SHALL sign in and receive a visitor pass to view for a lost pet or adoption. At no time will personnel of the Animal Care and Control facility be allowed into any other area of the facility while off duty.
- IV All visitors will be issued a "visitors pass"
 - a. A yellow visitor pass will be given to the visitor for Adoptions.
 - b. A blue visitor pass will be given to the visitor for Lost Pet Tours.
- V. Visitors looking for lost pet must complete a "Lost Pet Report" prior to entering the facility. Pavilion F is off limits and considered quarantine. Photos of stray biters will be posted on bulletin board for identification purposes. The Unloading Area and Medical Division are off limits, photos of animals held in these areas will be posted in the bulletin board for identification purposes. Lost pet tours will take place every hour starting at 12:15 p.m., 1:15 p.m., 2:15 p.m., 4:15 p.m., 5:15 p.m. and 6:15 p.m.
- VI Visitors who request to see an employee who is on duty must.
 - a.. Sign in, show identification, and be referred to a supervisor by Security.
 - b. **EMPLOYEES ON DUTY SHOULD NOT BE CALLED TO THE FRONT DESK FOR VISITORS WITHOUT THE AUTHORIZATION OF THE SUPERVISOR ON DUTY**
- VII Visitors will **not** be allowed to view animals being held for court evidence unless provided permission through a written Circuit Court Order. If an order is provided, the visiting will be allowed during the hours of 12:00 p.m. and 5:00 p.m. on each Monday and last no longer than twenty minutes. The owner must be escorted to the pavilion by an ACA Supervisor or ACO Supervisor. Children under 18 and photos will be not be allowed during the visit. An appointment must be made by the previous Friday thru the ACO Supervisor at 312-747-1405.

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- VIII Owners of Animals impounded as Dangerous Dog investigations may visit their animal after the animal has completed rabies observation and has been relocated to a pavilion open for viewing. Visitation will be allowed during the hours of 12:00 p.m. and 5:00 p.m. on each Monday and last no longer than twenty minutes. An appointment must be made by the previous Friday thru the ACO Supervisor at 312-747-1405. Visitors for these dogs will be restricted to no more than two people at a time and must include animal owner. An ACA Supervisor or ACO Supervisor must escort the dog owner and remain with the owner during the visit. Children under 18 and photos will be not be allowed during the visit.
- IX Visitors will **not** be allowed to view/visit animals under rabies observation at any time.

Filename: GO-035
Revision: 07/30/2020