



## **MACC COVID-19**

### **Procedure for Field ACO's**

Due to the current health emergency response to COVID-19, Metro Animal Care and Control is observing the current recommendations.

As an additional protective measure, People will be asked the following questions if an in-person meeting is necessary:

1. Has anyone in the household been diagnosed with COVID-19?
2. Has anyone in the household been exposed to someone with diagnosed or suspected COVID-19?
3. Does anyone in the family have a fever or respiratory symptoms, such as cough or shortness of breath?

If the family member answers “yes” to any of the questions, in-person contact with families cannot occur. If possible, alternatives (such as dropping off a notice or item at the front door) should be utilized. The CDC currently defines close contact as at least 10 minutes spent within 6 feet of a person with confirmed COVID-19.

To further these recommendations ACO's will not enter the home of anyone while running calls for service, unless the ACO is outfitted in

personal protective equipment (PPE). Appropriate PPE consists of gloves, mask, eye protection and a Tyvek suit. Any and all other measures should be attempted before entering a home (owner/complainant coming outside, finder of an animal bringing the animal outside, animals needing a welfare check being brought to the door or in a yard, etc.).

ACO's will limit time spent on calls when in close contact with other individuals to 10 minutes and will need to maintain a distance of 6ft from one another.

ACO vehicles will be equipped with PPE kits (gown, mask, gloves) for use as needed.

ACO's will wipe/sanitize the driver/passenger compartments as well as door handles, steering wheel, and keyboard after exiting the vehicle anywhere they touch a public surface (gas pump, door handles, etc.).

ACO's will need to sign off on the form in the ACO officer to show that their vehicle and ACO office has been sanitized.

On the direction of the Shelter Director, ACO's will suspend all non-emergency calls.

Emergency high-priority calls would be answered on a triage basis, law enforcement assist, sick or injured strays, cruelty and neglect, dangerous dogs and bite complaints.