



MACC COVID-19 FAQ

Before anyone can enter the building, the following questions are to be asked:

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 bring pet supplies/animals to parking lot) should be utilized.

Q: Why MACC is moving towards appointments for services? (where appointments were not required before)

A: To help minimize exposure of the COVID-19 virus to the public, staff and those who need MACC’s services based on the recommendations of national health organizations.

Q: Why are we limiting the number of people from the public in the building to 6 at a time?

A: To help minimize exposure of the COVID-19 virus to the public, staff and those who need MACC’s services, based on the recommendations of national health organizations.

Q: Why is MACC not taking in owner surrenders currently?

A: Our space needs to be reserved for stray animals at this time. We are hoping that we will be able to resume owner surrender services in a reasonable amount of time.

Q: Why do I have to wait outside?

A: To help minimize exposure of the COVID-19 virus to members of the public, staff and those who need MACC's services.

Q: Why are your windows covered with kennel cards?

A: To aid in citizens identifying their missing animal prior to entering the building to reduce risk.

Q: I do not see my animal can I do a lost walk?

A: Yes, you can. We ask that you allow our staff to open all doors. Please keep your hands at your sides or cross your arms in front of your chest. Once there is less than 6 members of the public in the building, we will get you.

Q: How long will these restrictions last?

A: Due to the nature and fluidity of the situation, the exact time frame is unknown but we will do our best to accommodate the needs of the community.