

Prince George's County Animal Services Facility and Adoption Center Reopening Frequently Asked Questions

- **Is the Prince George's County Animal Services Facility and Adoption Center (ASFAC) open for pet adoptions?**
ASFAC is scheduled to reopen by *appointment only* for pet adoptions on Monday, September 28, 2020.
- **What hours will the Facility be open?**
ASFAC will open with regular operating hours Monday, Tuesday, and Friday from noon to 6 p.m., Wednesday from 11:30 a.m. to 7:30 p.m., and Saturday from 10 a.m. to 4 p.m. The Facility is closed on Thursday and Sunday. ASFAC will remain closed to the general public except by appointment.
- **What COVID-19 precautions are taking place at ASFAC?**
ASFAC will follow current County COVID-19 guidance and limit the number of people allowed in the public access sections to maintain social distancing guidelines. Before entering the building, all visitors must wear a face mask or cover and receive a temperature check. All appropriate personal protective equipment (PPE) and protocols, including building cleaning, physical barriers, directional signage, hand washing areas, and hand sanitizer stations, will be available in public areas. Staff and volunteers who enter the ASFAC Center will be required to have up-to-date negative COVID-19 testing.
- **How do I adopt a pet when the Facility reopens?**
Visitors must call 301-780-7201 to schedule a 30-minute appointment on a first-come, first-served basis. All adopters must [download](#) and complete an [application](#) and include the animal ID# of up to two pets maximum. The application can be brought to the ASFAC at the scheduled appointment. Failure to complete these items may result in the desired animal being adopted out to another family. If you cannot download or print these items, it will be done for you at your appointment.
- **What process will I follow at ASFAC for the adoption process?**
Adoption counselors will meet with the potential adopter (limited to two family members) at the time of the scheduled appointment and will be escorted to the animal(s) of their choice for interaction. All interactions will take place outside in designated areas practicing social distancing, weather permitting. If unfavorable weather conditions are present, interactions will occur in the interaction rooms following social distancing protocols. Adopters have two business days to reply to counselors' requests for dog-to-dog interactions. If the interaction does not happen within the specified timeframe, we will move to the next applicant interested in that animal.

- **How will ASFAC handle cat adoptions?**

Cats will be visited cage side. A single visitor will be allowed to stay in a showcase where a cat is housed. All visitors are required to have a face mask or covering. A chair will be placed in the showcase, and the visitor will remain seated in the chair. Once the visitation is over, the counselor or a volunteer will disinfect the door, handle, chair, and any item touched before another can enter.

- **Can I view the available adoptable pets before coming to the Facility?**

Yes, adoptable pets can be viewed at www.princegeorgespets4us.com.

- **Will other animal services be available during the reopening?**

Yes, Animal Control Officers are still responding to calls 24/7 and conducting investigations of animal abuse and neglect, taking animals in, and overseeing welfare checks. Other essential services include:

Animal Service	Phone Number
Reclaim a lost pet	301-780-7241
Owner surrenders (emergency only)	301-780-7242

- **What animal programs and services will *not* resume?**

- Donations – Please do not leave items outside the Facility. To donate, visit our webpage for remote options or click <https://bit.ly/2yBwOuB> or <https://amzn.to/3bfqZON>;
- Shelter Tours;
- Workshops, group meetings, community outreach events; and
- Pet licenses – License renewals can be mailed or purchased online at <https://bit.ly/35HZOg8>.

For more information on pet adoption or other animal services, visit

www.princegeorgespets4us.com.