



Fairbanks North Star Borough

Division of Animal Control

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April 7th, 2020

Animal Control FAQ during the COVID-19 Public Health Emergency

Q. Is the FNSB Animal Shelter open to the public?

A. No. The Animal Shelter is under an operational closure due to Governor Dunleavy's Health Mandate 11, requiring all non-essential business cease operations. The Animal Shelter will remain closed until April 11th or until the Governor rescinds, amends, or extends this Mandate. During this operational closure, Animal Control is continuing with essential services to include responding to high priority calls, animal care, adoption, and redemption.

Q. What services is Animal Control continuing to provide? What services are not?

A. FNSB Animal Control will continue responding to high priority calls only during the COVID-19 emergency. High priority calls include:

- Assistance at the request of law enforcement;
- Injured or sick stray animals;
- Cruelty and neglect complaints;
- Bite complaints; and
- Dangerous and aggressive dog complaints

Non-emergency calls include non-aggressive stray animal pickups, leash law complaints, barking and nuisance complaints, and conflict mitigation scenarios. FNSB Animal Control will not be responding to these types of calls at this time.

Also, due to the reduced Animal Control operations, all efforts will be made to minimize non-essential shelter intake of animals. Measures will focus on the return of pets to their owners in the field, discourage non-emergency owner surrender. We encourage owners who are ill to keep their pets at their home whenever possible. Also, animal adoptions and redemptions will be by appointment only during Animal Control's reduced hours, see below for more information.

Q. What do I do if my dog bites someone or if a dog bites me?

A. Call our enforcement team at 459-1493 and follow the instructions the team member gives you.

Q. My neighbors' dog is barking, what can I do?

A. For the safety of our officers and the public we serve, FNSB Animal Control will be responding to high priority calls only during the COVID-19 emergency. These types of nuisance complaints are

not a priority at this time and, therefore, Animal Control will not send an Animal Control Officer in response to such a call.

Often neighbors don't know that their animal is disturbing someone else, and a brief conversation between neighbors will alleviate the problem. Alternatively, if you believe the barking rises to the level of a nuisance or violation of a noise ordinance, you may call the appropriate law enforcement agency.

Q. Can I get a rabies vaccine or a microchip during the COVID-19 emergency?

A. No, these services are not being offered at this time.

Q. I want to adopt an animal. How can I do that during an operational closure?

A. To comply with Governor Dunleavy's Health Mandate, and to prioritize the health and safety of our staff, pets, and their owners, adoptions will be done by appointment only at this time. Interested parties can look on our Facebook page and the website Petharbor.com for more details. An animal must be pre-selected before scheduling an appointment. Once you have chosen an animal, call 459-1451 to schedule an adoption appointment. We are unable to conduct personal visits with the animals before adoption; instead, you may want to see the animal interact with an Animal Control staff member before considering adoption. For now, fees are reduced by 50%, and we are offering an extended refund period of two months from the date of adoption. Due to reduced staffing and changing state health mandates, this adoption procedure is subject to change at any time.

Q. How can I see the animals in the shelter if the kennels are closed to the public?

A. Animals can be seen on Petharbor.com and our Facebook page. Petharbor.com updates hourly, and our Facebook page is updated at least once a day.

Q. What do I do if I find a stray animal?

A. To keep fewer animals in the shelter, we strongly suggest that if the animal is healthy and uninjured, leave it alone, and it will most likely go home. You may also report the stray by calling our enforcement officers at 459-1493, who may be able to identify an owner and help the animal to get home without it coming into the shelter. If you take a stray animal into your home, a found animal report must be filed by calling 459-1493 or 459-1451, or by email to acontrol@fnsb.us, by close of business the following day.

If the animal is in your possession and you have filed a found animal report, you can opt to keep the animal safe with you while looking for the owner, unless otherwise directed by Animal Control. File a found animal report with the animal shelter and try social media such as Facebook animal groups to advertise the animal. These posts are often widely shared and can have excellent results.

Q. What do I do if I lose my animal?

A. Call 459-1451 to place a lost animal report. We can also be reached through our Facebook page and by email at acontrol@fnsb.us. Use social media (lost animal posts are often widely shared and can have great results), flyers, contact neighbors and do your best to describe the features of your pet. We try our best to match lost and found reports, and we also use social media when possible to help find your pet.

Q. How do I turn in an animal if I have no choice but to take it to the Animal Shelter?

A. Our drop off cages are open 24 hours during the emergency. All intakes now accepted through the drop off cages. Please bring the animal to the drop off cages, complete a Release form, located in the drop-off area, sign it.

Q.What can I do to prepare my pet in the event I am infected by or exposed to the COVID-19 virus?

A. Owners should have a preparedness plan for their pets, to include a 30-day supply of food and medications, and a contingency plan for family, friends, or neighbors to care for their pets if they are unable to do so. We recommend that you keep a kennel available in case the animal needs to be transported and written instructions for care. You may also wish to have vaccine records handy in case your pet requires boarding.

Q. I'm infected with the COVID-19 virus, and I want to surrender my pet.

A. Individuals impacted by COVID-19 are encouraged to keep their pets with them while they are in-home quarantine, as recommended by the Centers for Disease Control, World Health Organization, American Veterinary Medical Association, World Small Animal Veterinary Association, and others. Infected owners should limit close contact with their pets and wear a facemask while caring for them. If you have been infected with the COVID-19 virus and have no choice but to surrender your animal, please fill out the surrender forms completely and indicate that the pet has come from a COVID-19 positive home.

Q. Can I catch COVID-19 from my pet or other pets?

A. According to the Centers for Disease Control, World Health Organization, American Veterinary Medical Association, World Small Animal Veterinary Association, and others, there is no evidence of companion animals spreading COVID-19, and the spread of the virus currently appears to be the result of person-to-person transmission. Therefore, whenever possible, have pets stay at home with their human families. Companionship with pets promotes both human and animal health and welfare, especially in these uncertain times.

Q. What can I do to help animals and shelters during this time?

A. Thank you for your interest in helping. The best thing an owner can do is keep their pets at home and safely restrained. Also, wait to rehome pets until after the public health emergency over helps to lower the number of animals at the shelter. Unless an animal is sick, injured, or in immediate danger, please remain at home. You can also:

Adopt or Foster: All animals must be offered for adoption, foster, or rescue, to keep the shelter from becoming full. In place of a foster program during the COVID-19 emergency, adoption fees are now reduced, and our refund policy adjusted. For up to two months from the date of adoption, you have the option to bring the animal back for a full refund of fees paid.

Offer support and supplies: Social media is a great way to reach out to our community to offer resources that may be available. Families may need dog food and supplies because of the loss of a

job, etc. Posting your need for help or posting availability to help is a way that the community can help each other without having to bring pets to the shelter.

Plan for your pet in case you get sick: It's vital to incorporate pets into your preparedness plan. Pets should stay with their families whenever possible. Pet preparedness plans should include stocking up on essential supplies such as pet food and medications. Having a contingency plan for family, friends, or neighbors to care for your pets if you are unable to do so is highly recommended.