



Orange County Animal Services (OCAS) will transition to appointment-based services as of Wednesday, March 18. The purpose of this transition is to continue to prevent or slow community spread of the novel coronavirus (COVID-19) in accordance with the recommendations on social distancing provided by public health officials.

The OCAS facility will be closed to the public and schedule appointments for virtual services inside the shelter. Animal Control and shelter staff will be reachable by phone and responding to messages during business hours as normal, though citizens may need to leave a message and await a return call. All of the following services require advance appointments and will be conducted either virtually or in a curbside manner:

- Animal adoptions
- Animal visitations (Meet & Greets)
- Animal recoveries
- Searches for lost animals
- Animal surrenders

We are asking that everyone wear a mask when conducting any in-person interaction at our facility. Please see [this page](#) for a link to Orange County's press release and other information about face coverings.

OCAS is currently asking that members of the public delay surrendering animals unless the surrender is extremely urgent or involves an emergency. They are also encouraging the public take advantage of online services such as licensing payments, filing reports and searching for lost or found pets, and browsing available animals. To inquire about an appointment or ask any questions, please call the facility's main number, 919-942-7387, and follow the prompts that best fit your needs.

Animal Services is also suspending all donation drop offs to our facility (until further notice) in response to the COVID-19 outbreak. However, we can still accept deliveries from online resources (Amazon, Chewy, etc.). Monetary donations are welcomed and greatly appreciated during this time. You can simply mail a check to our facility or donate money online via Orange County's Community Giving Fund. Please go to this web page for more information: <https://www.orangecountync.gov/364/Donations>

Animal Services is also asking that the public DO NOT enter the building to make license payments. Please print a [licensing form \(PDF\)](#) and mail to Animal Services, or of course [you can easily license your pet online](#). You may also submit a licensing payment by using the drop box just outside of our front entrance.

OCAS would like to thank the community for their patience and understanding as they try to manage and maintain services while protecting staff and members of the public during the current COVID-19 pandemic. For up-to-date information on COVID-19, please visit www.orangecountync.gov/2332/Coronavirus-COVID-19.