

**For Immediate Release**  
**March 19, 2020**

**Regional Center for Animal Care and Protection Announces Change to Procedures  
Due to COVID-19**

Here at the shelter, like the rest of the Roanoke Valley, we have been following the COVID-19 updates and how those updates affect our operations at the shelter. Our most important goal is to reunite lost animals with their families, process adoptions for our available cats and dogs, and find temporary homes for those animals that need special care. We need the public's help to provide those services as safely as possible and as such, we are implementing the following procedures effective immediately to continue to move our animals out of the building and into homes.

- Adoptions and owner surrenders will be conducted by appointment ONLY. Please do not come to the building unless you have made prior arrangements by calling (540)344-4922.
- No one from the public will be admitted to the front lobby or the interior of the building. Visitors to the building will stay in the vestibule to receive assistance from staff. If someone is in the vestibule, other visitors are asked to return to the parking lot to wait until that person has left the vestibule. An intercom is in the vestibule to reach staff quickly.
- Since this is a rapidly changing event, sometimes our circumstances change very quickly. If you are considering surrendering your pet due to lack of food or needed vet care that you cannot afford, please call us at 344-4922 so that we can help connect you with resources that can help keep your pet in your home. One of our rescue partners, Angels of Assisi, has generously offered to help provide discounted vet care when we report there is a need. We want your animals to stay in their loving homes.
- We will provide pet food to those in need in our community for as long as we have food to distribute. We may need to ration how much pet food each family receives so that we can help as many families as possible. If residents would like to donate pet food to the pantry, donations can be left at the front doors and we will move the food into the building. This is a wonderful way to help our neighbors in this uncertain time.
- Finally, we are anticipating that at some point we may need emergency fosters should we have to clear the shelter quickly. If you can open your home to a dog or a cat in need, please contact Meghann Cords at [mcords@rcacp.org](mailto:mcords@rcacp.org). We greatly appreciate our community's help as we all work through this crisis together.

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*Serving the Communities of*

