

**Commission on Animal Care and Control  
Public Comment Responses – SEPTEMBER 2019**

Q.	Is there any way to donate funds directly to the After Hours Care Fund at Med-Vet?	A.	Not at this time. The Friends of Animal Care and Control accepts donations for the After Hours Care Fund at Med-Vet.
Q.	311 does not answer their calls: how do you check on the status of a request?	A.	You can enter and check on a service request online at: <a href="https://www.chicago.gov/city/en/depts/311.html">https://www.chicago.gov/city/en/depts/311.html</a>
Q.	Please provide direct name of who at City Hall approved the free adoption events.	A.	The Municipal Code of Chicago Chapter 2-16 allows the Executive Director of the Department to waive adoption fees to further the Department's mission of increasing live outcomes.
Q.	Will the budget be available for the volunteers to review?	A.	The annual City Budget is on the city's website at <a href="https://www.chicago.gov/city/en/depts/obm/provdrs/city_budg.html">https://www.chicago.gov/city/en/depts/obm/provdrs/city_budg.html</a> .
Q.	Who does kennel enrichment in every pavilion?	A.	Safe Humane Chicago has a program to provide enrichment to the animals at CACC. The READI crew also does in-kennel enrichment activities.
Q.	Kennels are not clean and have dirty water, how many ACA staff is there, who is responsible for cleaning?	A.	CACC has 3-5 staff assigned to clean kennels and provide food and water per shift. If, at any time, a volunteer sees that a kennel needs attention, they are advised to notify the APC on duty at the time of the issue.
Q.	What can a volunteer do if you are understaffed?	A.	Volunteers may perform interim maintenance of the kennel when working with an animal. Please see an APC for detailed instructions.
Q.	What is the protocol for adoption returns?	A.	An adoption return is treated as any other intake at CACC. We look at the specific incident that caused the return and make a decision.
Q.	Can CACC start registration at Wednesday clinics sooner then 9 a.m.?	A.	In 2020, CACC has changed the hours of the vaccine clinics to begin at 12 p.m. and have moved the day to Thursday.
Q.	What are the average number of volunteers and cumulative hours per month?	A.	CACC has an average of approximately 161 volunteer visits per month with approximately 2850 hours per month.