

The CACC facility is currently undergoing construction. CACC staff is available between the hours of 12 p.m. and 7 p.m. for pet adoptions (please review our Pet Adoption button for details on adopting prior to your visit), lost pet services, animal transfers and stray animal intake. Owner surrender pets are scheduled by appointment only.

During construction, you may experience a longer wait time for any services.

- Donations are accepted during the hours of 10am to 12 pm on Tuesdays, Saturdays and Sundays. Donations should be taken to the rear of the building (enter through the employee parking area off of Western Ave.), buzz the back door and someone will open the back gates and donations will go to the garage area.
- When visiting CACC, please follow the signs posted near the parking lot. Visitors coming to look at animals available for adoption, pick up an adopted pet or pick up their recently found pet may enter through our back yard area to the east of our facility. You will be greeted by a volunteer or staff member to provide you with instructions.
- When visiting to look for your lost pet, please follow the signs posted near the parking lot. Visitors will follow the

new walkway to the West Intake Door where you will be greeted by our Security Guard who will sign you in and notify the Lost Pet Clerk who will walk you through the process. We strongly encourage you to visit www.petharbor.com/chicago to look for your lost pet (please check the last page first as these are our most recent Intake animals).

- When dropping off a stray animal, please follow the signs posted near the parking lot. Visitors coming to drop off a stray animal will enter to the west of our facility along the new walkway. You will be greeted by our Security Officer who will sign you in and notify our Intake staff. Please note that only one client will be allowed inside the facility at a time for Intake, others will be waiting outside to be called in order of your arrival. Please be prepared to wait outside in any type of weather if you are dropping off an animal.
 - If you find a stray animal and are able to hold on to the animal, please do so and call 311 or 312.744.5000 to report that you are holding a confined stray animal. An Animal Control Officer may be able to pick up the animal from you. While you are holding that animal, please post notices on social media, walk around the area in which the animal was found and knock on doors to see if anyone knows who owns the animal.