


Department of Animal Care & Control	General Order : #001
Subject: Department Mission & Programs	Date Issued: 07-17-02 Revised: 07/2020 Manager's Approval: 

This order establishes the department mission and the programs and services operated by the commission on animal care and control.

Mission

Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

Programs/Services

Animal Care and Control is the municipal department responsible for:

- Impounding, housing and caring of stray, unwanted and dangerous animals and responsible for the humane euthanasia of unadoptable animals.
- Investigating and assisting in the prosecution of animal cruelty complaints, dangerous animal complaints, and animal bites.
- Working with the Chicago Police Department to eliminate animal cruelty, including illegal animal fighting in the city.
- Assisting Chicago residents in the removal of nuisance wildlife from their homes.
- Inspecting all animal-related businesses (pet shops, kennels, animal hospitals) in Chicago for compliance with city ordinances.
- Reuniting lost pets with owners through redemption program.
- Evaluating, surgically altering, and vaccinating all adoptable animals.
- Issuing rabies vaccinations and proper licensing to all animals redeemed from our facility.
- Working closely with private humane organizations to optimize the placement of animals.
- Providing the public with information regarding responsible pet ownership and the humane treatment of animals through various publications.
- Participating in neighborhood activities or events to reinforce responsible pet ownership or specific animal related issues.
- Operates a Volunteer Program to assist in improving the placement of animals housed at our facility.

Public Hours:	Adoptions:	Daily - 12:00 p.m. to 7:00 p.m. (by appointment only)
	Lost Pet Tours:	Daily - 12:15 p.m., 1:15 p.m., 2:15 p.m., 4:15 p.m., 5:15 p.m. & 6:15 p.m. (by appointment only)
	Animal Receiving:	Daily - 12:00 p.m. to 7:00 p.m. (for the general public – by appointment only)
	Field Operations:	Daily - 7:00 a.m. to 10:30 p.m.

Telephone: For citywide non-emergency animal control services or complaints or information on the department, call 311 or 312-744-5000. For specific and updated departmental information visit www.chicago.gov/cacc