

HOW WE SERVE THE COMMUNITY

Services that we do provide

Officer Response

- Provide emergency response for sick or injured wildlife within Winnebago County
- Provide emergency response for sick or injured stray cats within Winnebago County
- Pick up both healthy and sick/injured stray dogs within Winnebago County
- Pick up deceased domestic animals
- Provide response for wildlife in living areas of residences and domestic pets exposed to wildlife for possible rabies exposure
- Investigate animal welfare, cruelty, neglect, and public safety concerns
- Investigate animal bites and possible rabies exposures
- Investigate dangerous and vicious dog complaints
- Enforce local ordinances & state law
- Assist and coordinate with other agencies and departments
- Investigate local ordinance violations and complaints
- Provide stray animal holding services to all local municipalities located within Winnebago County
- Provide bite quarantine and monitoring for unvaccinated animals involved in an animal to human bite incident

Registration and Information

- Manage and enforce pet registration compliance within Winnebago County
- Provide information about responsible pet ownership and pet-related laws and ordinances

Animal Care and Outcomes

- Accept stray domestic animal drop-offs at our facility – animals must be found in Winnebago County and cats must be in a carrier or similar container.
- In conjunction with the Greater Rockford Veterinary Medical Association, provide qualified low-income Winnebago County residents with spay/neuter vouchers
- Facilitate pet adoptions, which include spay or neuter surgery for cats and dogs (if required), microchip identification, age-appropriate vaccinations, flea and tick prevention, working/heartworm test (for dogs 6 months and older), rabies vaccination, and Winnebago County registration



- Provide humane care, housing and veterinary care to animals impounded at our facility
 - Includes full intake and daily health and wellness services
- Spay/neuter, vaccinate and microchip all adopted pets prior to release
- Re-unite lost pets with their families-
 - Scan impounded stray animals for a microchip upon entering care
 - Check for county tags, name tags or other identification
 - Place impounded stray animals on stray hold to allow time for owner to locate and reclaim them
 - Maintain up-to-date Lost and Found pet postings on our website
- Utilize the efforts of volunteers and fosters to improve animal outcomes
 - Maintain a foster network to accommodate animals requiring extra care in a foster home before they are ready for adoption
 - Utilize volunteers to help with adoption counseling, animal socialization and more
- Work with area wildlife rehabilitators to facilitate positive outcomes for impounded wildlife
- Partner with rescue organizations to facilitate positive outcomes for animals that require unique or specialized care
- Humanely euthanize impounded animals as necessary in cases of illness, injury or public safety
- Provide Trap-Neuter-Return services available by appointment to Winnebago County residents
- Provide temporary emergency housing and care to pets owned by survivors of domestic violence

There are some services we don't provide

- We don't pick up healthy wildlife
- We don't pick up deceased wildlife
- We don't dispatch department staff to pick up healthy cats
- We don't accept stray cats in live traps
- We don't provide veterinary services to the public
- We don't provide foster care for residents looking for temporary placement for their pet(s) with the intention of reclaiming
- We don't provide kenneling or pet lodging services

