From: Webber, MeLissa
To: DASALLSTAFF
Subject: DAS Temporarily Closing on Thursdays
Date: Monday, January 24, 2022 8:55:17 AM
Attachments: DAS Closing Temporarily Thursdays_Memo_01212022 Updated.pdf
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Good morning,

Due to our continuing staffing challenges, beginning this Thursday, DAS will be temporarily closed to the public for adoptions on Thursdays. The attached memo has been sent to both members of City Council and the Animal Advisory Commission. The text of the memo is pasted below.

For your awareness, due to ongoing staffing deficiencies caused by the national workforce shortage as well as the rise staff illness due to COVID-19, Dallas Animal Services (DAS) will be closing its shelter to the public on Thursdays until further notice. Doing so will allow DAS to adjust the schedules of customer service staff to ensure more appropriate coverage and a higher level of resident service throughout the rest of the week. Despite the closure, our daily care and support will continue for shelter animals and pet owners looking to reclaim their lost pets will be able to call the pet support desk to complete the reclaim process.

Despite significant staff shortages, the DAS Field Team will continue to operate seven days a week to ensure public safety; however, response times are expected to be longer than normal, particularly for lower priority calls, until these staffing challenges resolve.

As of January 24, 2022, DAS' shelter will be open to the public and offering online adoptions 1pm – 6pm Sunday – Wednesday, 1pm – 6pm Friday and 11am – 6pm on Saturday. Please contact MeLissa Webber, Director of Dallas Animal Services, if you have questions.

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