

FAQ GUIDE



ARC
Animal Resource Center
of the Inland Empire

📞 (909) 321-1080 🌐 ARCInlandEmpire.org

When will the Animal Resource Center (ARC) of the Inland Empire open to the public?

ARC will begin service for Montclair on June 18, 2025. ARC will officially open to the public on Tuesday, July 1, 2025, for all partner cities – Ontario, Chino, select West San Bernardino County areas and Montclair.

Where is your shelter located?

Our temporary animal care facility is located at 1630 Shearwater Street in Ontario until our permanent facility is designed and developed.

When will your permanent shelter open?

Our permanent animal care facility will open in 2027/2028 on a 10.62-acre property at 13131 Campus Avenue in Ontario.

When can I adopt a pet?

Adoptable pets will be available starting on June 18, 2025. Adoption fees will be waived between June 18 and July 1, 2025.

How do I become a volunteer and/or pet foster parent?

Please visit our website at ARCInlandEmpire.org for volunteer and foster opportunities.

I want to become a pet foster parent, what does that look like?

Foster opportunities will range from checking a dog out for a walk, weekend sleepovers, foster to adopt, kitten fostering, and longer-term medical fostering.

What services will ARC provide?

We will offer the following services from our temporary animal care facility:



Sheltering



Community Education



Animal Services



Volunteer & Foster Opportunities



Licensing



Lost and Found



Pet Adoption



Wildlife Response

Will you provide spay and neuter services?

Not at this time. We will be operating out of our temporary facility and will not have the ability to provide spay and neuter services to the public. When our permanent animal care facility opens in 2027/2028, we will be able to provide public services.

Will you provide low-cost vaccines to the public?

While we are not yet able to offer low-cost vaccination services to the public from our temporary facility, we are actively working to partner with mobile clinics to provide services to the communities we serve. Please visit our website at arcinlandempire.org for updates.

Will you offer public classes?

Due to the lack of space, we will not be able to offer public classes from our temporary facility, but we hope to offer these in the future from our permanent facility.

Will you offer humane euthanasia and/or cremation services for the public?

Yes, in certain situations. Please contact ARC for more details regarding humane euthanasia services. In the area, Humane Society of San Bernardino Valley offers humane euthanasia services by appointment only. ARC will offer cremation services.

Will you have a Trap-Neuter-Release program?

Yes! Please contact our Field Services team for more details at (909) 321-1080.

Will you respond to calls for wildlife assistance?

Yes! ARC has guidelines for wildlife assistance regarding the trapping, safe release, and/or the euthanasia of wildlife within ARC service areas. Rattlesnakes will be a high priority response to ensure public safety.

What do I do if I find a lost pet?

Montclair:

- Before June 18, 2025, please contact the Inland Valley Humane Society.
- After June 18, 2025, please contact ARC Field Services for support at (909) 321-1080.

Ontario & Chino:

- Before July 1, 2025, please contact the Inland Valley Humane Society.
- After July 1, 2025, please contact ARC Field Services for support at (909) 321-1080.

I found a kitten, what do I do?

Please refer to our "Found Kitten Guide" on our website at ARCInlandEmpire.org.

What do I do if I find a deceased animal?

Montclair:

- Before June 18, 2025, please contact the Inland Valley Humane Society.
- After June 18, 2025, please contact ARC Field Services for support.

Ontario & Chino:

- Before July 1, 2025, please contact the Inland Valley Humane Society.
- After July 1, 2025, please contact ARC Field Services for support.

I already paid for my pet license this year, do I need to pay again once ARC opens on July 1, 2025?**What if I have not licensed my pet?**

ARC will be using the same pet licensing company (DocuPet) as the Inland Valley Humane Society. All pet licensing renewed prior to July 1, 2025 will be transferred to ARC at no charge to the pet owner. All pet licensing renewed after July 1, 2025 will need to be done online at docupet.com.

Will adoption, licensing, and other fees change?

Pet licensing fees are established by each of the partner cities and ARC follows their guidelines. Fees paid at ARC will be comparable to other local shelters in the region. ARC is committed to ensuring that pet adoptions remain accessible to the community.