

OUR CITY OF MADISON



Public Health Madison & Dane County Alder and Resident Frequently Asked Questions (FAQ) & Answers

Morgan Finke, *Public Information Officer*

FAQ Overview

Inclusive – Innovative – Thriving



Frequently Asked Questions

Alders and residents commonly ask our agency the following questions:

Questions

How does Public Health handle dog bites?

Are backyard chickens allowed in Madison?

What kind of testing happens to ensure beaches are safe for swimming?

How often are restaurants inspected? How does that process work?

I am working with a family in my district who is struggling, what low or no cost healthcare resources are available through Public Health?

What is happening within the City to address violence prevention?

I have a loved one who uses drugs, how can I offer them support?

FAQ Answers



How does Public Health handle dog bites?

- Report all animal bites to Public Health
- Discuss risk for rabies and vaccination status
- Call the Animal Services dispatch number at (608) 255-2345 or report animal bites [online](#)
- Advice in the case of a dog or cat bite:
 - Check to see if the bite broke skin
 - Call vet to find out vaccination status
 - Exchange information
 - Monitor for signs and symptoms of rabies
- Learn more [here](#)

Are backyard chickens allowed in Madison?

- Backyard chickens are allowed in Madison
- Protect yourself from Salmonella
 - Don't put hands that have been in contact with chickens near mouth
 - Supervise children under 5 closely
 - Wash hands after handling chickens
 - Don't let chickens in your home
- Prevent rat infestations
- Learn more [here](#)

What kind of testing happens to ensure beaches are safe for swimming?

- Beach monitoring from Memorial Day to Labor Day
- Testing for *E.coli* bacteria and blue-green algae
- Publish results on website, email, signs.
- Conditions change quickly
- Request water testing for a water event
 - Call (608) 266-4821 to schedule
- Learn more [here](#)

How often are restaurants inspected? How does that process work?

- We inspect restaurants and other retail food establishments
- Routine inspections happen once a year
 - Food handling
 - Food temperature and storage
 - Overall hygiene
- Re-inspections happen in the case of health code violations
- All health inspection reports are posted on [our website](#)

I am working with a family in my district who is struggling, what low to no cost healthcare resources are available through Public Health?

- Pregnancy support
 - Nurse-Family Partnership Program
 - Prenatal Care Coordination Program
 - WIC Program
- Lactation, breastfeeding, and chestfeeding support
 - Lactation Support Line: (608) 243-0449
 - Help getting a free breast pump, if eligible: (608) 267-1111

I am working with a family in my district who is struggling, what low to no cost healthcare resources are available through Public Health?

- Free immunizations
 - Flu, Tdap, HPV, Hepatitis A/B, Meningitis, MMR, Pneumococcal, Varicella
 - We provide free immunizations to adults who do not have insurance that pays for immunizations or who qualify because of risk factors or age.
 - Call (608) 266-4821 to see if you qualify
- Free or low cost testing for HIV and STIs
- Breast and cervical cancer screening
- Learn more [here](#)

What is happening within the City to address violence prevention?

- Madison Dane County Violence Prevention Coalition
- Community Alternative Response Emergency Services (CARES)
- Community Safety Intervention Team (CSIT)
- Isthmus Safety Initiative
- Parks Alive!
- Find more at publichealthmdc.com/VP

I have a loved one who uses drugs, how can I offer them support?

- There are tools available to help save lives
- Promoting safer drug use
 - Safe supplies are available at our offices through the Syringe Services Program
- Overdose Spike Alerts
 - We track hospital and ambulance data
 - Sign up to receive alert emails or texts
 - Sign up at publichealthmdc.com/SpikeAlerts

How Our Agency Provides Customer Service



We Provide Customer Service By...

- Website
 - www.publichealthmdc.com
- Social Media
 - [Facebook](#), [Twitter](#), [Instagram](#)
 - @PublicHealthMDC
- Telephone
 - (608) 266-4821 (English)
 - (608) 243-0380 (Español)

We Provide Customer Service By...

- In Person
 - City-County Building
 - East Washington Office
 - South Madison Office
- General office hours are Monday – Friday, 8:00am-4:30pm.
- Find out more about our locations on [our website](#)

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Stay Connected!

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