

COVID-19 Protocols

We will initiate modified operations based on Emergency Management Agency's activation levels.

Level 4 – Monitoring

Fostering:

1. Foster Coordinator will have long term fostering contract ready.
2. Shelter personnel will promote long-term foster need and ask the public to consider being part of the team, should activation of foster network be required.
3. Foster Coordinator will have a list of fosters at the ready and match numbers to current shelter census.

Staff/Public Interaction:

1. Staff to receive talking points for the public
2. Push out preparation talking points on social media
3. Staff instructed to wipe down hard surfaces that are frequently touched by members of the public who visit the shelter five times per day and after any interaction where the person was coughing or sneezing.
4. Sanitizer stations are available throughout the building with increased location
5. Staff instructed to maintain 6 feet of social distancing whenever possible
6. Suspension of non-essential programming with larger groups

Operations:

1. Inventory supplies and materials.
2. Order advance supplies of all materials, drugs, etc. when possible or where shelf life will not exceed supply.
3. Share Health Department communications with Staff as they develop.
4. Communicate regularly with staff as information is known from experts in the field
5. Continue with cross-training activities for reduction in staff schedule activation
6. Prep the computer systems to operate fully from remote locations and open access to voicemail for employees

Animal Control:

1. All vehicles to be equipped with PPE (gown, mask, gloves)
2. Officers instructed to wipe/sanitize door handles, steering wheel, and keyboard after exiting the vehicle anywhere they touch a public surface (gas pump, door handles, etc.)
3. Develop SOP for shelter intake of known COVID-19 exposure

Level 3 Activation

Animal Control:

1. Will continue to respond to high priority calls which include law enforcement assistance, stray animals, cruelty and neglect complaints, bite complaints, and dangerous and aggressive dog complaints.
2. Officers will suspend non-emergency calls which include leash law and licensing complaints, barking and nuisance complaints, and conflict mitigation scenarios.

Shelter Operations:

1. Shelter intake reduction strategies will include suspension of non-emergency owner surrenders
2. Reducing adoption fees, promote adoptions to reduce shelter census

Fostering:

3. Prepare Crates and Foster kits to have at the ready for initial foster network activation.
 - a. Kits to include food, crate, bowls, leashes (dogs), bedding, litter and pans (cats)

Staff:

4. Prepare for staff illness by creating alternate scheduling
5. Continue surface decontamination/sanitation
6. Personal Responsibility: If you feel a member of the public isn't well, ask them to step back from your workspace. Be responsible for washing your own hands multiple times each day.

Local Animal Community:

7. Reach out to local animal community (rescues, boarding facilities, vet offices, trainers, pet stores, etc.) and communicate resources. Share information and resources if applicable.

Volunteers:

8. Communicate activation plan to volunteers.
9. Provide gloves and sanitizing stations for dog walkers who come into contact with more surfaces (sinks and sanitizers already available in cat areas).
10. Reminders don't come in if unwell. Social distancing in volunteer area. Wipe down pens. Don't reach into grab treats from a shared container without gloves.
11. Wipe down tools used in playgroups but remember that fabric leash handles are not easy to wipe down and can go into washer after one person uses.

Level 2 Activation

Animal Control:

1. Suspend all non-emergency calls.

2. Emergency high-priority calls would be answered on a triage basis, law enforcement assist, sick or injured strays, cruelty and neglect, dangerous dogs and bite complaints.

Volunteers:

1. Cat volunteers limited based on size of room
2. Dog volunteers restricted to two shifts per day and no more than 4 volunteers at a time.
3. Utilize Playgroups during those two shifts for maximum enrichment and exercise

Fostering:

1. Massive activation for foster network to decrease shelter population while organizing in a fashion that reduces foot traffic. Such as pick-up by appointment.

Shelter Operations:

2. Non-essential staff work from home
3. Alternative methods of reclaims, foster, and adoption to be conducted in a localized area with minimal exposure to staff, constant sanitation or completed outside of the building.
4. Minimal number of public in the building and more restrictive protocols for walking through the kennel.
5. Alternative scheduling to limit the number of people in the building at one time

Level 1 Activation

Animal Control:

1. Alternative staffing schedules
2. Emergency calls only such as those that pose a direct public threat

Fosters:

1. Clear shelter census through foster or other available means.

Shelter Operations:

2. Minimal staffing of essential personnel only (sufficient to care for the few animals that are left in the building).
3. Closed to the public