

## Adoptions

### Plan A: Shelter remains open to the public, social distancing increased

*Pros: No potential adopters are turned away unless ill/exposed. Highest potential for positive outcomes.*

*Cons: Higher potential for exposure.*

- Press release is sent to local newspaper, tv news outlets, city communications department, etc. Emphasize the shelter's commitment to public safety while remaining open to the public for adoptions using social distancing. Make post on social media and website. Email volunteers, supporters.

#### Process:

- Front door is locked, highly visible signage instructs public about modified adoption process for public protection. Signage asks public that are sick or exposed not to enter.
- Potential adopters ring a temporarily installed plug-in doorbell to gain access to the building.
- Customer Care Staff open doors while staff remain 6 feet from public.
- Staff greet potential adopters and explain modified adoption process.
- Potential adopters can select animals of interest in one of two ways:
  - Options 1:
    - Cats: 1 group of adopters are given access to the cat adoption floor at a time. Potential adopters can walk the room and view adoptable animals. If the potential adopter is interested in a specific cat, interaction happens at the kennel, rather than in a meeting room. (Meeting rooms are too small to maintain 6 feet of distance between staff and potential adopters.)
    - Dogs: 1 group of adopters are given access to the dog adoption floor at a time. Adopters can walk around the 2 adoption rooms, viewing the animals through the glass to reduce contact with doors. If the potential adopter is interested in a specific dog, adopters are escorted to an outdoor yard.
  - Option 2:
    - Adopters view available animals using a laptop.
- Once the potential adopter has selected an animal to adopt, they are escorted to the large meeting room at the front of the shelter. Two stations will be set up to accommodate adoption counseling/processing. The stations will be at opposite corners of the room to maintain ample space. Each station will consist of 3 tables placed 6 feet apart: one for the adopter to sit at, one for the Customer Care staff member to sit at, and one where money and paperwork can be exchanged, allowing staff to place items on the table, step back, and allow the adopter to come and retrieve the item. Staff should wear gloves and potential adopters can be offered gloves if they wish. Staff should reinforce the message that precautions are being taken because we want to ensure the safety of the public.
- Upon completion of the adoption process, the animal will be prepared and delivered to the adopter. Cats can be placed on the table, the Customer Care staff can step back, and the

adopter can step forward to collect the animal. Dogs can be tethered, the Customer Care staff can step back, and the adopter can step forward to collect the animal.

- Customer Care staff escort adopters out of the meeting space to ensure no contact with other members of the public. Customer Care Staff open doors using ADA automated door buttons, allowing doors to open and potential adopters to exit the facility.
- Special attention should be paid to areas where adopters went or things they touched and those areas should be wiped down with Rescue (Accel) wipes.
- Animals that interact with potential adopters and are not selected for adoption can be wiped down with 1:128 dilution of Rescue (Accel) applied with a wash cloth

*Notes: Explore possibility of an app-based payment method for adoptions.*

### **Plan B: Shelter is open to the public by appointment only, social distancing increased**

*Pros: Increased control of environment. Able to build in time for thorough sanitation between appointments.*

*Cons: Creates barriers to adopting; difficult to get the word out about appointment process; could create frustration for potential adopters who come without an appointment.*

- Press release is sent to local newspaper, tv news outlets, city communications department, etc. Explain the appointment process and emphasize the shelter's commitment to public safety. Post to social media and website. Email volunteers, supporters.
- Front door is locked, highly visible signage instructs public about appointment process.
- Potential adopters with an appointment ring a temporarily installed plug-in doorbell to gain access to the building.
- Customer Care Staff open doors using ADA automated door buttons, allowing doors to open and potential adopters to enter while staff remain 6 feet from public.
- Staff greet potential adopters and explain modified adoption process.
- Potential adopters can select animals of interest in one of two ways:
  - Options 1:
    - Cats: 1 group of adopters are given access to the cat adoption floor at a time. Adopters can walk the room and view adoptable animals. If the potential adopter is interested in a specific cat, interaction happens at the kennel, rather than in a meeting room. (Meeting rooms are too small to maintain 6 feet of distance between staff and potential adopters.)
    - Dogs: 1 group of adopters are given access to the dog adoption floor at a time. Adopters can walk around the 2 adoption rooms, viewing the animals through the glass to reduce contact with doors. If the potential adopter is interested in a specific dog, adopters are escorted to an outdoor yard.
  - Option 2:
    - Adopters view available animals using a laptop.
- Once the potential adopter has selected an animal to adopt, they are escorted to the large meeting room at the front of the shelter. A station will be set up to accommodate adoption counseling/processing. The station will consist of 3 tables placed at least 6 feet apart: one for

the adopter to sit at, one for the Customer Care staff member to sit at, and one where money and paperwork can be exchanged, allowing staff to place items on the table, step back, and allow the adopter to come and retrieve the item. Staff should wear gloves and potential adopters can be offered gloves if they wish. Staff should reinforce the message that precautions are being taken because we want to ensure the safety of the public.

- Upon completion of the adoption process, the animal will be prepared and delivered to the adopter. Cats can be placed on the table, the Customer Care staff can step back, and the adopter can step forward to collect the animal. Dogs can be tethered, the Customer Care staff can step back, and the adopter can step forward to collect the animal.
- Customer Care staff escort adopters out of the meeting space. Customer Care Staff open doors using ADA automated door buttons, allowing doors to open and potential adopters to exit the facility.
- Special attention should be paid to areas where adopters went or things they touched and those areas should be wiped down with Rescue (Accel) wipes.
- Animals that interact with potential adopters and are not selected for adoption can be wiped down with 1:128 dilution of Rescue (Accel) applied with a wash cloth

*Notes: Explore possibility of an app-based payment method for adoptions.*

### **Plan C: Closed to the public**

*Pros: Significantly decreases exposure. Staff who are non-essential to animal care can stay home.*

*Cons: Solely dependent on foster program to create space; risk of filling up shelter with emergency intakes; no adoption revenue generated*

## **Pet Resource Center**

**Plan A: PRC remains open to the public, social distancing increased**

**Plan B: PRC remains open for emergency intakes only; social distancing increased**

## **Volunteers**

**Plan A: Volunteer roles are limited to one volunteer per area.**

**Plan B: Shelter is closed to volunteers**

## **Staffing**

**Plan A: Staff are assigned to work zones to work individually unless the task requires two people for safety.**