

**SAFE WORK PLAN
HOMEWARD PET ADOPTION CENTER (HPAC)
June 2020**

The following constitutes the plan and essential information for Homeward Pet Adoption Center's return to business during the ongoing coronavirus pandemic. This document is subject to change with new information and as circumstances develop.

This document will cover:

1) **Phased Plan.** This section provides a phased plan for returning to the business of shelter operations, in accordance with the Washington's Phased Approach to Recovery as outlined in Safe Start Washington. Page 3-4

2) **General information.** This section will detail the steps for ensuring the safety of staff, volunteers and visitors as we move through the phased plan, including maximum capacity guidelines for work areas, social distancing, staff scheduling, the use of Personal Protective Equipment in the workplace, and health and safety protocols in response to coronavirus exposure. Pages 5-10

3) **Facility maintenance.** Schedules for cleaning and disinfecting the shelter, including animal housing and common areas. Page 10

4) **Programs.** The plans for HPAC programs and processes for safe operation of the shelter while returning to core business functions through the phased plan, including animal care and adoptions:

-Animal intakes. *Specific guidelines for safe intakes of animals transferred from other shelters and surrendered by owners.* Page 11

-Pet Retention Program. *A listing of resources that will help to reduce the number of animals entering the shelter by providing assistance to pet owners to help them keep their pets in their homes, including Home To Home, pet food banks, and low-cost veterinary services.* Page 11

-Foster Program. *Details on safe operation and the expansion of HPAC's Foster Program to provide additional temporary housing for animals in our care.* Page 12

-Animal care. *A guideline for limiting the number of dogs and cats housed in the shelter to allow for reduced staffing and safe social distancing among animal caretakers.* Page 12

-Behavior Program. *Guidelines for the execution of our in-house Animal Behavior Programs - including training, socialization and enrichment - while ensuring safety for the staff, and Behavior and Enrichment Volunteers, and community outreach.*

Page 13

-Adoptions. *A plan for Adoptions by Appointment: online applications, counseling by phone, scheduled in-person Meet 'n' Greet with Available Animals, and post-adoption support, including safety recommendations for staff and visitors.*

Page 14-15

-Adopter Support Program. *How our Adopter Support program will continue to provide post-adoption resources.*

Page 15

-Volunteer Program. *Information for restructuring our Volunteer Program to prioritize safe practices and gradually increase volunteering as we progress through the phased plan, including redistributing current volunteers in order to limit the number of volunteers on each shift to allow for social distancing, moving Volunteer Orientation and trainings online, and PPE for volunteers.*

Page 15-16

-Homeward Pet Food Bank. *Details for the continued operation of the Homeward Pet Food Bank: how we'll safely collect and sort donations from retail partners and 'drop-off donations' from the community for distribution to partner organizations.*

Page 16

-Veterinary Clinic. *Guidelines for safe distancing for the clinic, and safe operation of Homeward Pet's Low-Cost Spay & Neuter Program.*

Page 16

PHASED PLAN

Note: The new procedures detailed in this Safe Work Plan will apply to all phases of our plan for returning to shelter operations, except as noted (ie, the new plan for low-contact Owner Surrender appointments, shelter cleaning and disinfecting, the use of appropriate PPE, etc. will remain in effect throughout this plan).

Phase One (3/17-6/7/2020)

- Essential staff only at shelter; all others work-from-home
- No volunteers
- All animals in foster care
- Veterinary team on limited schedule, providing necessary care for foster animals
- No animal intakes (with exceptions for emergency or urgent situations)
- No adoptions

Prepping for Return (week of 6/8/2020)

- Staff as necessary, performing tasks to prepare for return to business (6/9-11)
- No volunteers
- All animals in foster care
- Veterinary team on limited schedule, providing necessary care for foster animals and prepping for limited public spay/neuter services
- No animal intakes (with exceptions for emergency or extenuating circumstances)
- No adoptions

Modified Phase One (week of 6/15/2020)

- Staff as necessary, split shifts, work-from-home when possible
- No volunteers (except Facilities Maintenance crew, and BT's, as needed)
- All animals in foster care
- Veterinary team providing necessary care for foster animals and limited public spay/neuter services (6/15)
- No animal intakes (with exceptions for emergency, extenuating circumstances)
- Begin Adoptions by Appointment, posting Available animals and adoption process on website, counseling calls, weekend appointments

Phase Two (tbd)

- Staff as necessary, split shifts, work-from-home when possible
- No volunteers (except Facilities Maintenance crew, and BT's, as needed)
- All animals in foster care
- Veterinary team providing necessary care for foster animals, intake exams and public spay/neuter services
- Animal intakes based on need/urgency and Returns; numbers determined by foster availability and capacity of in-shelter care by staff/BT's
- Adoptions by Appointment, counseling calls and scheduling appointments

Phase Three (tbd)

- Staff as necessary, split shifts, work-from-home when possible
- Volunteers as necessary for in-shelter animal care and other tasks
- Animals in shelter limited to maximum half-capacity
- Veterinary team providing necessary care for animals, intake exams, general care and surgeries, and public spay/neuter services
- Intakes from OS, Returns and transports based on need; numbers determined by shelter capacity and foster availability
- Adoptions by Appointment

Phase Four (tbd) – “New Normal” Operations

- Staff as scheduled, work-from-home when possible
- Volunteers as necessary for in-shelter animal care and other tasks
- Animals in shelter limited to maximum half-capacity
- Veterinary team providing necessary care for animals, intake exams, general care and surgeries, and public spay/neuter services
- Intakes from OS, Returns and transports partners; numbers determined by shelter capacity and foster availability
- Adoptions and shelter visits by Appointment
- Maintain safety protocols and safe social distancing**

GENERAL INFORMATION

Hours of Operation

Initially, the shelter will remain closed to visitors. The front door will remain locked. Staff will be scheduled daily from 8:30am – 9pm. Potential adopters will be accompanied in the shelter during pre-scheduled appointments on Saturday, 11:30am – 6pm, and Sunday, 12:30pm – 6pm. Volunteer receptionists will be scheduled when necessary to answer phones and monitor the arrival of scheduled appointments. Animal care volunteers will return on scheduled shifts in Phase Three, as needed.

Maximum Capacity and Social Distancing

Safe social distancing (of at least 6 feet) will be achieved by determining the maximum capacity for each room or work area of HPAC. The square footage of each room or work area will be calculated and divided by 60 sq. ft. to determine maximum capacity. Obstructions to the flow of traffic through each room or work area will also be considered, and will result in a lower maximum capacity in those rooms or work areas (ie, people must be able to move without obstruction to achieve recommended social distancing).

Signs will be posted at the entrance to each room to indicate the maximum capacity. Staff and volunteers will self-police to make sure that the number of people in each room or work area does not exceed maximum capacity, and that people have the space to maintain social distancing of 6 feet. Staff will be responsible for ensuring that potential adopters adhere to maximum capacity and safe social distancing during scheduled appointments. In the event of noncompliance, the most senior staff member at the shelter will have the authority to remove people from that room or work area.

Room	Maximum Capacity
Lobby (visitors area)	5
Adoption Counseling area and Reception	1 person per workspace
Cubicle work area	1 person per workspace
Volunteer Lounge	3
Kitchen	2
Bathrooms	3
Laundry	3
Cat Care Room	2
Cat Room	4
Small MPR	3
Large MPR	8
Dog Care Room	2
Dog Room	18
Donation area	3
Animal Supplies Storage area	2

Iso/Intake rooms	1
Intake Exam Room	2
Clinic/Surgery	5

Staff Scheduling

To reduce the number of people in the shelter, and help ensure our ability to limit exposure to COVID-19:

-HPAC will encourage staff members to work from home whenever possible.

-To start, staff will be divided into two teams that work together consistently when at the shelter. Team A will be generally scheduled to work in the shelter 8:30am – 2:30pm; Team B will generally work 3pm – 9pm. This split staff schedule will:

- 1) make it easier for social distancing in the shelter (especially in common areas);
- 2) provide staff coverage from the other team to supervise animal care and perform other essential duties in the event that a staff member is potentially exposed to COVID-19 and required to self-isolate.

-During the last half-hour of each scheduled shift, available staff will clean and disinfect the common areas of the shelter and contact points (doorknobs, counters, etc.). Additionally, each staff member will be responsible for cleaning and disinfecting their personal workspace when they leave the shelter, or at the end of each shift.

-Volgistics will be available on every computer to allow all staff to sign in/out for their shifts, to provide a historical record of who was in the shelter.

Personal Protective Equipment and Safe Practices

Staff will be required to wear appropriate Personal Protection Equipment (PPE) in the shelter. At a minimum, a mask will be required. Gloves may be recommended for certain tasks. HPAC will encourage staff to provide their own masks, but will also have a limited supply of PPE available for staff.

Staff will be encouraged to wash their hands frequently, especially during these key times:

- Before, during, and after preparing food
- Before eating food
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

Soap will be available at all sinks. In addition, hand sanitizer will be available throughout the shelter when hand washing is not possible.

Health Advisory

Staff members are asked to check their temperature before entering the facility, either at home or with a no-touch infrared thermometer available at the shelter. Staff with a temperature exceeding 99.9* should not report to the shelter or enter the building.

Homeward Pet will adhere to CDC guidelines regarding employees who are symptomatic for COVID-19, or are suspected or confirmed to have COVID-19 (also on the HPAC Health Advisory Protocol):

1. If an employee comes to work who is symptomatic for COVID-19:

If an employee has symptoms when they arrive at work or becomes sick during the day, they will be immediately separated from other employees, customers, and visitors and sent home. Surfaces in their workspace will be cleaned and disinfected. Employees who develop symptoms outside of work should notify their supervisor and stay home.

Sick employees should follow [CDC-recommended steps](#), including staying home and monitoring symptoms. Employees should not return to work until they have met the criteria to [discontinue home isolation](#) and have consulted with a healthcare provider and state or local health department.

2. If an employee is suspected or confirmed to have COVID-19:

Most likely, we will not need to close the shelter. Instead, we will close off any areas the sick employee used:

- We will wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, we will wait as long as possible.
- During this waiting period, we will do our best to open outside doors and windows to increase air circulation in these areas.

We will follow the [CDC cleaning and disinfection recommendations](#):

- Clean dirty surfaces with soap and water before disinfecting them.
- To disinfect surfaces, we will use Rescue, formulated with Accelerated Hydrogen Peroxide, which is approved for use against SARS-CoV-2, the virus that causes COVID-19, under the EPA Emerging Pathogen guidance.
- Always wear gloves and gowns appropriate for the chemicals being used when you are cleaning and disinfecting.
- You may need to wear additional personal protective equipment (PPE) depending on the setting and disinfectant product you are using.

In addition to cleaning and disinfecting, we will determine which employees may have been exposed to the virus and need to take additional precautions:

Using Volgistics information, we will create a list of employees who were potentially exposed. A potential exposure means having close contact, within 6 feet, of an individual with confirmed or suspected COVID-19 for a prolonged period of time*. The timeframe for having contact with an individual includes the period of time of 48 hours before the individual became symptomatic.

**Note: According to the CDC, data are insufficient to precisely define the duration of time that constitutes a prolonged exposure. Fifteen minutes of close exposure can be used as an operational definition, and the type of interaction (e.g., did the infected person cough directly into the face of the exposed individual) remains important.*

Potentially exposed employees who **have** symptoms of COVID-19 should self-isolate and follow CDC recommended steps. Employees who have had an exposure but remain asymptomatic should adhere to the following practices prior to and during their work shift:

- **Quarantine:** It is highly recommended that the exposed employees should self-quarantine for 14 days from recognized exposure. If this is not possible, then the next steps will be taken.
- **Pre-Screen:** Employees will check their temperature and assess if there are symptoms prior to starting work. Ideally the temperature will be checked before entering the facility.
- **Regular Monitoring:** As long as the employee doesn't have a temperature or symptoms, they should self-monitor for symptoms such as fever, cough, or shortness of breath. If they develop symptoms, they should notify their supervisor and stay home..
- **Wear a Mask:** The employee should wear a face mask at all times while in the workplace for 14 days after last exposure.
- **Social Distance:** The employee should maintain 6 feet and practice social distancing as work duties permit in the workplace.
- **Disinfect and Clean work spaces:** Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment routinely.

If an employee is confirmed to have COVID-19, we will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

3. If we discover several days later, after an employee worked, that they were diagnosed with COVID-19:

- If it has been **less than 7 days** since the sick employee used the facility, we will clean and disinfect all areas used by the sick employee following the CDC cleaning and disinfection recommendations.
- If it has been **7 days or more** since the sick employee used the facility, additional cleaning and disinfection is not necessary. We will continue routinely cleaning and disinfecting all high-touch surfaces in the facility.

- Other employees may have been exposed to the virus if they were in “close contact” (within 6 feet) of the sick employee for a prolonged period of time.
 - Those who have symptoms should self-isolate and follow [CDC recommended steps](#).
 - In most workplaces, those potentially exposed but with no symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.
 - Employees not considered exposed should self-monitor for symptoms such as fever, cough, or shortness of breath. If they develop symptoms, they should notify their supervisor and stay home.

Note: The above section will also apply in the case of a visitor to the shelter who, following their appointment, informs us of their exposure to, or diagnosis of, COVID-19.

4. When should an employee suspected or confirmed to have COVID-19 return to work?

Employees should not return to work until they have met the criteria to discontinue home isolation and have consulted with a healthcare provider and state or local health department.

Employees with COVID-19 who have stayed home can stop home isolation and return to work when they have met one of the following sets of criteria:

- Option 1: If **an employee will not have a test** to determine if they are still contagious, the employee can leave home and return to work after these three conditions have been met:
 - The employee has had no fever for at least 72 hours (without the use of medicine that reduces fevers), AND
 - respiratory symptoms have improved, AND
 - at least 10 days have passed since their symptoms first appeared.
- Option 2: If **the employee will be tested** to determine if the employee is still contagious, the employee can leave home after these three conditions have been met:
 - The employee no longer has a fever (without the use of medicine that reduces fevers), AND
 - respiratory symptoms have improved, AND
 - they received two negative tests in a row, at least 24 hours apart. Their doctor should follow [CDC guidelines](#).

Staff members who are in high-risk health categories, live with others in high-risk groups, or otherwise not comfortable performing their job as detailed in this document, should address their concerns with their supervisor.

Visitors

All visitors will be required to have their temperature checked prior to entering the facility with a no-touch infrared thermometer. Any person with a temperature exceeding 99.9*, or exposed to a person with a temperature exceeding 99.9*, will not be allowed to enter the building.

Visitors to HPAC will be required to wear masks or other appropriate PPE and observe safe social distancing when interacting at the shelter. HPAC will have PPE available for visitors who are unable to provide their own protective gear.

FACILITY

Cleaning and Disinfecting

All common areas and contact points of the shelter will be deep-cleaned and disinfected with Rescue, three times a week, on Mondays, Wednesdays and Fridays, by our volunteer Facilities crew. Additionally, staff will disinfect common areas and contact points twice daily, at the end of each staff shift. Animal care rooms will be disinfected daily by staff, as needed, or animal care volunteers providing care for animals housed in the shelter. MPR's will be disinfected following use.

Staff will be responsible for cleaning and disinfecting their personal workspaces.

Signage

Signs will be posted at all shelter entrances with rules for entry, including wearing appropriate PPE, practicing safe social distancing and guidelines for when to not enter the shelter as a result of illness or exposure. Signs will be posted at the entrance to all rooms and work areas to note maximum capacity for each room.

Signs will be posted in all common areas indicating safe social distancing of 6 feet, and hand-washing and safe health practices (where appropriate).

Information and guidelines from the CDC regarding the coronavirus and safe health practices will be available for viewing by staff and volunteers at the entrance to the shelter.

Supplies

As some supplies may continue to be in short supply, Facilities Manager will continue to monitor our stock and provide alternatives when possible (such as hand towels in the bathrooms).

PROGRAMS

Animal Intakes

In Phase Two, HPAC will rely on transports of animals from current partners and trusted sources, based on the need of those organizations and our capacity for housing. New Transport Protocols will rely on electronic submission of all forms and information, but we cannot eliminate the need for paperwork and will follow CDC guidelines for personal hygiene after handling any paperwork. The new protocols will also involve limited contact with transporters at safe distances, with all parties wearing appropriate PPE. Transport staff, including foster care providers and previous owners (for animals going directly from home to transport) will confirm that they are not experiencing or been exposed to any cough or flu-like symptoms. Safety guidelines will be distributed to all partners and transporters prior to transport. See COVID-19 Shelter/Rescue Transport Protocol for details.

Owner surrendered animals will be accepted by appointment on a limited basis, primarily when no other option exists for the owner or animal. Pet information will be gathered electronically. Owners will remain in their vehicles when they arrive for their appointment, and HPAC staff will retrieve the animal. As with all visitors to the shelter, pet owners will confirm that they are not experiencing or been exposed to any cough or flu-like symptoms. No donations of personal pet supplies will be accepted at this time. See Covid-19 Owner Surrender Intake Protocol for details.

Pet Retention

In an effort to limit the number of animals entering the shelter, and limit direct contact with owners needing to rehome their pets, HPAC will increase its pet retention efforts and resources:

-HPAC's website will feature a new section on pet retention, providing information, links to available services and organizations, and consultations for issues with pets that commonly result in animals being surrendered. Many owners will find a solution to their current issues through this information and assistance, and be able to keep their animal at home. Topics include: behavior issues like housesoiling, escaping; training; allergies to pets; low-cost veterinary care and pet food resources; moving with a pet or short-term boarding due to military deployment or homelessness.

-HPAC is launching the Home to Home Program, providing a forum for pet owners needing to rehome their animals to directly connect with potential adopters, and eliminate the need to place their animal in a shelter. Homeward Pet will provide a web page for pet owners to post and profile the pet being rehomed, offer assistance for writing profiles, creating agreements between parties, and market the program via the HPAC website and social media platforms, however the entire adoption process, from finding an available animal to adopting, will be conducted by the pet owner and adopter.

Foster Program

A new process for foster families dropping off their foster animal for a veterinary appointment, or returning their animal to the shelter at the end of their stay in foster, will be put into place. This process will minimize contact with the foster care provider. See COVID-19 Foster Drop-Off/Return Protocol for details.

HPAC is moving our foster care and “bottle baby” training online to eliminate the need for large gatherings for in-person training sessions.

Due to the necessity to operate the shelter at a limited capacity, HPAC will expand its Foster Care program to provide housing to any animals that don't need to be in the shelter as of Phase Three, including animals not currently available for adoption or requiring daily monitoring by veterinary or behavior staff. This will include underage animals; cats and dogs that are undergoing medical treatments; and animals not ready for adoption due to behavioral challenges or while transitioning to medication for behavioral issues. Additionally, some animals may become Available for adoption while remaining in foster care if it is determined that the animal would benefit from not being housed in the shelter.

Animal Care

Initially, all animals will be housed in foster care. Only those animals not able to be cared for in a foster home will be housed at the shelter and cared for by staff only (or Behavior Team volunteers, as necessary). We will gradually increase in-shelter animal housing based on need and safety.

We will gradually increase in-shelter animal housing to half-capacity through the duration of this plan. In Phase Three, our capacity will be 14 dogs, and 17-25 cats. To allow for appropriate social distancing for animal caretakers, dogs will be housed in every other kennel in the Dog Room; cats housed in the Cat Room will be evenly distributed between the three kennel areas. Animal care volunteer crews will return, adjusted by half: Dog care shifts will have 5 walkers and 2 feeder/cleaners; Cat care shifts will have 3 cat care volunteers plus one ISO/Intake volunteer, if needed.

Animal care duties during Opening and Closing shifts will remain essentially the same. Additional supplies will be provided to allow for safe social distancing. The supervising staff member should make sure that all caretakers are wearing required PPE, and that maximum room capacities and social distancing recommendations are being observed as caretakers provide for the animals.

HPAC will continue to make use of our Foster Program to expand our animal capacity and provide alternate housing for animals that do not need to be in the shelter (see Foster Program).

Animal Behavior and Enrichment Programs

HPAC will limit intakes of animals with behavioral challenges to urgent situations (when people or animals are unsafe in the current circumstance), or when an animal can be safely placed in a foster home. HPAC's Animal Behavior Manager will be responsible for ensuring that behaviorally challenged animals, in shelter or in foster, will be provided the care they need and coordinating their care between staff, Behavior Teams and foster care providers.

The use of our volunteer Dog Behavior Team (DBT) will depend on the number and behavioral challenges of intakes and animals housed in the shelter, as well as the number of available DBT volunteers. Initially, Behavior Team volunteers will not be required to come in to the shelter to work on general training or enrichment, but may provide those opportunities when at the shelter for a scheduled animal care shift. Behavior Team volunteers will be assigned to shifts that correspond to our staff team shifts (ie, either working only between 8:30am-2:30pm, or 3-9pm). Behavior Team will be responsible for cleaning and disinfecting their work areas following every session.

The Cat Behavior Team (CBT) will resume when our participation in Jackson Galaxy's Cat Pawsitive Pro program restarts (likely late summer). Team meetings will be done online, via Zoom. CBT members are already scheduled to work solo and will return to training and socialization of cats as the number of cats housed in-shelter increases.

Primarily, HPAC Enrichment Programs will be incorporated into Opening and Closing animal care shifts. When safe to expand our volunteer workforce, we will expand the program with the use of afternoon Enrichment Volunteers.

Continuing animal care and behavior volunteer training will be suspended until sessions can be moved online, either utilizing live online training sessions or recorded presentations and webinars.

The Animal Behavior Manager will continue to provide behavior consults to the public (as part of our increased focus on pet retention programs). Anticipating a potential increase in requests for assistance (due to changing living situations and work schedules), we will recruit other staff or BT members as needed who can provide consultation by phone or email, via work-from-home.

Adoptions

One of the biggest changes will involve adopting an animal from HPAC. To provide a safe adoption experience for staff and adopters, HPAC will move to Adoptions by Appointment, ceasing all open adoption and animal viewing hours. The process for Adoptions by Appointment is designed to provide a process for staff to provide counseling, introduce potential adopters to Available Animals and complete adoptions safely; and to allow visitors to view animals, submit applications, receive counseling and meet animals in a safe manner. HPAC's general protocols for the use of PPE, safe social distancing and observing maximum room capacities will apply to this process, as necessary.

Available Cats and Dogs will be posted to homewardpet.org. Animal profiles will include more specific info about an animal's temperament, ability or history living with kids, cats and dogs, and care required (such as the need for lifelong medications or behavior training or management). This will further help potential adopters determine if an animal is a good fit for their family or living situation prior to submitting an application. Animal bios will also be created in GoogleDocs for use by Adoption Counselors during phone counseling sessions.

Applications will be submitted online. Each counseling day (Wednesday – Friday), the Lead Adoption Counselor will check the adoptions@homewardpet.org email, review, sort and prioritize incoming applications, and assign counseling calls to scheduled Adoption Counselors via the tracking sheet in Google Docs.

Scheduled Adoption Counselors will call potential adopters at their preferred time(s) to conduct a counseling session to determine if the animal is a good match for the adopter. If so, the Counselor will schedule an appointment on Saturday or Sunday for the adopter to come to the shelter to meet the animal, adding the animal's and adopter's names to the appointment schedule in GoogleDocs. Potential adopters will receive a confirmation email which outlines the process, which will include the following safety protocols: adopters call when they arrive, wait in the car or outside for a call from an available Counselor; adopters will be required to wear PPE and practice safe social distancing; we will not allow anyone who is symptomatic or has been exposed to coronavirus in the shelter. As an additional safety protocol, we will not require anyone under the age of 18 to be present at the appointment.

Appointments to meet animals will be conducted as safely as possible with the use of PPE for staff and potential adopters, and practicing safe social distancing. Potential adopters will go directly to the area where they'll be meeting the animal, and the animal will be brought to them. Animal intros will take place outdoors when possible. Potential adopters will not be allowed to enter the Dog Room or Cat Room.

If adopting, adopters will no longer sit at an adoption desk, but will wait for the Adoption Counselor to complete all paperwork, process payment, and bring them a

contract and receipt to sign, an Adoption Packet, and any supplies going home with the animal.

For the complete counseling process, from the posting of Available Animals to post-appointment disinfecting to tasks to be completed at the end of an adoption day, see the Adoptions By Appointment Handbook.

Adopter Support

The HPAC Adopter Support Program will continue as usual. Adopters will receive a phone call 10-14 days following their adoption; follow-up emails at 7, 30 and 90 days; and have access to our counseling, behavior and medical staff for any questions or concerns they have following adoption. Our Adopter Support Coordinator will continue to oversee the program.

Volunteer Program

As with staff, volunteers will adhere to CDC guidelines regarding employees who are symptomatic for COVID-19, or are suspected or confirmed to have COVID-19. See “Health Advisory” in the General Information section of this document.

Volunteers who are in high-risk health categories, live with others in high-risk groups, or otherwise not comfortable performing their job as detailed in this document, should address their concerns with the Volunteer Manager.

Volunteers will be asked to check their temperature before entering the facility, either at home or with a no-touch infrared thermometer available at the shelter. Volunteers with a temperature exceeding 99.9* should not report to the shelter or enter the building.

Volunteers will also observe our split-shift scheduling plan; once a volunteer is assigned or fills-in with the Team A, they will only be allowed to continue to work with Team A and will not be allowed to take shifts with Team B.

All volunteers will be required to wear appropriate PPE and observe safe social distancing and maximum room capacities. Volunteers should supply their own PPE; HPAC will have a limited supply available. Upon return to animal care at the shelter in Phase Three, HPAC will enforce firm limits to the number of volunteers on every shift in order to maintain safe social distancing. Typically, we'll reduce each shift by half, with 3 volunteers in the Cat Room and 1 caring for cats in ISO/Intake; and 5 dog-walkers and 2 feeder/cleaners on every dog care shift. To get to these numbers:

- First, volunteers will be asked to remove themselves from the schedule if they have any health or safety concerns;
- Next, we'll ask for any volunteers willing to be re-purposed as 'fill-in' volunteers;
- Lastly, we'll move volunteers to working every other week to achieve the right numbers for each shift.

Regardless of status during the Phased Plan, all volunteer spots on their regular shifts will be saved when we return to normal operations. Additional supplies will be provided to allow volunteers to maintain safe social distancing while working in the shelter. For instance, each cat volunteer should have their own garbage can to empty litterboxes into, so they do not need to approach the same garbage receptacle.

HPAC's Orientation for new volunteers, which includes a history of HPAC, an overview of shelter operations, information on the volunteer program, and a tour of the shelter, will move online to eliminate the need for large gatherings at the shelter. Foster Care and "Bottle Baby" training will now be available online for new volunteers following orientation, along with previously available online training for Dog Volunteer Level 1 and Cat Volunteer Level 1 for new volunteers.

Homeward Pet Food Bank and Donations

The Homeward Pet Food Bank will continue operation in coordination with reliable retail partners. Donation pick-up at retail, and donations brought to the shelter, will be scheduled by appointment with the Facilities Manager. The Facilities Manager will also coordinate all pet food and supply pick-up by partner food banks and community organizations. Volunteers and partners will follow all safety guidelines for PPE and safe social distancing.

Initially, HPAC will not accept drop-off donations from the public. This will provide a safer environment for staff and volunteers by limiting the number of visitors to the shelter. Additionally, with many food banks and thrift stores not operating, we have limited need for drop-off donations and nowhere to take unusable items. We can direct people to take food donations to our retail partners. As the need increases among our food bank network, we will begin accepting drop-off donations based on need, supplying the public a list of accepted items and a safe way to donate.

Veterinary Clinic

To ensure safe social distancing, all staff will be instructed to not enter the HPAC Veterinary Clinic, except in the event of animal medical emergency. The clinic should no longer be a pass-through to other areas of the shelter, and staff will not be allowed to enter the clinic for non-emergencies.

Procedures for the drop-off and pick-up of animals for Homeward Pet's Low-Cost Spay & Neuter Clinic have been revised to eliminate the need for pet owners to enter the shelter. Staff members will meet pet owners at their vehicles for transfer to and from the shelter; post-surgery instructions will be communicated by video. See Spay/Neuter Appointment Updated Procedures for more details.