



SF SPCA Protocol for Adoptions of Shelter Animals During the COVID-19 Outbreak

In light of the statewide shelter-in-place order, and under the direction of the California Department of Public Health, to protect the health and safety of our community and staff, the SF SPCA is not currently processing adoptions for individuals who have tested positive for COVID-19, suspects they have contracted COVID-19, have been in close contact with someone who has COVID-19, or have symptoms aligned with COVID-19 (e.g. fever, respiratory symptoms). The SF SPCA strongly recommends that individuals described by the CDC as being at higher risk for COVID-19—adults aged 65 years and older and those with underlying health conditions—delay making an appointment until after the current pandemic.

SF SPCA will allow one (1) cat adoption appointment AND one (1) dog adoption appointment per hour. Cat and dog appointments will be staggered as needed. Appointments are limited to a maximum number of two (2) people per appointment.

Adopters must identify one (1) animal (a single dog or a single cat) in which they are interested prior to the appointment.

There will be no dog-dog introductions at this time; adopters will not bring in their owned dog(s) to meet the shelter dog.

Steps

- ▶ All transporters should follow the CDC Prevention Guidelines and should maintain safe distances from other people; avoid touching eyes, nose, and mouth; and ensure all frequently-touched surfaces are sanitized daily.
- ▶ Potential adopter contacts Adoptions via email about the animal in which they are interested.
- ▶ Animal Client Care Associate (ACCA) responds back via email and/or telephone to go through the animal's information with potential adopter. (The pre-screening is meant to ascertain if the person is still interested, and if the adoption would be a good fit.) If ACCA and potential adopter wish to move forward, ACCA schedules the appointment, verifying who will be present [maximum of two (2) people].

Note: Children in the same household may also attend the appointment.

- ▶ Potential adopter is emailed the profile form and asked to return the completed document prior to the appointment.
- ▶ Potential adopter returns the completed profile form. ACCA inputs the information into PetPoint and Impromed prior to the appointment.
- ▶ Front door is locked with highly-visible signage present that instructs the public on the appointment process.
- ▶ Potential adopters with an appointment go to the main entrance on 250 Florida Street at the time of the appointment.

Note: All potential adopters must be wearing a face mask and gloves.

**Steps
Continued**

- ▶ Wearing a face mask and gloves, SF SPCA staff unlocks the door and steps back a minimum of six (6) feet to let the potential adopter enter.
 - ▶ Potential adopter enters the building and is directed to a point a minimum of six (6) feet away from the door. SF SPCA staff lock the door. Wearing a face mask and gloves, ACCA greets potential adopter and explains the modified adoption process. Potential adopter is guided on how to interact with the animal (e.g. do not pick up the cat; do not take toys from the dog's mouth, trade instead).
 - ▶ For Dogs:
 - ▶ Potential adopter follows ACCA to the Indoor Dog Park or Caroline's Park, always maintaining a distance of at least six (6) feet from ACCA. Potential adopter waits inside the park for the animal. SF SPCA staff prepares dog and delivers it to the applicable park. SF SPCA staff supervises the visit from a minimum distance of six (6) feet.
 - ▶ For Cats:
 - ▶ Potential adopter follows ACCA to the cat condo, always maintaining a distance of at least six (6) feet from ACCA. Door to the condo is unlocked by SF SPCA staff, SF SPCA staff steps back a minimum of six (6) feet, potential adopter enters the room, and potential adopter shuts the door. Potential adopter is free to interact with the cat at this time. SF SPCA staff and potential adopter will converse with the door closed.
 - ▶ If potential adopter wishes to proceed and adopt the animal, potential adopter follows ACCA to a table in the adoption center, always maintaining a distance of at least six (6) feet. ACCA sits at the adjoining table, staying a minimum of six (6) feet away from potential adopter.
 - ▶ ACCA processes the paperwork and emails it to adopter. ACCA sends the adoption contract to adopter via DocuSign. (Adopter can sign virtually on campus using a cell phone or when he/she gets home.) ACCA gets food and/or medication ready (as required) and places it on top of the desk by the door to the courtyard.
 - ▶ Adopters are educated on the donation process (e.g. adopter can donate online using their phone or an app). If money is required, adopter leaves the card or money on the desk and steps back a minimum of six (6) feet. ACCA collects the money or card and finalizes the payment. If adopter chooses to use a card, ACCA places the card on the desk after it has been processed, steps back a minimum of six (6) feet, and then adopter collects the card from the desk.
- Note:** Adult animal fees are currently waived.
- ▶ Upon completion of the adoption process, animal is prepared and delivered to adopter. Cats are placed on the table, SF SPCA staff steps back a minimum of six (6) feet, and then adopter steps forward to collect the animal. Dogs are tethered to the desk, staff steps back a minimum of six (6) feet, and then adopter steps forward to collect the animal.
 - ▶ Adopter follows SF SPCA staff to the door, always maintaining a distance of at least six (6) feet from SF SPCA staff. SF SPCA staff unlocks the door, steps away from adopter by a minimum of six (6) feet, adopter leaves, and then SF SPCA staff locks the door.
 - ▶ Special attention will be paid to areas where the public went and/or things they touched. Those areas/items will be wiped down with Rescue (Acce1) wipes.

**Steps
Continued**

- ▶ Animals that interacted with the public and were not selected for adoption will be wiped down with disinfectant wipes that are intended for application to the skin (e.g. earthbath® wipes). If wipes are not readily available, we will use a warm washcloth that has been soaked in a small amount of pet shampoo and water.