

COVID-19 SDS Appointment Policy

Due to the current state of emergency with the COVID-19 outbreak, and to ensure the safety and health of our Staff and Volunteers, please follow these guidelines when setting up all SDS appointments.

When calling /emailing to set up the appointment, please ask the following questions:

1. Has anyone in your household been presenting with any symptoms – fever, dry cough, shortness of breath – within the past 14 days?
 2. Has anyone in your household traveled anywhere that they are likely to have been exposed to the COVID-19 virus within the past 14 days?
 3. Has anyone in your household been exposed to anyone presenting with symptoms – coughing, fever, shortness of breath – within the past 14 days?
- If the answer to **any** of these questions is “**Yes**”, please politely inform the visitor that we will need to wait until their symptoms have resolved.
 - If the answer to **all** of these questions is “**No**”, the SDS Representative may set up the appointment.

NOTES:

- To maintain the safety of employees, all visits will be conducted outside. If it is raining, staff will use a tent in the front yard. If there are severe weather conditions, the appointment will need to be rescheduled. The weather forecast should be checked before making the appointment.
- Appointments may be set 7 days a week, from 10 am – 2:30 pm. Exceptions:
 - a. Tuesday – no appointments after 1 pm.
 - b. Shift change/Pass down @ 1 pm may cause a 5-10 minute delay in commencing the appointment. Please advise visitors with appointments at that time.
 - c. Special exceptions outside of those hours are made on a case by case basis. Please direct requests to SDS supervisors.
- Appointments should be set in 30-minute increments, with only one visitor/family unit scheduled within that time slot.
- The visitor must have a specific dog in mind to make an appointment. We are not allowing general visits at this time.
- No more than 4 visitors are permitted for each appointment.
- All Meet & Greets with large dogs must be scheduled before final recommendation or approval. One hour should be allotted for the visit.
- Permit one hour for all adoptions.
- Please note that all visits are done at the Representative’s own risk and despite the best efforts, there is always a risk of infection.
- If the Representative feels uncomfortable interacting with the public, please contact the Operations Manager or immediate supervisor to make alternative arrangements.

BEFORE/AFTER VISIT (STAFF):

Use good old common sense before and after your visit to minimize the possibility of infection.

- Wash your hands or use sanitizer before and after your visit.
- Do not shake hands with the visitor.
- Maintain 6’ distance between SDS Rep & visitor. Utilize the 6’ leash or clip together two leashes to take the dog outside to meet the guest.
- Sanitize all areas touched by a visitor – do not forget the I’m adopted sign or where guests are seated.