



COVID19: Health Safety Guidelines for Foster Appointments

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Foster Families -

To help stop the spread of COVID-19 here in Wake County, state officials are recommending that citizens (especially elderly folks and those most at-risk) minimize non-essential activity and mandate that masks be worn in public when unable to maintain a 6 foot distance. **The SPCA of Wake County is minimizing all on-site volunteer activity (no exceptions) and will maintain closed to the public for walk-ins until further notice.** There is no road map or timeline for what happens next, but we will get through this together and appreciate your continued patience.

For foster volunteers, we are maintaining car side service so we can continue to keep you and staff healthy by social distancing. We ask for the health and safety of you and others, that if you or anyone in your immediate household are feeling under the weather or are concerned that you may be exposed to COVID-19, please stay at home. We will

ask COVID related questions prior to arranging any foster pet pick-ups, drop offs or appointments during the care of the pet(s). Because so many staff can be involved in our foster procedures *and* our operations span two separate buildings, you may find you are being asked these questions multiple times.

When you arrive at either building, please wear a mask and call the corresponding phone line to reach staff, so they can come out to you as I, personally, may or may not be at that building. Below details how each foster need will be handled so you know what to expect.

For the **Adoption Center (Raleigh): 919-630-6015** and for the **Admission Center (Garner): 919-532-7069**. *Only use these numbers when arriving at the buildings and not for any other questions or concerns; please still use the Foster Line at 919-630-9680.*

- **Foster Pick-ups:** Staff will bring out any paperwork and supplies; go over any instructions or set-up follow-up appointments before bringing out the pet.
- **Supply Pick-ups:** When possible, we still want to support foster parents for any supply needs. Please reach out via email (abroughton@spcawake.org) or phone (919-630-9680) to request supplies. Staff will put the requested items in a drop box on the loading dock behind the Adoption Center (Raleigh) to be picked up at your convenience.
- **Adoption Drop-offs:** Since we are doing by-appointment adoptions, either I or a member of the Adoption team will reach out to coordinate a time for the pet to be

brought into the Adoption Center (Raleigh) for their potential adopter to meet. If the adoption falls through, we may request that you take the pet back into foster.

- **Medical Appointments:** Staff will come out to retrieve the pet from your vehicle. *All cats and small pets must be in an appropriate pet carrier and all dogs must be on leash and collar for their safety so as to not get loose in the parking lot.* Staff will gather and relay information prior to appointments or via phone. We ask that you remain in your vehicle until the appointment is complete. Staff will then call again to go over any follow-up care and bring the pet back out once the appointment is finished to decrease in person contact time.

- **Surgery Drop-offs:** Drop offs will still be conducted at the Main Adoption Center building at the front entrance, *not the loading dock or the clinic trailer.* Staff will come out to retrieve the pet from your vehicle. Any post surgery pickups will be discussed over the phone for both meds and best location.

- **Medical Emergencies:** Offsite veterinarians are implementing the same car side service. I will be coordinating directly with the vet about each situation as well as provide you with their address, phone numbers and any additional instructions.

As always, if you have any questions, need to set-up an appointment or experience an emergency, **first call the Foster Line at 919-630-9680** and I will help coordinate any foster needs. Thank you for your patience, support and care of pets during this difficult time. Stay home when you can and stay healthy!