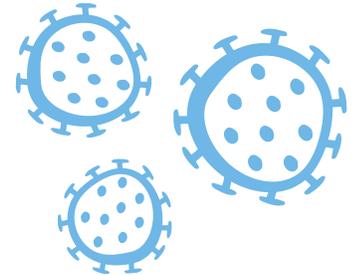


# Did You Know?

## FAQs During COVID-19

To protect the health of our staff, volunteers and guests, we've implemented safety protocols for adoptions, veterinary appointments, and animal intakes. If you are experiencing any symptoms or if you're in an "at risk" category as defined by the [CDC and the State of California](#), please stay home.



## Adoptions

### I see your adoptions are by appointment. What does that mean? Can't I look at all of the animals?

Yes! We are open by appointment and you can view all of our available animals online. Adopting by appointment helps homeless animals get adopted while keeping our staff and community safe during this critical time. Once you see an animal you are interested in, simply email or call us to schedule an appointment.

**Adoption appointments are available seven days a week from 9:00 a.m. – 5:00 p.m. Transfer of animals may be available between campuses.**

**Email us:** [adopt@sbhumanesociety.org](mailto:adopt@sbhumanesociety.org)

#### Call us:

Santa Barbara Campus: 805-964-4777

Santa Maria Campus: 805-349-3435

### What Can I Expect During My Appointment?

When you arrive, you will be greeted by a staff member who will escort you to our cat adoption or dog adoption areas for a meet-and-greet. We ask that no more than two family members enter the building at any time. All visitors are required to wear masks and observe physical distancing.

### How long will it take to adopt?

Our adoptions are based on learning about what characteristics you are looking for in a pet and making the best match for you and our animals, so we will do a lot of the discussion with you before you arrive. In-person visits generally take 30-45 minutes.

### What if I have other pets in the home?

When we chat before you come to the shelter, we'll offer advice on introducing your new pet to your resident animals. If recommended, we may ask you to bring your other pets along for them to have a chance to meet.

### What should I expect after the adoption?

In the first week of adoption, we will reach out to check in and see how your pet is adjusting. We have loads of resources to help make your adoption successful!

### What if it doesn't work out?

Before you return an animal, we recommend you contact one of our certified Dog Trainers who can provide free advice and access to group or private training sessions.

**Email [training@sbhumanesociety.org](mailto:training@sbhumanesociety.org)**

If it turns out the animal you adopted isn't the right match for your family or pets, simply give us a call to schedule a time to return the animal. We have a 100% money-back guarantee and the adoption fee is refunded if the animal is returned within 30 days.

### What are you doing with animals you suspect have been exposed to a human with COVID-19?

There has been no indication by medical professionals that a canine or feline can transmit COVID-19 to a human. However, to review a full list of our COVID-19 protocols, please just ask!

### Veterinary Appointments



#### What can I expect during my appointment?

As a health precaution, clients may not enter the building and are not present during the exam. Registration and any required authorization forms will be completed when you make your appointment online. Upon arrival, please remain in your vehicle and text the number you've been provided or that is displayed on the blue signs. A masked staff member will come out to discuss your pet's health needs and collect your animal. Please also wear a mask during this interaction. If you are dropping off your cat or dog for a surgery appointment, the staff member will confirm the pick-up time and when you return, you will send us a text to let us know you've arrived. Don't worry, we'll take good care of your cat or dog and reassure them that you will be reunited soon!

#### What if I want to be present during the appointment or want to talk directly to the veterinarian?

We're sorry, but we aren't offering in-person appointments at this time. We are confident that our experienced and compassionate veterinary assistants will relay any important information to the doctor, but if she has questions she will call you or come out to your vehicle.

#### What should I bring for the appointment?

Dogs must be leashed and cats must be secured in a carrier. Your payment transaction will occur at your vehicle. Credit or debit cards are preferred, but we do accept cash.

### Animal Intakes

#### What can I expect during my appointment?

A masked staff member will greet you at the door. We ask that you wear a mask while on campus and practice physical distancing. Because we are limiting the number of people in the building, we ask that no more than two people from your family enter the shelter. If not submitted in advance, we will have you complete an Intake Profile that will help us determine the best placement for your cat or dog. You will have as much time as you need to say goodbye to your pet and are welcome to accompany the kennel person to the housing area to ensure your dog or cat's comfort.

#### What should I bring for the appointment?

Dogs must be leashed and cats must be secured in a carrier. You are welcome to bring your pet's favorite toys and bedding to help with the transition. Your payment transaction will occur at the time of surrender. Credit or debit cards are preferred, but we do accept cash.

