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Date: March 10, 2020 at 10:32:06 AM EDT

To: Volunteers

Subject: Message to Volunteers and Foster Parents re: COVID-19

Good morning!

In light of the presence of COVID-19 in our local area, I'm reaching out to share information regarding HRA's response. As we are accustomed to working to control the spread of disease related to animals, we are taking this situation very seriously and are responding with similar protocols to protect the health and wellness of our volunteers, foster parents, and any visitors to our facilities. Our response is evolving along with the situation, and we will continue to share information as precautions and processes are modified. I'm sharing a lot of information, below, but I hope you'll take some time to review so you can have the same information that we do in regards to HRA's response.

Across all of our facilities, we have implemented an enhanced cleaning protocol with public spaces receiving repeat cleaning and sterilization throughout the day. Please continue to visit for your normal volunteer shifts and foster med appointments/pickups, we are still open and operating as normal and appreciate your continued involvement and support.

However, if you have symptoms of acute respiratory illness such as fever, cough, shortness of breath, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue, **PLEASE STAY HOME**. Currently, the CDC recommends that employees remain at home until at least 24 hours after they are free of fever (100.4 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.

We hope for the best and that everyone in the HRA community stays healthy. *However, please let us know if you become ill or have been exposed so that we can take necessary precautions to prevent the further spread of the disease.*

Volunteers:

- If you become ill or have been exposed to COVID-19 and have participated in a volunteer activity either onsite or at one of our events in the community within the past few weeks, please let us know immediately by emailing Faith Koleszar and Jennah Billeter

Foster parents:

- If you become ill or have been exposed to COVID-19 and are currently caring for an HRA foster animal, we can assist with care and transport. While the return of the animal to the shelter is not necessary or required if you are able to continue providing care, please be in touch with foster program staff so that we can work together to support you and the care of the animal

Both the Centers for Disease Control and Prevention (CDC) and the World Organization for Animal Health have issued advisories saying there is no evidence that companion animals can spread the virus, though there is potential that the disease can live on an animal's fur, just like it could on any surface.

The CDC recommends the following:

You should restrict contact with pets and other animals while you are sick with COVID-19, just like you would around other people. Although there have not been reports of pets or other animals becoming sick with COVID-

19, it is still recommended that people sick with COVID-19 limit contact with animals until more information is known about the virus. When possible, have another member of your household care for your animals while you are sick. If you are sick with COVID-19, avoid contact with your pet, including petting, snuggling, being kissed or licked, and sharing food. If you must care for your pet or be around animals while you are sick, wash your hands before and after you interact with pets and wear a facemask.

HRA is recommending that owners who are quarantined for COVID-19 but capable of providing care to their animals should continue to do so. As with any potential emergency situation, pet owners are encouraged to be prepared with necessary pet supplies and a plan for care for their animals should they become ill. For animals who come to HRA from potentially exposed or infected homes, they will be bathed at intake to prevent the spread of disease.

Thank you to all of you for your dedication to our community of animals and people. We'll continue to share information as it becomes available. As always, please don't hesitate to reach out to staff if you have questions or concerns. Thank you so much.

Lauren

The Humane Rescue Alliance protects animals, supports families, and advocates for positive change to create a world where all animals can thrive. We enrich the humanity of our communities by promoting compassion and encouraging people to find joy, comfort and companionship through the love and appreciation of animals.



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Subject: HRA: update

To: Volunteers

Date: March 11, 2020 at 9:00:49 AM EDT

Hi everyone,

As a follow up to yesterday's email about HRA's response to COVID-19 and to keep lines of communication open, I am sharing with you that yesterday HRA learned a staff member is currently being quarantined as a precaution due to COVID-19 exposure. The staff member is in good spirits and HRA has been informed that the Centers for Disease Control and Prevention (CDC) says there is no need for or reason to quarantine staff, volunteers, or members of the public.

We continue to operate as normal, with our animals receiving the same high levels of care thanks to you, our dedicated volunteers and foster parents, and staff. Additionally, our enhanced cleaning protocols and schedules are ongoing at all of our sites. As always, if you have questions or concerns, please don't hesitate to reach out to any of us on the volunteer or foster teams. And, of course, we'll continue to share relevant information as we have it. Thanks so much for your understanding and continued involvement as HRA, and our entire region, navigates this situation day by day.

Lauren

Lauren Lipsey

Vice President of Community Programs

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Subject: HRA: update

To: Volunteers

Date: March 14, 2020 at 7:29:07 AM EDT

Hi, good morning,

We have some updates about HRA's response to COVID-19, and I hope to capture the relevant information for you, below. As always, please reach out for clarification on any of these items. Can't thank you enough for the support you've shown so far in regards to our response efforts.

First, the staff member who was exposed to COVID-19 has tested negative. Enhanced cleaning protocols continue as before, with all staff supporting efforts to disinfect public and shared spaces multiple times per day.

Second, we are continuing with the essential programs, listed below. These include our obligations to the animals in our care; our commitments to our community, and our contractual responsibilities:

- All Field Services (Humane Law Enforcement, Animal Control and Dispatch)
- Intake of Animals/Customer Care
- On site adoptions
- Foster Care placement
- Animal Care
- In-House Medical for the animals in our care
- In-House Behavior for the animals in our care
- Volunteer activities
- Facilities Management

Staff whose departments are not listed are being asked to work remotely through the end of March, but everyone is prepared to jump in to support the above functions should the need arise.

Volunteer activities are ongoing—unless you hear directly from the staff member or volunteer leading your particular activity that it has been modified or canceled. However, please take care of yourself and make a judgement, based on your own personal situation, as to whether or not to continue volunteer service at this time. Thank you for supporting the animals and our community throughout this situation.

Foster parents—please be in touch with the foster department with any care-specific questions should they arise. As this is the time of year where our population of animals begins to increase again, specifically of the most vulnerable groups, including kittens, we continue to rely on your support and appreciate your willingness to help out.

As I mentioned in a previous email, *please let us know if you become ill or have been exposed so that we can take necessary precautions to prevent the further spread of the disease.*

Volunteers:

- If you become ill or have been exposed to COVID-19 and have participated in a volunteer activity either onsite at one of our events in the community within the past few weeks, please let us know immediately by emailing Faith Koleszar and Jennah Billeter

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Hope everyone has a great weekend, will relay more information as we have it. Thanks again for everything!

Lauren

Lauren Lipsey

Vice President of Community Programs

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