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Department: Volunteer

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Shelter Door Policy

What you're doing and Why:

By safely responding when someone comes to the shelter doors during volunteer shifts you help protect all people and resident cats in the Adoption Center, while also preventing unsafe or stressful situations inside the building.

Who this applies to:

This applies to all volunteers who may be present at the Adoption Center when someone knocks on or rings the bell at the front or back door of the shelter.

What you'll need:

- ➔ Awareness of who is allowed to enter the shelter.
- ➔ Familiarity with visiting hours and appointment requirements.
- ➔ The ability to locate a staff member if needed.

Step-by-step Instructions

If you have questions, please ask a fellow volunteer or find a staff member.

Important Notice: Anytime the front door at the Adoption Center is opened, you MUST ensure that the Adoptables Rooms doors are closed. This is imperative to the safety of our resident felines. Never open the front door if an Adoptables Room door is open, or if a cat is loose in the building.

1. If someone rings the doorbell or knocks on the front or back door, pause before opening the door.

➔ Before opening the door for anyone, make sure all adoptables room doors are closed.

➔ Look through the window or open the door slightly to identify who is at the door.

2. Determine who is at the door.

➔ If the person is a volunteer, you may let them in.



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➔ If the person is a delivery driver, you may let them in and ask them to place deliveries on the floor in front of the lobby desk.
➔ If the person is a staff member, you may let them in.

3. If the person is visiting during visiting hours:
➔ Open the door slightly and confirm that they have an appointment.
➔ If they have an appointment, you may allow them inside.
➔ If they do not have an appointment, direct them to the shelter website (QR codes on the windows) and instruct them to make an appointment before returning.

4. For any other situation including but not limited to: the person appears agitated, in a hurry, or arrives with a cat in a carrier:
➔ Do not let the person inside.
➔ Find a staff member to open the door and assess the situation.

5. If the outside door is open and a cat escapes their space:
➔ Immediately close the outside door.
➔ Secure the cat before reopening the door.