

UPDATED



22 October 2020

We highly value the safety and well-being of our volunteers, their families, and our clients and supporters, each of whom are incredibly important to us.

Retail Store:

We are currently allowing up to eight (8) members of the general public into our store/ lobby area at a time for the purchasing of supplies, at our discretion. We require that all social physical distancing and hygienic practices continue to be followed.

We continue to require that anyone in the Luna's House facility *properly* wear a face covering when in the presence of others. Face coverings are defined as a covering that completely covers one's nose and mouth, so this can include bandanas or scarves.

eCLIPSe Grooming:

We have eCLIPSe Grooming services *by appointment only.* Suzanne continues to make the appointments for full service grooming, full service baths, and other similar services.

The front desk is making appointments for nail trims on Sundays, scheduling appointments 15 minutes apart, with the first at 12:15pm and the last at 3:45pm. Please call our facility at (410) 671-2954 and select option 5 from the menu to make an appointment.

Adoption Services:

We have cautiously resumed adoption services. Meet & Greets for adoptable animals are scheduled only if social distancing practices can be safely observed, and if all parties are properly wearing face coverings. In an effort to keep our volunteers, community, and our animals safe, appointments are required for ALL adoption services.

To reduce the number of individuals entering our central facility, we are requiring that an adoption application be submitted and approved prior to our scheduling a Meet & Greet.

This will allow us to minimize the risk for everyone involved, and we appreciate everyone's cooperation and understanding of our need to proceed in this manner.

We ARE NOT ABLE to accommodate ANY walk-ins for individuals or families interested in adopting animal animals for the foreseeable future.

Volunteering:

We are now scheduling individual New Volunteer Orientations & Training (we are not currently hosting group Orientations). Please call our facility at (410) 671-2954 and select option 5 from the menu to sign up for New Volunteer Orientation & Training. For safety and liability reasons, we will only be accepting new volunteers AGES 18+ UNTIL FURTHER NOTICE. We are NOT able to make ANY exceptions to this policy. We apologize for any disappointment this causes.

PLEASE NOTE: As more information about COVID-19 is discovered and the health crisis it has caused lessens, we plan to reinstate volunteering opportunities for individuals ages 10-17 years, as "assistant" volunteers. For safety, liability, and logistical reasons, adults are *always* the primary volunteer, and children can help with some duties. We currently do not have an estimate of when we will be accepting minors as new volunteers, so cannot provide any time frames.

Thank you for your understanding & cooperation. Please continue to be well, follow suggested hygienic & social physical distancing guidelines.