ASPCA Pet Supply Distribution Centers

Pick Up Model

Client Connects with ASPCA

- Client calls for assistance/appointment (3 apps per 30-min window)
- Client information taken, appointment given with instructions for onsite receipt of supplies

ARRIVAL

- Client arrives onsite at distribution, cues in line
- Client arrives at Traffic Cone #1 and calls mobile command center from phone # on sign directly next to cone
- Staff verifies client has an appointment

CHECK-IN

- CHECK-IN staff confirms client name and order details from Airtable system
- Appointment
- Client signs name or shows order form

- No Appointment
  - CHECK-IN staff instructs client to call hotline to schedule appointment (see outdoor signage)
  - FLYER WITH HOTLINE
  - *Loop in location lead if emergent need

CHECK-IN & PICKUP

- CHECK-IN staff relays the order to the distributor staff on truck via radio
- Distributor staff places ordered items on the table in the PICK-UP area. Staff goes back into truck.
- CHECK-IN staff instructs client to proceed into pick-up area to pick-up supplies and then leave

PICKUP

- Client arrives at PICKUP area
- Client picks up supplies from table
- Client departs

Distributor staff disinfects table for next order
ASPCA Pet Supply Distribution Centers

Process Overview

- Cones for Clients to line up and signage to be placed 5' from the building, to leave open sidewalk for others to pass as needed.
- Clients should be bused and proceed in the 5' space between the cones and the building.
- Mobile Adopt van is command center with intake staff inside, windows rolled up, with signage in window facing outward with instructions and # to call. Bullhorn as backup communication plan, along with whiteboard. Outdoor crowd control also stationed at garage behind barricade.
- Box truck arrives with supplies at 9am, returns when empty to Warehouse for re-stocking. Multiple packed storage trucks may be lined up along curbside to maintain available supplies.
- 3+ cones, 15 ft between each cone (CS is scheduling 3 families per 30-min window)
- If early, instruct client to walk around the block.
- Intake staff has list of name/orders, as well as blank space to capture supplies given to "emergent" walk-ups (for metrics). Using laptop/iPhone/iPad.
## ASPCA Pet Supply Distribution Centers

### Drive-Thru Model

**Client Connects with ASPCA**
- Client calls for assistance/appointment
- Client information taken, appointment given with instructions for onsite receipt of supplies

**ARRIVAL**
- Client arrives onsite at distribution, enters inside vehicle
- Put 1-page instructions on windshield (optional)

**CHECK-IN**
- Client arrives at CHECK-IN area
- Staff asks if client has an appointment
- CHECK-IN staff instructs client to keep windows closed and show appointment order
- Appointment
- Intake Order Form through closed window
- No Appointment
- CHECK-IN staff instructs client to keep windows closed and takes order
- Intake staff completes the order

**CHECK-IN & PICKUP**
- CHECK-IN staff relays the order to the distributors, and if assistance is needed
- Distributor places ordered items in the PICKUP area
- Client arrives at PICKUP area
- Assistance
- Client opens trunk/door of vehicle
- Distributor to loads supplies or unloads donations
- Client departs
- Distributor staff disinfects table for next order
- No Assistance
- Distributor gives “all clear” for client to exit vehicle and load/unload supplies
- Client loads supplies or unloads donations
- Exit sign

**PICKUP**
- Client arrives at PICKUP area
- Assistance
- No Assistance
ASPCA Pet Supply Distribution Centers

Process Overview

Drive-thru model

STORAGE AREA
1. Warehouse with all supplies
2. Parked supply vehicle
3. Tent with location supplies

LARGE DONATION PULL OFF AREA
*If applicable

EQUIPMENT & PERSONNEL

<table>
<thead>
<tr>
<th>Qty</th>
<th>Item</th>
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<tbody>
<tr>
<td>15+</td>
<td>Traffic Cones / Rollarcs</td>
</tr>
<tr>
<td>3+</td>
<td>White Boards / markers or</td>
</tr>
<tr>
<td></td>
<td>written signage</td>
</tr>
<tr>
<td>1-4</td>
<td>Bullhorns</td>
</tr>
<tr>
<td>1</td>
<td>Disinfectant spray &amp; cloth</td>
</tr>
<tr>
<td>3+</td>
<td>Staff phones</td>
</tr>
<tr>
<td>3+</td>
<td>Safety vests</td>
</tr>
<tr>
<td>0-4</td>
<td>Stop/Go handheld signs or</td>
</tr>
<tr>
<td></td>
<td>green/red slaps</td>
</tr>
<tr>
<td>0-4</td>
<td>ASPCA tents/weights</td>
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<tr>
<td>0-2</td>
<td>Carts</td>
</tr>
<tr>
<td>2-4</td>
<td>Tables/chairs</td>
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<tr>
<td>0-1</td>
<td>Line Attendant</td>
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<tr>
<td>1</td>
<td>Intake Staff</td>
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<tr>
<td>0-1</td>
<td>Distributor</td>
</tr>
<tr>
<td>0-1</td>
<td>Warehouse/Manager / Stocker</td>
</tr>
<tr>
<td></td>
<td>Client</td>
</tr>
</tbody>
</table>

ARIVAL

1. Stop at Pickup
   1. Put your vehicle in Park
   2. Wait for instruction to exit vehicle and pick up supplies
   3. You may be instructed to open your trunk for loading
   4. Please pick up supplies and proceed to Exit as quickly as possible. Thank you!

CHECK-IN

1. Welcome to Check-in
   2. Stop, put vehicle in Park, and stay inside, only open windows 1” if needed
   3. Call/text the number provided: __________________________
      — if necessary
   4. You will be asked the following questions:
      1. How many pets do you have?
      2. How many? (Do you need litter?)
      3. Zip Code?
   5. Once information is received, remain in your vehicle until instructed to drive up to the "Supply Pickup" stop

Enterance

This site is pet food distribution only
1. Please stay inside vehicle, in line to receive supplies
2. Shift vehicle into "Park" at every stop
3. Only open windows 1” if needed

ASPCA
Curbside Delivery Model

Client Connects with ASPCA

- Client calls for assistance/appointment (t of appts TBD)
- Client information taken, appointment given with instructions for onsite receipt of supplies

Dispatch unit for each location gathers the appts for the day and relays to delivery team to depart

Depart to clients

Delivery team alerts the client that they are approx 20 mins out from their location.

Drop off process

Delivery driver contacts the client that they have arrived at their location.

Client is visible to delivery team

Once confirmed client, the driver will drop the food at the location and return to the vehicle.

Client will come out of their home and retrieve the food.

Team departs for next location and logs the supplies distributed in Airtable.

CHECK-IN & PICKUP

Delivery team alerts the Dispatcher that they are departing for next location.

Dispatch will supply the next location and they will repeat the above process for all appointments until final appointment at 1 p.m.

EOD

Arriving back to dispatch center by 1:30 p.m.

- Disinfect and clean vehicle.
- Stock for following day and prep for distribution.

Delivery team completed once following day is prepped.