

LOS ANGELES ANIMAL SERVICES  
PET FOOD PANTRY

**Objective/Mission:** To provide emergency assistance with supplemental dog/cat food for low-income families and families facing financial hardship due to the effects of COVID-19 to keep pets and families together.

**Goals:** To ensure we can help as many pet owners keep their pets through challenging circumstances. To improve pets' overall health and wellness through education and resources and to lessen the number of pets that enter shelters.

**Guidelines:**

Participants will self certify that they are low-income and/or experiencing financial hardships due to the effects of COVID-19.

Participants must register and obtain an appointment in advance. Walk-ins will be placed at the end of the line and served that day if possible. They will be advised that going forward they must make an appointment or they will not be served.

Participants must live in Los Angeles City and provide name, address, or declare that they are homeless, telephone number and email address to obtain an appointment.

Participants must be the pet owner and provide the name, weight, sex and animal license number (when applicable) for pets when making an appointment. If the pet is unaltered, they will be given a FREE spay/neuter voucher and food and advised that the pet must be altered to continue receiving food.

Only one participant per household for up to three dogs and/or three cats (per LAMC 53.50).

Participants agree to arrive within the designated one-hour time frame only.

Participants agree to have space in the trunk or back seat or food will not be received. Participants may not get out of the car to clear space once they have arrived. Participants may not get out of the car unless instructed to do so by a staff member or volunteer. For participants without vehicles, food will be dispensed with adherence to the social distancing protocols.

Participants arriving on foot or by bicycle must wear a face covering and maintain a 6ft. social distance when checking in with staff/volunteers.

LAAS requires that participants agree to treat their pets humanely and provide medical assistance as needed.

Participants will receive a one-gallon bag of species-appropriate pet food per pet for up to three cats and/or dogs per household.

Participants should be advised that our food comes from donated sources, therefore, LAAS cannot guarantee the availability of particular brands.

Participants are made aware that there are risks involved with introducing different food to a pet and take full responsibility for this choice.

Participants understand that registration and participation may be revoked at the discretion of Los Angeles Animal Services for any reason including the pet is not altered and the client refuses to have the pet altered.

Participants must agree to allow LAAS to use any photos of you and your pet that may be taken at the time of food distribution.

**Locations and Times:**

**East Valley and South Los Angeles/Chesterfield Square Services Centers**

Open on the 2<sup>nd</sup> and 4<sup>th</sup> Mondays of each month from 10:00 a.m. to 2:00 p.m. Note: All Services Centers are closed to the public on Mondays. The Pet Food Pantry operations will take place in the parking lot of the respective services center.

East Valley Services Center  
14409 Vanowen Street  
Van Nuys, CA 91405

South Los Angeles/Chesterfield Square  
1850 W. 60<sup>th</sup> Street  
Los Angeles, CA 90047

**Marketing:**

Create Press Release to announce the opening of the LAAS Pet Food Pantry.

Update the website to include guidelines and how to donate to the PFP.

Promote Pet Food Pantry services on social media.

**Staffing:**

LAAS staff will be assigned to respond to phone messages and emails. Schedule appointments, send email reminders and instructions. LAAS staff will oversee volunteers' work the day before the pantry operational days to prepare all food bags for easy distribution. Six-to-eight volunteers will work four-hour shifts on Sunday. LAAS staff will oversee volunteers to work on the pantry operational days to direct traffic, check people in and distribute food. Four-to-six volunteers will work two-hour shifts on Monday.

**COVID-19 Precautions:** At both Centers, the community rooms are accessible from the parking lot. Volunteers will remain in the community room and parking lot area and will not commingle with staff. Volunteers will work according to the emergency COVID-19 work schedules. To reduce the potential for cross-contamination, Volunteers will be prohibited from working with multiple employee teams. Volunteers will have access to the restroom near the Community Room and must immediately return to the Community Room. LAAS will provide Personal Protection Equipment (PPE) in the form of face-coverings, and gloves. Volunteers are required to wear the PPE and to maintain appropriate social distancing. Each location will be laid out with strips on the ground marking 6 feet for social distancing.

**Position Description (Volunteer):** Volunteers must be able to safely lift up to 50 pounds. Must be on their feet and physically active for up to four hours. Must work outdoors for up to two hours at any time. Must follow the direction of the Team Lead. Must display courtesy and patience with all participants. Must maintain a positive non-judgemental attitude even when faced with participant complaints and frustration. Must remain composed and focused on the task at hand. Must display compassion for others with the absence of judgment.

**Process:**

Participants can schedule appointments via a link on our website or call a designated telephone number to make an appointment. Participants must answer 8-10 questions to identify themselves and provide information regarding their pets before scheduling the appointment. Participants will receive a reminder email during the week prior to their scheduled appointment. The Department will allow up to 15 participants per hour. Participants may arrive within their designated one-hour time frame only. Upon entering the parking lot, staff/volunteers will provide instructions to keep the traffic flow moving. Participants must have space in their trunk or back seat prior to arriving at the Services Center. For participants without vehicles, food will be dispensed with adherence to the social distancing protocols.

All Participants must wear a face covering. Participants arriving by foot or bicycle shall wear a face covering, maintain a 6ft. social distance and follow instructions for distribution.

**Distribution:**

Participants will be asked to remain in their vehicles. Participants arriving by foot or bicycle will be asked to wait in a designated area of the parking lot. Volunteers will maintain a 6 foot distance from the participants. Volunteers/Staff will obtain the participant's name and load the food into the vehicle's trunk or back seat. If the participant does not have space in the trunk or backseat of the vehicle, they will not receive food. Participants will also receive educational material (i.e. Pet laws, Wildlife, emergency care, etc.) with food distribution.

**Feeding Guidelines:**

A one-gallon bag of species-appropriate pet food will be distributed per pet for up to three cats and/or dogs per household.

**Sustainability:**

Solicit both food and monetary donations using the Press Release and social media platforms. Partner with dog food vendors for a buy-one-get-one (BOGO) discount. Elicit the marketing and

networking opportunities offered by Commissioner Jill Cohen and Ashley Jacobs. Partner with Council Districts for donations and resources.