

**Contra Costa County
Animal Services Department**



**EMERGENCY
MANAGEMENT
PLAN**

**CONTRA COSTA COUNTY
ANIMAL SERVICES DEPARTMENT**

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Preface

Why Plan for Animal Issues During a Disaster?

From 1993-1998, there have been at least nine major disasters in the State of California, including three major floods, three fires, two winter storms, and one major earthquake. In disasters, the first priority is to the protection of life, property, and the environment. Unfortunately, in the past, this has not included a coordinated response for the evacuation, care, and sheltering of animals. Almost twenty million California households own pets.

Although the protection of human life is the highest priority in emergency response, recent disasters and follow-up research have shown that proper preparation and effective coordination of animal issues enhances the ability of emergency personnel to protect both human and animal health and safety. It is much more efficient, effective, and inexpensive to develop plans to address animal issues prior to an incident. The following issues highlight why animal preparedness is necessary.

Refusal to Evacuate and Early Return to Unsafe Areas

Since human evacuation shelters do not allow pets in facilities, pet owners requiring sheltering must choose between deserting their animals, refusing to evacuate, or evacuating their animals to a pre-determined site. Without advanced planning, this can be a difficult decision. Farmers and ranchers who depend upon animals for their livelihood are often unwilling to leave their animals unsupervised in the event of a disaster. Some key facts to consider are:

- Up to 25% of pet owners will fail to evacuate because of their animals; this represents 5-10% of the total population directed to evacuate.
- 30-50% of pet owners will leave pets behind, even with advance notice of evacuation.
- Approximately 50-70% of people leaving animals behind will attempt to reenter a secure site to rescue their animals; this represents 5-15% of the total population directed to evacuate.

The individuals who refuse to evacuate, or attempt to return to the evacuated areas, because of their animals risk injury, exposure to hazardous materials, and their own lives, as well as those of emergency response personnel who must rescue them. The most effective and efficient way to minimize human and animal health safety risks is for individuals and responding agencies to be properly prepared to address animal issues well in advance of a disaster.

Economic Considerations

California has the largest agricultural economy of any state in the nation, valued at \$26.8 billion in 1997. Some of the state's largest agricultural products are of animal origin. Dairy products are the top agricultural commodity in the state valued, at \$3.6 billion in 1997; cattle and calves are the fourth largest, valued at \$1.3 billion in 1997.

The California livestock and poultry industry together accounted for \$6.3 billion in 1997. The loss of production animals due to a disaster can result in major economic loss to individual farmers and ranchers as well as local and state economies. For specific information about animal based agricultural production in your county, talk to your County Agricultural Commissioner, or see the California Department of Food and Agriculture's (CDFA) California Agricultural Resource Directory. Copies can be ordered through the CDFA website at www.cdfa.ca.gov.

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Overview

Through effective animal protection planning and organization, all disaster relief efforts will be more expedient.

The owners of household pets: poultry, exotics and livestock, when notified of an impending emergency, should take reasonable steps to shelter and provide for animals under their care and/or control. Owners of animals should make every effort to have all animals identified and to maintain records of this identification. Some livestock species require identification by law, and owners must keep these records.

Natural, technological, or manmade disasters could affect the well being of domesticated and / or non-domesticated animals. This, in turn can affect the county's overall emergency response plans. The Animal Services Department has planned for animal-related emergency situations and will implement response and recovery operations utilizing our SRT (Livestock Rescue Team), PEP Teams, and private organizations (Examples: Californian Brand Inspectors, Alameda and Contra Costa County Cattleman's Association, Contra Costa County Horseman's Association, etc.)

A large-scale emergency in Contra Costa County may warrant an immediate response from state and local personnel, agencies, and organizations. However, emergency situations may become compounded due to the nature of the emergency and may also require activation of additional specialized agencies through mutual aid agreements.

Operational Area

An intermediate level of the State emergency services organization, consisting of a county and all political subdivisions within the county area. The Operational Area is a special purpose organization created to prepare for and coordinate the response to emergencies within a county area. Each county is designated as an Operational Area. An Operational Area may be used by the county and the political subdivisions comprising the Operational Area for the coordination of emergency activities. It may serve as a link in the system of communications and coordination between the state's emergency operating centers and the operating centers of the Operational Area member jurisdictions. The Operational Area augments, but does not replace, any member jurisdiction.

The Federal OES plan establishes the framework for implementation of the California SEMS and the NIMS in Contra Costa County. The Plan is intended to facilitate multi-agency and multi-jurisdictional coordination in emergency operations, particularly between Contra Costa County and local governments, including special districts and state agencies.

This document is a concept of operations guide; it is also a planning reference. County departments and local governments that have roles and responsibilities identified in this Plan are encouraged to develop emergency operations plans, detailed standard operating procedures (SOPs), and emergency response checklists based on the provisions of this Plan. This Plan will be used in conjunction with the State Emergency Plan and the National Response Plan (NRP). This plan is a living document and should be reviewed quarterly by staff for updates. ssss

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The pet population in Contra Costa County is diverse and large in number. The impact of handling the pets within the county in the event of a disaster is of great concern. The following schematic illustrates the specifics of the population that require consideration within the scope of this plan.

Contra Costa County Pet Population Schematic

| City | 2005 | | Animals | | | | | Total Animals |
|----------------|-------------------------|----------------|----------------|----------------|---------------|---------------|---------------|------------------|
| | Population Estimates | Households | Dogs | Cats | Birds | Horses | Other | |
| Antioch | 101,049 | 37,846 | 21,951 | 24,978 | 3,785 | 1,892 | 4,050 | 56,656 |
| Brentwood | 40,912 | 15,323 | 8,887 | 10,113 | 1,532 | 766 | 1,640 | 22,938 |
| Clayton | 10,982 | 4,113 | 2,386 | 2,715 | 411 | 206 | 440 | 6,157 |
| Concord | 124,798 | 46,741 | 27,110 | 30,849 | 4,674 | 2,337 | 5,001 | 69,971 |
| Danville | 42,809 | 16,033 | 9,299 | 10,582 | 1,603 | 802 | 1,716 | 24,002 |
| El Cerrito | 23,407 | 8,767 | 5,085 | 5,786 | 877 | 438 | 938 | 13,124 |
| Hercules | 23,360 | 8,749 | 5,074 | 5,774 | 875 | 437 | 936 | 13,097 |
| Lafayette | 24,317 | 9,107 | 5,282 | 6,011 | 911 | 455 | 975 | 13,634 |
| Martinez | 36,818 | 13,790 | 7,998 | 9,101 | 1,379 | 689 | 1,475 | 20,643 |
| Moraga | 16,435 | 6,155 | 3,570 | 4,063 | 616 | 308 | 659 | 9,215 |
| Oakley | 28,265 | 10,586 | 6,140 | 6,987 | 1,059 | 529 | 1,133 | 15,847 |
| Orinda | 17,797 | 6,666 | 3,866 | 4,399 | 667 | 333 | 713 | 9,978 |
| Pinole | 19,604 | 7,342 | 4,259 | 4,846 | 734 | 367 | 786 | 10,991 |
| Pittsburg | 62,605 | 23,448 | 13,600 | 15,475 | 2,345 | 1,172 | 2,509 | 35,101 |
| Pleasant Hill | 33,638 | 12,599 | 7,307 | 8,315 | 1,260 | 630 | 1,348 | 18,860 |
| Richmond | 103,012 | 38,581 | 22,377 | 25,464 | 3,858 | 1,929 | 4,128 | 57,756 |
| San Pablo | 31,344 | 11,739 | 6,809 | 7,748 | 1,174 | 587 | 1,256 | 17,574 |
| San Ramon | 51,027 | 19,111 | 11,085 | 12,613 | 1,911 | 956 | 2,045 | 28,610 |
| Walnut Creek | 66,501 | 24,907 | 14,446 | 16,438 | 2,491 | 1,245 | 2,665 | 37,285 |
| Unincorporated | 161,754 | 60,582 | 35,138 | 39,984 | 6,058 | 3,029 | 6,482 | 90,691 |
| Total | 1,020,434 | 382,185 | 221,667 | 252,242 | 38,219 | 19,109 | 40,894 | 572,131 |

Source of formula factors: American Veterinary Medical Association from 2002 *U.S. Pet Ownership & Demographics Sourcebook*
www.avma.org

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Definition of “Animal”

For the purposes of responding to animal issues during disasters, the CARES Committee defines “animals” as, “affected commercial livestock, companion animals, exhibition animals, captive wildlife, and exotic pets.” This definition excludes non-captive wildlife. This is the definition that will be used for state level response activities. This definition has been adopted to eliminate confusion as to the types of animals rescue efforts will be directed towards.

- **Animal** – Commercial livestock, companion animals, exotic pets, and restricted species.
- **Captive Wildlife** – Any non-domestic animals in captivity as a pet, exhibition animal, or production animal.
- **Livestock** – Any cattle, sheep, swine goat or any horse mule or other equine whether live or dead (FAC § 18663.)
- **Pet/ Companion Animal** – Any household animal including, but not limited to, cats, dogs, or other carnivores whether or not for public exhibition (FAC § 19211.)
- **Restricted Species** – Any animal requiring a license or permit from the Department of Fish and Game Manual (671 for listing.)
- **Service Animals** - Animals specially trained to guide, signal, or assist people with disabilities or special needs.
- **Privately Owned** - Livestock and companion animals are private property; the livestock belong to individuals or entities and have an economic value that may require compensation if those animals are ordered destroyed.
- **Publicly Owned** - Wildlife, both game and non-game species, belongs to the people of the State of California, and separate laws govern them. Each category has laws that govern how animals are cared for and handled.

Public Health and Safety Risks Caused by Animals at Large

Animals that are not cared for by their owners during a disaster may become a public health and safety risk. Loose and displaced animals are possible carriers of disease (such as rabies and plague) and can become a nuisance or danger to people. Animals “at large” are the responsibility of local animal control officials.

Public Health and Safety

Another public health and safety risk is the presence of animal carcasses. Decaying carcasses can contaminate water sources or lead to outbreaks of diseases such as cholera or anthrax. Better planning in the 1997 Yuba County floods could have prevented a situation in which

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218 dairy cows drowned. This created substantial cleanup costs for the county and delayed residents' return to their homes. Timely carcass removal is critical. The methods for environmentally acceptable disposal of animal carcasses are limited, and become particularly difficult and expensive when there are many large animal carcasses.

Public Relations Considerations

Society views animals as dependent upon human care and support. Many pets are considered integral parts of families. Animals and animal issues attract media attention. This is particularly true during a disaster. Media involvement in the rescue of "Rodeo," a border collie stranded in the 1997 floods, brought intense media coverage to these issues. Public concern and support for animals during the disaster was so high that more money and supplies were donated to care for animals than for people. The failure to deal with animal issues in disasters not only results in utilizing more resources and placing additional human lives at risk, but can result in significant public outcry and negative media coverage.

Control of Self-Responders and Misuse of Donations

Experience has shown that when animals are impacted by disasters, a large number of self-responders will arrive to address the situation. These well-meaning, but untrained and emotionally driven individuals can be very disruptive and create many law enforcement (public safety) challenges. Additionally, these situations may encourage the arrival of "rescue groups."

Some of these groups are well-trained and helpful, and some are not. In 1997, there were serious problems with misappropriation of collected donations and inappropriate disposition of animals linked to some of these groups.

Effective control of self-responding individuals and rescue groups is critical. This can occur only when a well-coordinated official response is in place. A county animal plan allows for appropriate identification and utilization of all available resources within the structure of the county animal response plan. This will minimize the intrusion of untrained and unsolicited volunteers in a crisis situation.

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Goals and Incident Objectives

The goal of the Animal Services Department in a critical incident is to provide the best possible public safety while providing the most humane care to the animals within Contra Costa County.

The following steps are designed to meet this goal:

1. Assess the incident
2. Respond to the incident
3. Perform public safety functions (human and animal)
4. Rescue animals
5. Provide resources for temporary animal housing
6. Reunite animals with their owners
7. Mitigate the effects of the incident
8. Recovery of assets/resources expended

Incident Objectives

1. Establish a thorough and aggressive safety action plan that provides for the safety of Incident Personnel (short term.)
2. Maintain communications and accountability for Incident Resources (short term.)
3. Define the Operations Area(s) and Personnel Entry policy (short term.)
4. Develop a countywide policy for response priorities (short term.)
5. Coordinate rescue and recovery operations of the field staff through the Incident Commander and shelter personnel through the Shelter Manager (Short Term.)
6. Coordinate and facilitate all paperwork reimbursement records (Long Term.)

Human Needs

1. Coordinate the resources, housing, food, medical, transportation, response equipment, and family care, needed for Animal Services Department personnel involved in the incident and any other mutual aid providers requested from outside agencies (short term.)
2. Maintain Logistical Staging Area(s), (LSA) for all supplies needed (short term.)
3. Maintain, support, and regulate supplies, such as food, water, etc. in the incident area(s) and both Animal Shelters (short term.)
4. Develop a Phased Demobilization Plan (short term.)

Animal Needs

1. Coordinate resources such as housing, food, medical, transportation, and response equipment, required for animals involved in the incident area(s), temporary shelters and at both Animal Services Department shelters (short term.)
2. Maintain LSA for all supplies needed (short term.)
3. Maintain support and regulate supplies such as food, water, etc., in the incident area(s) and at both Animal Shelters (short term.)
4. Develop a Phased Demobilization Plan (short term.)

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Public Safety

1. Coordinate risk assessment and response (short term.)
2. Maintain communications with the field response staff through the Incident Commander and the shelter personnel through the Shelter Manager (short term.)
3. Coordinate mutual aid and direct resources requested by the field staff through the Incident Commander and the shelter personnel through the Shelter Manager (short term.)
4. Develop a Phased Demobilization Plan and a plan for returning to normal public safety functions of Field Operations (long term.)

Medical

1. Coordinate all medical needs for all staff and mutual aid personnel involved (long term.)
2. Coordinate mental health outreach for all staff and mutual aid personnel involved (long term.)
3. Develop a plan to manage disease as it relates to human, animal and environmental transmission sources in field operations, waterways and at both animal shelters (long term.)
4. Coordinate all animal related medical needs and treatment plans (long term.)

Infrastructure

1. Continue developing a permanent long term repair plan and policy for damage mitigation at both shelters and /or temporary animal housing locations (long term.)
2. Continue developing a permanent long term repair and replacement policy for damaged and/or destroyed equipment (long term.)

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Emergency Management Plan Summary

- **Earthquake**
- **Fire**
- **Flood**
- **Disease**
- **Weather Event (Storm/ Wind)**
- **Hazardous Materials (Accident/ Terrorism)**
- **Localized Emergencies**
- **Civil Unrest**

This “Emergency Management Plan” incorporates (SEMS) “Standardized Emergency Management System,” (NIMS) “National Incident Management System” and (ICS) “Incident Command System” planning for a coordinated department response to any of the following above listed potential incidents. This general outline for emergency response will cover public safety, animal welfare, animal relocation and owner reunification.

1. The Animal Services Department has developed a comprehensive plan that incorporates both the public and private sectors to respond to a major event such as a large earthquake, fire, flood, localized emergencies, etc., and provides for the rescue, care and shelter of the affected animals.
2. We have started with our “Pet Emergency Preparedness” (PEP) public education program.
3. We are in the preliminary phases of initiating our volunteer based PEP team battalion to assist us in the care, sheltering and owner reunification with pets during or after a disaster and/or emergency.
4. We have pre-staged emergency supplies and equipment for the impoundment, sheltering and care of animals in a disaster and/or emergency. We have obtained a \$50,000 (Department of Homeland Security / OES) grant and other grants for the required supplies and equipment.
5. We hope to have our plan in effect in the immediate future (2008) and are working on having all of our public and private partners assist us in this massive endeavor; utilizing a variety of different assets to achieve our goal of having a coordinated response, rescue and recovery program for animal management in a disaster and/or emergency.
6. Through our “Memorandum of Understanding” with various public and private organizations, we will be able to draw upon a vast array of resources to assist us in rescue, care and sheltering of animals. Our primary goal is to provide the best possible public safety while we rescue and reunite as many animals with their owners as possible during and after an event has occurred.

General

The purpose of this plan is to protect the health and safety of people and animals within the geographical confines of Contra Costa County during and immediately following an emergency. An emergency is any unplanned event that can cause death or significant injuries to citizens or animals and, or, can shut down or disrupt Animal Services operations.

Examples of emergencies include technological breakdowns caused by loss of power or computer malfunction, fire earthquake, flood, explosions, hazardous materials incidents and

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civil disturbances. In the event of a major emergency the Animal Services Department's responsibilities are two-fold:

1. Provide public safety, law enforcement and animal rescue functions through our field services division Special Response Team (SRT).
2. Provide care and shelter of animals through our care and shelter operations division.

The Animal Services Department provides field and shelter services daily throughout the year. In the event of an emergency, the Department Operations Center (DOC) would immediately be activated and would coordinate all of our functions through the Emergency Operations Center (EOC) that is located at the Office of Emergency Services, 50 Glacier Drive, Martinez, CA 94553. When the EOC is activated it becomes the command center for managing the county's response to an emergency. County Administrator's Bulletin 115.7 outlines each department's responsibility for various response activities. This includes the coordination with state and federal efforts as well as local and volunteer efforts. The Director of the Animal Services Department is designated as the county's Animal Coordinator, working with both public and private animal related organizations responsible for the rescue, care and sheltering of animals within Contra Costa County.

Essential Services

The Animal Services Department serves all unincorporated areas of the county, eighteen contract cities (excluding the City of Antioch) and special districts within the county. This plan will identify how the Animal Services Department will respond to a major event with available resources and through the Memorandum of Understanding with the public and private partnerships, to facilitate a coordinated response in the event of a disaster and/or emergency. This includes the coordination with state and federal efforts as well as local and volunteer efforts. The Animal Services Department will also work with the local American Red Cross, to coordinate the opening, operations and closing of emergency animal temporary Pet Friendly shelters in close proximity to evacuation centers. This plan uses NIMS and SEMS as a model for providing these services designated by the California Office of Emergency Services.

Authority

1. Government Code 8550, et seq., California Emergency Services Act, provides authority to conduct emergency operations following the proclamation of emergency by the Governor or the County Executive.
2. Government Code 3100, et seq., declares public employees as Disaster Service Workers in disasters.

Emergency Preparedness and Emergency Response

The Animal Services Department has an Emergency Action Plan (EAP) in place. Managers and unit supervisors have copies of this plan, with additional copies posted on all Departmental Safety Bulletin Boards. The EAP addresses many emergency preparedness issues including safety inspections, a fire prevention plan and bomb threat guidelines. Additionally, the plan outlines the safety-related responsibilities of managers, supervisors and employees that will ensure a safe work environment that is in compliance with federal, state and local safety regulations.

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Each building operated by the Animal Services Department has a site-specific Emergency Action or Evacuation Plan. All staff working in a building has been issued a copy of that building's plan. Additional copies of the plans are posted on the building's Safety Bulletin Board. The plans address many emergency response issues including:

1. General procedures to be followed in the event of an emergency.
2. Procedures disseminating critical information to those responsible.
3. Designation of building and suite wardens and alternates.
4. Instructions regarding immediate and safe evacuations.
5. Designation of assembly area.
6. Identification of an alternate chain-of-command.

The site-specific Emergency Action and Evacuation Plans are incorporated into the Departmental Emergency Management Plan as attachments.

This policy is highly adaptable and will be used to deal with any significant events that occur within Contra Costa County; such as disaster response and animal evacuation, bird flu epidemic, West Nile virus and any in-progress animal related crimes, crime scene investigations and evidence collection, mauling involving human life threatening injuries and/or death, staged dog and cock fighting, animal hoarding investigations and/or impoundment, police assists and/or animal seizures, search warrants, livestock and/or exotic animal rescue and/or impoundment, initial animal related disease field assessment (rabies, distemper, sarcoptic mange-scabies, etc.)

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**Office of Emergency Services (OES)
Animal Services Department Role at the Activated Emergency Operation Center
(EOC)**

The Contra Costa County Animal Coordinator is Animal Services Director Glenn Howell and/or his designee; who will act as the single point of contact on animal issues in the Operational Area (OA).

Director Glenn Howell and/or his designee will staff the EOC for the OA during a disaster and/or emergency. These individuals will work in shifts and are trained in SEMS, NIMS, ICS and the Response Information Management System (RIMS).

Responsibilities

1. Coordinate the field services division responsible for law enforcement and public safety functions.
2. Assess the status of the County animal shelters and establish locations for additional temporary animal sheltering in conjunction with the American Red Cross evacuation centers.
3. Determine the need for animal care and veterinary services.
4. Develop a plan for meeting County animal welfare needs for the duration of the emergency.
5. Coordinate as necessary with the Medical/Health Branch Coordinator and other EOC positions on animal care and welfare issues and legal requirements.
6. Coordinate rescue and recovery efforts in the field and the operation of Temporary Pet Friendly Animal Shelter branch.
7. Supervise the OES Animal Control Unit.

Activation Phase Procedures

1. Check in with the Personnel Unit (in Logistics) upon arrival at the Contra Costa County EOC.
2. Report to EOC Director, Section Chief, Branch Coordinator, or other assigned Supervisor.
3. Set up your workstation and review your position responsibilities.
4. Establish and maintain a log which chronologically describes your actions.
5. Determine your resource needs, such as a computer, phone, plan copies and other reference documents.

Operational Phase

1. Establish and maintain your log and other necessary files.
2. Contact all field ASD-Officers and off duty personnel to determine their status and ability to function.
3. Determine extent of damage to, and the operational capacity of County animal shelter facilities (Contact the City of Antioch to determine their shelter status.)
4. Obtain the current level of staffing and anticipated needs for additional personnel (including volunteer personnel.)

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5. Provide the Operations Section Chief and the Planning / Intelligence Section with an overall summary of the Animal Services Branch Operations periodically during the operations period or when requested.
6. Determine locations and status of major incidents involving a threat to or from animals.
7. Provide estimate of the emergency's impact on area animals, and the need for animal control and care when requested.
8. Participate in EOC, planning meetings, as required.
9. Coordinate all ASD Special Response Team (SRT) activities and assignments.
10. Provide the Animal Services Department SRT personnel with the required resources and additional personnel to complete their mission.
11. Coordinate the departments Pet Emergency Preparedness (PEP) teams in establishing, staffing and managing temporary Pet Friendly animal shelters in conjunction with our permanent facilities.
12. Contact OA animal welfare organizations (public and private) and determine their status and ability to function (Contact the Animal Rescue Foundation (ARF) and the Lindsay Wildlife Museum to determine their operational status.)
13. Coordinate the transfer of overflow domestic pets and livestock from our permanent and temporary animal shelters to approved public and private animal rescue organizations.
14. Ensure that each activated temporary Pet Friendly animal shelter meets the requirements as described under the American with Disabilities Act.
15. Provide coordination of all public and private animal shelters, and activate an inquiry registry services to reunite pets and families.
16. Assist in the transition planning from our temporary Pet Friendly animal shelters to our permanent facilities.
17. Complete and maintain the animal care and shelter status reports.
18. Prepare objectives for the animal care and shelter division for the subsequent operation periods and provide them to the Operations Section Chief prior to the end of the shift and the next Action Planning Meeting.
19. Refer all contacts with the media to the Public Information Branch.
20. Thoroughly brief all relief staff before you leave your work station.

Demobilization Phase

1. Deactivate your assigned position and close out logs when authorized by the EOC Director.
2. Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
3. Be prepared to provide input for the after-action report.
4. Clean up your work area before you leave.
5. Leave a forwarding phone number where you can be reached.

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Personnel Resources

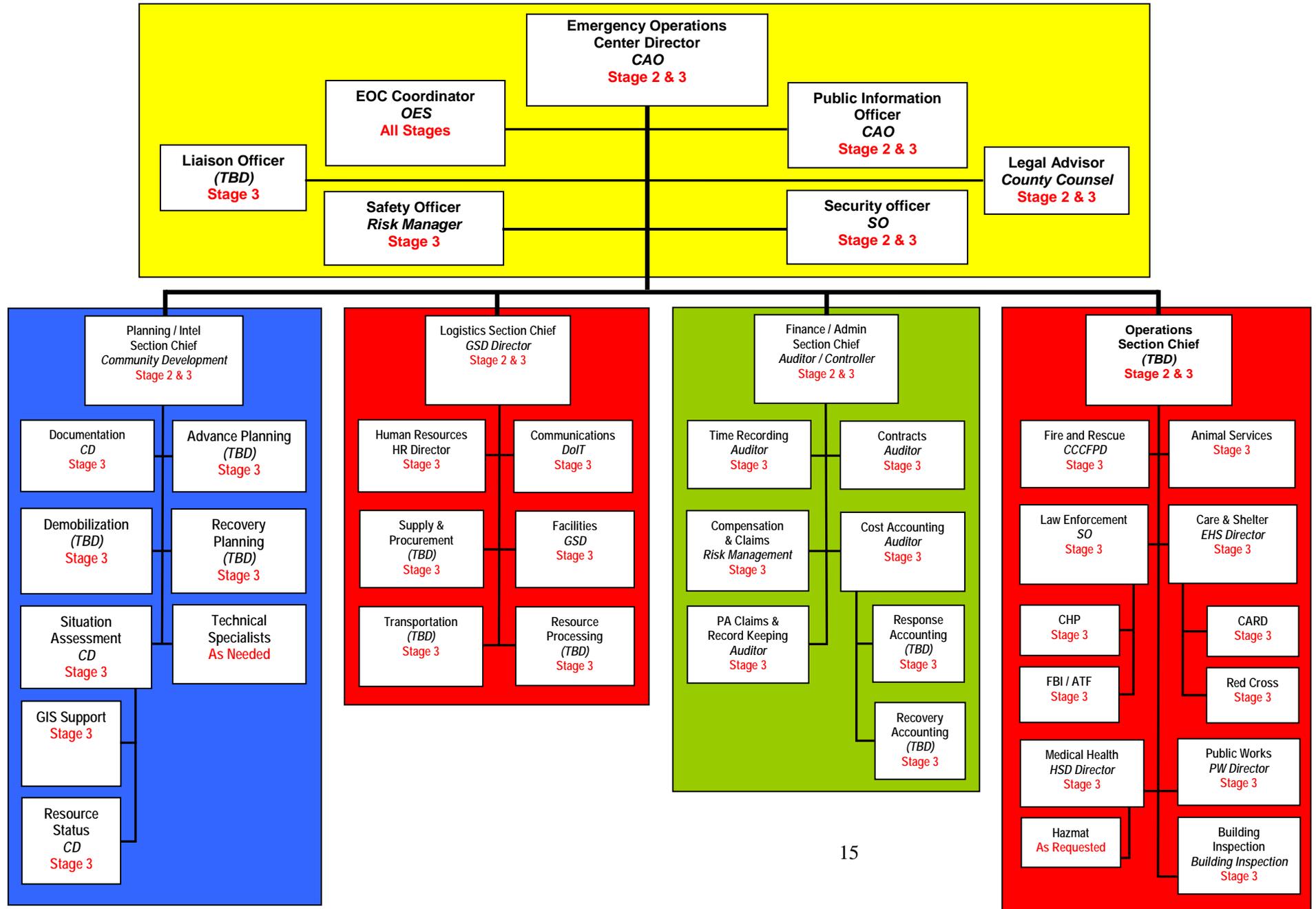
The following personnel are knowledgeable in local animal issues and are trained in the local animal response plan. They will act on behalf of the Animal Services Department and can be contacted at the following numbers:

- 925 / 335-8300 Public / Business
 - 925 / 335-8370 Administration
 - 925 / 335-8399 (ASD) Dispatch (Police Emergency)
 - 925 / 646-2441 (CCCSO Dispatch (Police Emergency))
-
- | | |
|--|--|
| 1. Glenn Howell Animal Services Director | 7. Terry DeCosta Animal Services Sergeant |
| 2. Dan Barrett Animal Services Deputy Director | 8. Doug DeVries Animal Services Sergeant |
| 3. Abe Gamez Animal Services Lieutenant (Part-Time) | 9. Evan Eustis Animal Services Sergeant |
| 4. Nancy Anderson Animal Services Lieutenant | 10. Cedric Williams-Cain Animal Services Sergeant |
| 5. Joe DeCosta Animal Services Lieutenant | 11. Andrew Gonsalves Animal Services Sergeant |
| 6. Cedric Williams Cain Animal Services Sergeant (Acting Lieutenant) | 12. Jane Andreotti Animal Services Officer (Acting Sergeant) |

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Contra Costa EOC Organization



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Special Response Team (SRT)

Mission Statement

The Contra Costa County Animal Services Department **SRT** is a qualified diverse group of professional officers who respond to significant animal related public safety and welfare incidents that require experienced mature individuals that are self motivated, independent thinkers and can adapt to a variety of situations involving people and animals.

The Animal Services Department has developed a comprehensive plan that incorporates the **SRT** to respond to major events such as a large earthquake, fire, flood, localized emergencies, etc., and provides for public safety, animal welfare, and animal relocation.

The **SRT** operates within the guidelines set by the (SEMS) “Standardized Emergency Management System,” (NIMS) “National Incident Management System” and (ICS) “Incident Command System,” planning for a coordinated departmental response to any critical incident.

SRT - Incident Command System

All emergency response operations work under a defined command and control system, often referred to as an ICS. Incident command systems are designed to coordinate the activities of responding personnel and agencies, and ensure that all forces work toward the single goal of resolving the crisis as quickly and efficiently as possible.

The ICS organizes the chain of command. It is expandable and flexible to adapt to any type or size of emergency. It includes different groups under one command. An effective ICS includes components that are established and incorporated into the total response program for any given incident.

Goals

The goal of the **SRT** in a critical incident is to provide the best possible public safety while providing the most humane care to the animals within Contra Costa County. This general outline for emergency response will cover public safety, animal welfare, and animal relocation. The following steps are designed to meet this goal:

1. Assess the incident
2. Implement an Incident Action Plan (IAP)
3. Respond to the incident
4. Control and manage deployment of resources
5. Perform public safety functions, both human and animal
6. Mitigate the effects of the incident

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SRT-Composition

The composition of the **SRT** will be comprised of (3) Teams. Each team will be staffed as follows for a combined operational strength of (21) specially trained and qualified law enforcement officers;

- (1) Lieutenant, who will be the designated Team leader in charge of Planning, Operations and Logistics.
- (2) Sergeants, in charge of implementing the plan and obtaining necessary resources/equipment for each specific incident response.
- (4) Officers, team members with specific training in a specialized animal related disciplines.

The three Teams are trained in individual disciplines that their Team would be responsible for;

- **Alpha - Disaster Response Team**
- **Bravo - Livestock Rescue and Recovery Team**
- **Charlie - Tactical Operations Team**

Each Team is responsible for their specific discipline. The individual Teams will also be cross-trained in all disciplines. The **SRT** is led by the team commander (Deputy Director) and/or his/her subordinate when appointed or circumstances dictate.

Incident Response Duties

The policy for **SRT** response to any incident in the field is as follows:

Lieutenant responsibilities

1. The Team Commander and/or or Team Leader (Lieutenant,) are notified of the type of incident that has occurred and what type of response is needed by the **SRT** and would be based at the Command Post.
 2. Overall Management of the incident, this includes all of the command staff functions: Public Information Officer, Safety Officer, Liaison Officer, Planning, Logistics, and Operation functions when they are not staffed.
 3. Develop and/or approve and implement the “Incident Action Plan,” Overall management of the incident and assessing the incident response plan and incident priorities, and is responsible for the ICS function at all times.
 4. Anticipating and providing all incident support requirements, staffing, organizing and supervising the logistics section of the Team.
 5. Provide and establishes all incident facilities, transportation, supplies, equipment maintenance, food service, communication, and medical services for incident personnel.
 6. Completes the after action report and briefs the team commander.
 7. Conducts the de-briefing with all Team Members.
- A.** The Team Sergeant is notified by Team Leader of what type of incident has occurred and what type of response is needed by the **SRT**.

**Contra Costa County
Animal Services Department
Sergeant responsibilities**

1. Receives assignment from Team Leader, assesses the “Incident Action Plan” and determines what equipment and personnel are needed to mitigate the incident.
2. Contacts all **SRT** members and notifies them of the type of incident, the “Incident Command Post” location.
3. Advises all Team Members of their individual assignments and required equipment.
4. Organizes, briefs, and documents Team Members as they arrive at the command post location and assign each Team Members their specific duties in accordance with the “Incident Action Plan.”
5. Acts as **Safety Officer** (performed by junior sergeant on team) for all **SRT** members.
6. Makes incident assessment and recommendations for changes to the IAP when necessary.
7. Keeps the Team Leader informed of any additional resources needed, or any hazardous situations and/or significant events that occur.
8. Briefs relief personnel, and advises them of any change in conditions or the IAP.
9. Responsible for the accounting of all equipment and supplies utilized during the incident and their return and/or replacement.
10. Obtains all records, reports and information from the Team Members involved in the incidents and relays that information to the Team Leader for the after action report.
11. Accounts for and requests equipment replacement for all resources expended and/or destroyed.

B. Animal Services Officer is notified by Sergeant of what type of incident has occurred and what type of response is needed by the **SRT**.

Officer responsibilities

1. Receives assignments and responds to specified location to acquire the needed equipment and personnel.
2. Transports all required equipment and personnel to the Incident Command Post.
3. Checks in at Incident Command Post, contacts Sergeant and receives briefing and assignment.
4. Keeps Sergeant informed of any additional resources needed, or any hazardous situations and/or significant events that occur.

Beat Area Patrol / Officer Assignments

Beat area patrol officer assignments will be carried out by non-SRT officers who will receive their assignments through the Department Operations Center (DOC.)

Permanent and Temporary Shelter / Officer Assignments

Permanent and Temporary Shelter officer assignments will be carried out by non-SRT offices who will receive their assignments through the DOC.

SRT Equipment

The **SRT** will have specially equipped vehicles, livestock trailers, multiple band portable radio communications and personal safety equipment (some of the below mentioned equipment has yet to be acquired through grants and/or donations).

**Contra Costa County
Animal Services Department**

Individual equipment

- * Law Enforcement Identification
- * First Aid – thigh pack kit
- * ASD - Portable Radios
- * Carabiners (2 per Team member)
- * Rappelling Harness
- * Emergency Strobe Light
- * Digital Voice Recorder
- * Equipment Bag (Emergency Response)
- * Disposable handcuffs and restraint cutters
- * Hydration System (backpack style)
- * Kevlar helmets with face shields
- * Knee and elbow pads
- * X26 Taser, (3) cartridges, 12’-25’ deployment
- * Pepper Spray canister/ holster magnum size (1/ Team Member)
- * 12 Gauge Remington Shotgun, Lethal and non-Lethal rounds
- * Portable Flotation Device – Coast Guard Approved (Co2 Inflation)
- * Binoculars
- * 9mm Pistol
- * Emergency food supply (3/ Officer)
- * Safety Rappelling Rope (3/ Team)
- * Hearing and Eye Protection
- * Modular - Utility Tactical Vest
- * Flash Light
- * Emergency whistle
- * Gas mask and carrier
- * GPS location device
- * Nextel phones
- * Ear and Microphone
- * Flash Bang stun device (2/ Team member)

Animal Capture Equipment

- * Catch Poles
- * Snake Tongs
- * Retractable Capture Net Device
- * Halters, leashes and lead ropes
- * Fence Pliers/Wire Cutters
- * Gloves (Rubber, Leather, Bite Resistant)
- * Quick Snares
- * Tyvek Suits /Boot Covers
- * Animal First Aid Kit
- * Bolt Cutters
- * Blow Gun
- * Tranquilizer (Animal Immobilization Gun)

Team Equipment: (1 per Team)

- * Emergency Response Unit (F350 / 4x4 pick-up truck / equipment box / portable winch)
- * Ballistic Entry Shield/Emergency Stairs
- * 2 Million Candlepower Rechargeable Spotlight
- * Flare Gun / (5) Emergency Flares
- * Net Gun Launcher and Nets
- * Stihl – TS460 / 12” Circular Saw (gas powered)
- * Laptop Computer (Tough book) with ASD Programs
- * Multi-band Law Enforcement Radio with MVT (CLETS)
- * Emergency Entry Tools and backpack
- * First Aid Kit (EMT –Soft Bag / Backpack)
- * Gunshot Trauma Kit with QuikClot
- * Night Vision Unit

Evidence Equipment

- * Digital Camera (2)
- * Fingerprint Pad / Cards
- * Plastic Evidence Bags (various sizes)
- * Numbered Evidence Markers
- * Crime Scene Tape (8 rolls)
- * Measuring Tools (ruler, tape measure)
- * Digital Camcorder
- * Paper Evidence Bags (various sizes)
- * Tamper Guard Evidence tape
- * Drug ID Kits (2 Porta Pac ID kits)
- * Crime Scene Tape (3-Rolls)
- * Portable Crime Scene Diagram Kit

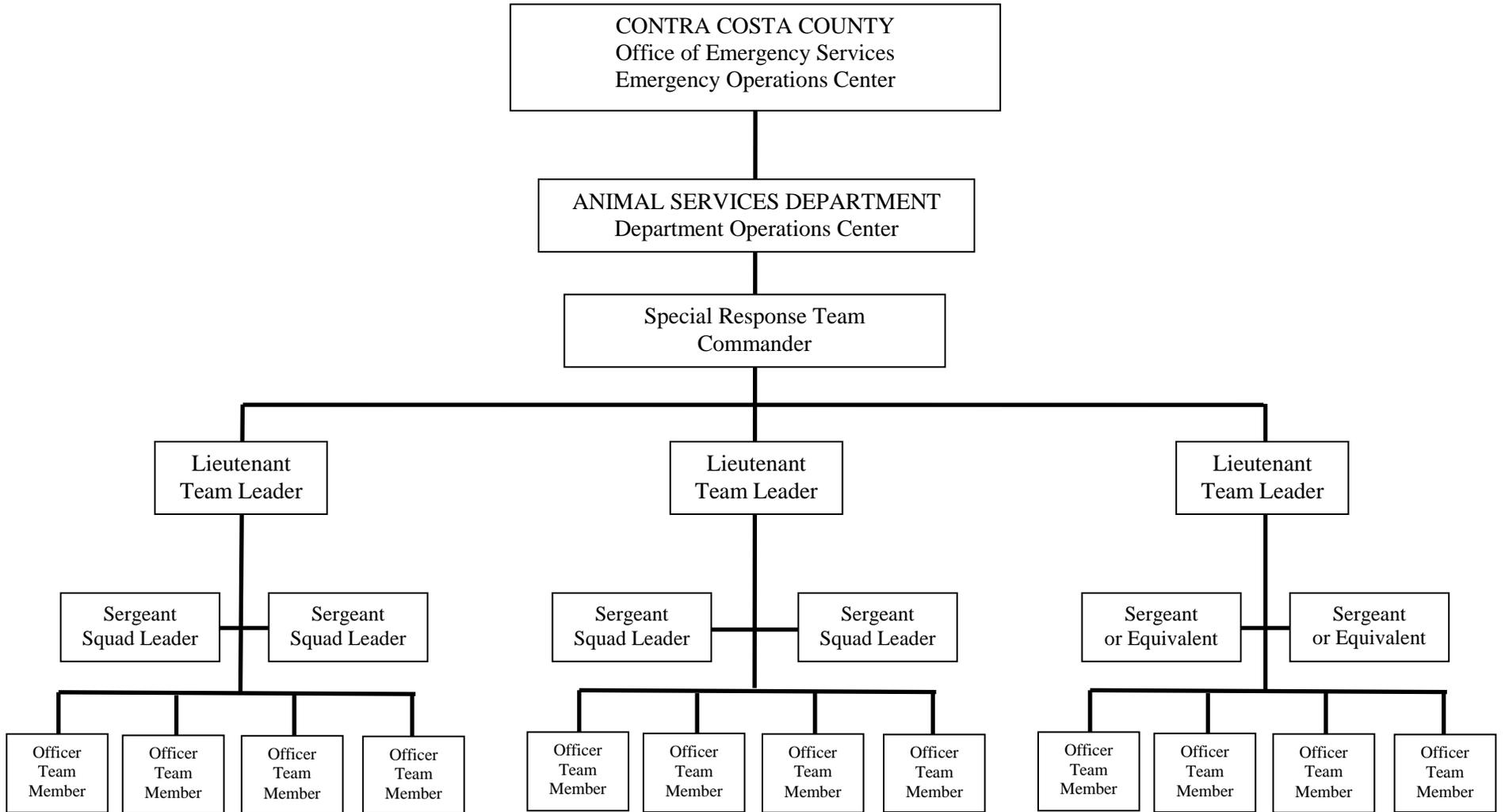
**Contra Costa County
Animal Services Department
Training**

We intend for the **SRT** to train a minimum of (8) hours per month in a variety of job related disciplines (officer safety and special tactics, threat assessment and recognition, safe driving, aggressive animal impoundment, livestock and/or exotic animal impoundment, crime scene investigations and evidence collection, basic first aid for people and animals, firearms (9mm semi-automatic pistol, 12 gauge shotgun, long rifle-with scope, tranquilizer rifle and pistol, blow gun), arrest and control, self defense tactics and/or level of response, animal immobilization, less than lethal options of response (taser, pepper spray, beanbag/stun rounds) for people and/or animals, disaster preparedness and response, incident commander, etc. and will be tested on job knowledge, proficiency and mission understanding.

The **SRT** assesses the resources that will be required to resolve the incident and will determine if the **PEP** (Pet Emergency Preparedness) teams are needed to respond. The **SRT** will coordinate the response of **PEP** teams and determine where their personnel and equipment can be best utilized to mitigate the effects of a disaster and/or emergency.

**Contra Costa County
Animal Services Department**

**Special Response Team (SRT)
Organization Chart**



**Contra Costa County
Animal Services Department
Martinez Shelter - Permanent Shelter**

(The Pinole Shelter does not shelter sick, injured or aggressive animals)

Human safety is our first and most important priority. If animals can be evacuated without endangering human life or safety, the following protocol shall be followed:

General information

1. Animals to be evacuated shall be fitted with identification collars. The animal number and/or owner's name shall be clearly written on the collar with permanent markers or ink pens. Only animals that are tractable enough to collar without risk to humans shall be collared.
2. If the kennel card does not have the animal's photo on it, a Polaroid photo shall be taken of the animal and attached to the kennel card. In case the photo is detached from the kennel card, the animal number or owner's name should be written on the photo.
3. Kennel cards and photos shall be placed into sealed Zip-lock bags, which shall be attached to the animals' transport carriers, then to their cages in the temporary shelters.
4. Duplicate cards and other identifying information shall be placed into file boxes and filed by the last digit in the animal number.
5. When possible, doors to shelters shall be propped open and unlocked for emergency evacuation purposes.
6. Any citizens still in the shelter shall be advised to evacuate and directed to the nearest exit.
7. Animal Services Volunteers and PEP team members shall be contacted. Those that respond shall be identified with vests and have placards clearly placed in their vehicles identifying them as Animal Services Volunteers and PEP team members.
8. Any qualified disaster service worker volunteer or rescue group with which the Animal Services Department has an established emergency procedure MOU may assist with evacuation procedures. Volunteer personnel shall be identified with vests and have placards clearly placed in their vehicles identifying them as such.

Procedures

1. Owned animals in the Spay clinic shall have highest priority.
 - a) The veterinarian shall complete any surgery in progress if safety permits.
 - b) Portable emergency drug kits shall be removed by the veterinarian and secured outside of the building.
 - c) Drugs in the shelter shall be locked away by either the veterinarian or lead RVT.
 - d) Clerical staff and/or vet staff shall ensure that all citizens have safely evacuated the building.
 - e) All animals shall have identification collars. Veterinarian staff shall evacuate owned cats and dogs. Cats in cat banks can be evacuated in the banks, which can be rolled out of the shelter. ID cards (kennel cards or medical history cards) will be gathered and placed into sealed Zip-lock bags. Dogs will be leashed and led to safety. Aggressive dogs will have lowest priority. Once out of the shelter, the cat banks can be rolled into the horse trailer and

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Animal Services Department**

transported to temporary shelters and/or an approved private facility. Cats placed in individual secure carriers will be transported to temporary shelters and/or an approved private facility in Animal Services vehicles. Dogs will be leashed and placed into carriers, crates, or Animal Services vehicles and transported to temporary shelters and/or an approved private facility.

- f) Veterinary staff and/or medical volunteers shall care for and monitor animals from the spay clinic. PEP team members may also serve in this capacity under the direction of the veterinarian and or their designee.
2. Kennel staff shall evacuate owned friendly dogs first. Aggressive owned dogs shall have lower priority, and ID collared if temperament allows. Dogs shall be leashed and placed into carriers, crates, or Animal Services vehicles and transported to temporary shelters. ASD volunteers and PEP team members may assist with friendly dogs.
3. Owned friendly cats shall be ID collared and evacuated, either placed in secure carriers and removed or rolled out in banks. ASD volunteers and PEP team members may assist with friendly cats. Owned aggressive cats shall have lower priority and ID collared if temperament allows. Qualified Animal Services staff shall handle aggressive cats.
4. Animals that have been adopted and are in Shelter Medicine for spay/neuter surgery shall be evacuated by veterinary staff and medical volunteers and/or kennel staff.
 - a) The veterinarian shall complete any surgery in progress; if safety permits.
 - b) Drugs shall be locked away in the shelter.
 - c) Portable emergency drug kit shall be removed by the veterinarian and secured outside of the building.
 - d) Cats shall either be placed into secure carriers or rolled out in cat banks. Dogs shall be leashed and placed into carriers, crates, or Animal Services vehicles and transported to temporary shelters and/or an approved private facility. Veterinary staff and/or medical volunteers shall care for and monitor animals from Shelter Medicine. PEP team members may also serve in this capacity under the direction of the veterinarian and/or their designee.
5. Stray friendly dogs shall be ID collared, leashed, and led to safety. They will be placed into carriers, crates, or Animal Services vehicles; then transported to temporary shelters and/or an approved private facility. Animal Services volunteers and PEP team members may assist kennel staff in evacuating friendly dogs.
6. Stray friendly cats shall be ID collared and either rolled out in banks or placed in carriers. Cats in carriers will be transported in Animal Services Department vehicles and transported to temporary shelters and/or an approved private facility. Cats in banks may be either placed in secure carriers or the banks transported to temporary shelters and/or an approved private facility in the horse trailer. Animal Services volunteers and PEP team members may assist kennel staff in evacuating friendly cats.
7. Rabies Quarantine animals must have ID and must be handled with utmost caution, ensuring that they do not escape. Cats under quarantine must be placed in secure carriers (not cardboard) and placed in Animal Services vehicles; then transported to a temporary shelter and/or an approved private facility. Dogs under quarantine shall be properly identified, placed in Animal Services

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Department vehicles, and transported to a secure shelter and/or an approved private facility. All rabies quarantine animals shall have "Rabies Quarantine" clearly visible on their kennel cards. Only qualified Animal Services Department personnel shall handle, evacuate, and transport rabies quarantine animals.

8. Injured friendly animals shall be evacuated next; cats shall be placed in secure carriers. Dogs shall be placed into carriers, crates, or Animal Services Department vehicles; then transported to a temporary shelter and/or an approved private facility. PEP team members may assist staff in evacuating friendly injured animals.
9. Adoption animals. Animal Services Department Volunteers and PEP team members may assist kennel staff with evacuation of adoption animals. Cats shall be placed in secure carriers. Dogs shall be leashed and placed into carriers, crates, or Animal Services Department vehicles; then transported to a temporary shelter and/or an approved private facility.
10. Aggressive dogs and cats shall be handled with utmost caution by qualified Animal Services Department staff. Cats shall be placed in secure carriers; then into vehicles and transported to temporary shelters and/or an approved private facility. Aggressive dogs shall be handled by qualified Animal Services Department staff and placed into Animal Services Department vehicles for transport to a secure shelter and/or an approved private facility.
11. Dogs with legal action pending. Use utmost caution handling these dogs. Only qualified Animal Services Department staff shall handle these dogs. They shall be properly identified and placed into Animal Services Department vehicles for transport to a secure shelter and/or an approved private facility.
12. Sick dogs and cats (contagious) shall be evacuated after all other dogs and cat. They shall be handled by qualified Animal Services Department staff. Once evacuated, they shall be placed in an area in the temporary shelters that is separate from healthy animals and shall be cared for and monitored by veterinary staff and/or medical volunteers and PEP team members under the direction of a veterinarian and/or their designee. Sick dogs and cats that are not contagious, once at the temporary shelters and/or an approved private facility, shall be cared for and housed under the direction of veterinary staff and/or their designee.
13. Livestock: If the barn needs to be evacuated, any livestock that can be haltered and led to safety should be led into the rear parking lot; then transported in the horse trailer to predetermined livestock holding facilities. Only qualified Animal Services Department staff and approved volunteers shall handle livestock. Any livestock that cannot be haltered shall have lower priority and shall be herded into the horse trailer and transported to the livestock holding facilities.
14. Other species: Small animals, such as birds and rodents, may be transported in their cages. Larger animals, such as rabbits, shall be placed in secure carriers and transported to temporary shelters and/or an approved private facility. Small animals need not be collared. Animal Services Department volunteers and PEP team members may assist kennel staff in evacuating other animals if they pose no risk to the handlers.
15. Wildlife is the responsibility of the California Department of Fish and Game. All inquires regarding sick, injured, or displaced wildlife should be directed to the Department of Fish and Game. The Lindsay Wildlife Museum may be able to answer questions and provide guidance relative to wildlife

**Contra Costa County
Animal Services Department**

issues. Impounded sick or injured wildlife shall be placed in appropriate carriers and transported to the Lindsay Wildlife Museum or to an approved (Fish & Game) wildlife rehabilitation center and/or refuge. Wildlife should only be handled by qualified Animal Services Department staff or trained wildlife volunteers permitted to possess wildlife by the Department of Fish and Game.

Once animals have been evacuated, all staff shall follow established human evacuation procedures outlined in the Animal Services Department's Emergency Action Plan.

Supplies needed

| | |
|--|---|
| ID collars. | * Leashes. |
| Sturdy/secure cat carriers | * Cages for housing cats at emergency shelters |
| Polaroid cameras and film | * Sturdy/secure dog carriers and crates |
| Packing tape | * Zip-lock bags (1 gallon size) for kennel cards |
| Newspapers for cat cages | * Rubbermaid containers to store supplies |
| File boxes | * Staplers/ staples - attach photos to kennel cards |
| Bleach | * 6" X 9" index cards (duplicate kennel cards) |
| Labeled spray bottles | * Non-tipping bowls for food and water |
| Paper towels | * Cardboard litter boxes and clay litter |
| Trash bags | * Towels and blankets for animal bedding |
| Trifectant powder | * Dry and canned dog, cat, puppy, and kitten food |
| Permanent markers and/or ink pens for writing on ID collars. | |
| Portable emergency drug kits for spay clinic and shelter medicine. | |

Most of these supplies shall be stored in the shelter emergency response trailers, which will respond to the emergency shelter location(s).

Miscellaneous Information

- Veterinarians and Registered Veterinary Technicians (RVT's) shall determine the health and condition of animals and if any animals have special requirements for their care. Veterinarians, RVT's, veterinary assistants, medical volunteers and PEP team members shall be responsible for caring for all surgical, sick and/or injured animals under the direction of veterinarians and/or their designee.
- Individuals wishing to donate supplies shall be directed to the Office of Emergency Services, which will coordinate where to store the supplies and how best to utilize and distribute them.
- Amateur radio operator dedicated to the shelter will be coordinated through the Office of Emergency Services.
- Animals shall be held for the prescribed lawful hold periods unless there are exigent circumstances that would require them to be humanely euthanized.

**Contra Costa County
Animal Services Department**

Emergency Shelter Action Plan (EAP)

**CONTRA COSTA COUNTY ANIMAL SERVICES DEPARTMENT
MARTINEZ , PINOLE and TEMPORARY ANIMAL SHELTERS**



**EMERGENCY
ACTION
PLAN**

It is the responsibility of every employee to understand his or her role in responding to an emergency at the Martinez, Pinole and Temporary Animal Shelters. The following information has been compiled as a safety/disaster response reference. For more information, consult your Policy and Procedures Manual and your Supervisor.

EMERGENCY PHONE NUMBERS

Dispatch:

- 925-335-8399

Management Contacts:

- Lieutenant's Office 925-335-8360
- Dan Barrett 925-335-8373
- Al Prince 925-335-8374
-

Martinez Shelter:

- 925-335-8397

Pinole Shelter:

- 510-374-7087 – Rings over intercom system. From Martinez, x967087.

Denelect Alarm Company:

- 925-935-2680

Contra Costa County General Services Department:

- 925-313-7052

**Contra Costa County
Animal Services Department
SAFETY**

General Safety

- Be aware of any specific safety risks you may encounter doing your job tasks.
- Report all safety hazards immediately to your Department Manager, Supervisor, the Safety Committee, or the Safety Coordinator (Lt. Gamez.)
- For notifications, contact the following:
 - ⇒ Safety Coordinator – Abe Gamez at 335-8362.
 - ⇒ Safety Committee – Talk to your Safety Committee representative. Use the Safety Suggestion boxes located in the Pinole Shelter and in the file room in the Martinez Shelter.
- Safety Inspections are conducted periodically by the Safety Committee to review and correct worksite safety hazards.
- COMMUNICATE about safety! If you have questions, comments, or hazards to report, let someone know! If you need training on a specific job task or have a suggested training topic, notify your supervisor or a Safety Committee member.

**Contra Costa County
Animal Services Department**

Utility Failures

WHAT TO DO WHEN THERE IS A DISRUPTION IN UTILITIES:

- ♦ Contact *AL Prince* at (925) 335-8374 to notify management of the problem and get further instructions.

- ♦ Contact *General Services County Service Center* at extension x57025 for the following utilities:
 1. **Heating/Cooling**
 2. **Electricity**
 3. **Water**
 4. **Natural Gas**
 5. **Miscellaneous Equipment Repairs**

- ♦ Contact a Telecommunications Representative at DOIT at (925) 957-7700 or (925) 335-7465 (24 hours a day) for the following utilities:

Phones, Voice Mail, Computer software and hardware needs, Data & Circuit

Note: Routine issues and non-emergency repairs require a work order

**Contra Costa County
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Security

1. Animal Services staff must wear photo I.D. badges (if issued) while on duty.
2. Trust your instincts, if someone or something looks suspicious, report it to your supervisor.
 - **Martinez Shelter**: Contact the Costa County Sheriff's Department at **925-646-2441** if a threatening situation appears.
 - **Pinole Shelter**: Contact Pinole Police at **(510) 724-8950** in a threatening situation. After hours, call (510) 724-1111.

IN A LIFE THREATENING SITUATION OR AN EMERGENCY, CALL 911. Immediately contact 911 anytime a weapon is displayed or used in a threatening manner.

Report the Problem and give the following information:

1. Your name, location and extension you are calling from.
2. The reason you are calling (crime, concern, injury, etc.)
3. A short description of the people involved (gender, age, ethnicity, height, weight, hair color, and name.)
4. Type of weapon involved, if applicable.
5. Nature of situation, physical or verbal?

If you are confronted by an angry or violent person:

1. Remain calm (allows you to think, and you do not escalate the angry person.)
2. Speak in a low, calm, and reassuring tone to the person.
3. Maintain a safe distance from the person (at least arm's reach of 3-4 feet.)
4. Keep your body at an angle to the person to allow you to get away easily.
5. Try to maneuver so that there is a barrier between you and the person.
6. Note exits and defensive weapons that may be near you.
7. If you feel comfortable trying to help the person, do so by treating them with dignity and respect. If you are not comfortable doing this, contact your supervisor or the local enforcement agency, whichever is most appropriate.

**Contra Costa County
Animal Services Department**

Fire

In case of fire:

- R** - Rescue those in immediate danger.

- A** - Alarm, sound the alarm. Tell another staff member.
Call 911 or 9-911.
Pull the fire alarm box handle or call x229.
Call x214 in Martinez OR radio or 374-7087 in Pinole and report:
“Fire at _____location (give room number, building, any other pertinent information), name of caller, and type of fire.”

- C** - Contain the fire if possible, close all doors and windows.

- E** - Extinguish the fire if it is safe to do so. Use the PASS method:
 - ♦ **P - Pull** and twist the pin from the handle of the extinguisher.
 - ♦ **A - Aim** the hose at the base of the flame.
 - ♦ **S - Squeeze** the handle (trigger.)
 - ♦ **S - Sweep** the hose back and forth.

- E** - Evacuate, if necessary.

Fire Safety

- Know the location of fire alarm pull boxes, emergency exits and fire exits, and the Department and building evacuation plan.
- Clinic staff should know the location and procedures for emergency oxygen shut-off, if necessary.
- Know two evacuation routes out of the building.
- In order to account for all personnel, all staff should return to their work area if an evacuation is not needed.
- All employees are required to participate during a fire drill. Employees should report to their designated assembly areas and check in with the Evacuation Monitors.

**Contra Costa County
Animal Services Department**

Hazardous Materials/ Spills

In the case of chemicals accidentally spilled, implement emergency procedure as follows:

For small or less serious spills:

- ⇒ Isolate the area and deny entry.
- ⇒ Personnel who are familiar with the chemical should use spill clean-up materials to contain the spill materials and prevent them from entering storm drains.
- ⇒ **Clean up** spills that are small or medium sized using ASD Spill Procedures.
- ⇒ **Dispose** of all contaminated items and waste properly.

For serious spills:

- ⇒ **Rescue** those in immediate danger,
- ⇒ **Alarm**, sound the alarm,
 Tell another staff member.
 Call the front desk at x214 in Martinez and use radio or call 374-7087 in Pinole and announce the following: “Haz-mat spill in the _____ room, type of chemical or gas, and whether the gas or chemical is flammable”.
- ⇒ **Contain** the spill or leak so that staff, visitors, and animals are not exposed.
- ⇒ **Notify** a supervisor immediately of the spill with location, items spilled and containment used.
- ⇒ **Call** the Health Services Hazardous Materials Division for clean up of large spills at (925) 646-1112 – 24 hours per day.
- ⇒ **Evacuate** the building if necessary. Check all rooms to assure that staff and visitors are evacuated. Assemble outside the building and take roll call.

Reporting/Notifications:

If an injury/accident or near injury occurred, complete an AK30, Supervisors Report of Injury, and provide the employee(s) with a WC1 Form, Workers Compensation.

If the spill was serious, the Safety Coordinator and Department Manager must make the necessary notifications to County Hazardous Materials (925-646-1112) and Risk Management (925-335-1450.)

**Contra Costa County
Animal Services Department**

Infection Control/ Employee Health

WHAT TO DO IF YOU HAVE A BLOOD OR BODY FLUID EXPOSURE

- ◆ **Skin:** Cut – Abrasion – Needlestick – Puncture – Splash
 1. Wash the area with soap and water. Run the water over the area for 15 minutes.
 2. Call your supervisor and report the incident.
 3. Note that blood or urine on intact skin, clothing, or equipment is not an exposure but does require decontamination.

- ◆ **Mucous Membrane:** Cut – Abrasion – Needlestick – Puncture – Splash
 1. Irrigate or rinse the area with water or normal saline for 15 minutes.
 2. Call your supervisor and report the incident.

- ◆ **Medical Treatment:** A bloodborne exposure is considered a medical emergency. After an exposure, employees should immediately proceed to their pre-designated doctor, an occupational health clinic, or an emergency room for medical evaluation and treatment.

Additional Information: Pre-exposure vaccinations are available for some pathogens. Post exposure prophylaxis (taking medications) for HIV and Hepatitis B is available. Medical treatment is optimal within one hour of the exposure.

Exposures include:

- Deep punctures or sharp object sticks contaminated with another person's blood.
- Fluids entering the body through an open wound, torn cuticle, or scraped/abraded skin.
- Blood splash or saliva in the eye.

REMEMBER: Standard Precautions Are Used in All Potential Bloodborne Exposures!

Standard Precautions is the use of barriers when you will come into contact with non-intact skin or any secretions (except sweat) or excretions from another person. Barriers are gowns, gloves, masks, and protective eyewear.

REMEMBER: Infection Control is in your hands!

Hand-washing is the #1 way to prevent the spread of infection and disease. Wash your hands periodically throughout the day. Wash your hands before eating, drinking, smoking, or applying makeup. Wash hands before leaving the workplace.

**Contra Costa County
Animal Services Department**

Bomb Threat

1. Remain calm. Be courteous.
2. Listen - **DO NOT** interrupt the caller. Try to keep the Caller on the Line.
3. Notify the Emergency Coordinator or Senior On-Site Administrator immediately.
4. Fill out this Bomb Threat Report Form.

RECORD EXACT WORDS OF THREAT:

TIME OF CALL _____ DATE OF CALL _____ PERSON TAKING CALL _____
 TELEPHONE NUMBER CALL CAME IN ON _____

ASK:

| | |
|----------------------------------|--|
| Who are you? – What’s your name? | |
| When will the bomb explode? | |
| Where is the bomb now? | |
| What kind of bomb is it? | |
| What does it look like? | |
| Why did you place the bomb? | |

TRY TO DETERMINE: (circle as appropriate)

| | | | | | | | |
|--------------------------|------------------|-----------|--------------|-----------------|-------|----------------|-----------------|
| CALLER: | Male | Female | Adult | Juvenile | | Long distance | Other: |
| | | | | Approximate age | | Local | |
| VOICE: | Loud | Soft | High-pitched | Deep | Raspy | Pleasant | Other: |
| | Intoxicated | Muffled | Disguised | | | | |
| ACCENT: | Local | Not local | Foreign | Regional | | Other: | |
| SPEECH: | Fast | Slow | Distinct | Distorted | | Other: | |
| | Nasal | Stutter | Slurred | Lisp | | | |
| LANGUAGE: | Excellent | Good | Fair | Poor | | Foul | Other: |
| MANNER: | Calm | Angry | Rational | Irrational | | Coherent | Incoherent |
| | Deliberate | Emotional | Righteous | Laughing | | Other: | |
| BACKGROUND NOISE: | Quiet | Music | Voices | Children | BART | Street traffic | Office machines |
| | Factory machines | Animals | Airplanes | Train | Party | Other: | |

**Contra Costa County
Animal Services Department**

Emergency Preparedness: Earthquake

When an earthquake strikes:

Immediately:

1. Remain calm, do not exit the building.
2. Move away from windows, shelving, glass, cabinets, files, or other furnishing that may fall on you.
3. Watch for falling plaster, bricks, light fixtures, and other objects.
4. Find shelter under a sturdy desk or table or under a door frame. Kneel down and cover your head with your arms and duck down on your knees. If you are under a piece of heavy furniture, hold onto it and be prepared to move with it (DUCK, COVER and HOLD.)
5. If no shelter is available, back up against an interior wall (DUCK AND COVER.)
6. Do not use elevators.
7. If you are inside an elevator, exit the elevator at the soonest opportunity. If the car becomes disabled, push the “alarm” and use the phone to summon help.

When the shaking stops:

1. Assess the damage in the immediate area.
2. Rescue the people in immediate danger.
3. Assist the injured.
4. Prepare for aftershocks.
5. Start clean-up of debris to clear exits.
6. If directed to do so, evacuate the area.

**Contra Costa County
Animal Services Department**

Emergency Preparedness: Shelter in Place

During certain hazardous materials emergencies, it may be necessary to “Shelter-in-Place” to avoid possible exposures to released air contaminants. A Shelter-in-Place will be declared when it is deemed safer to stay inside than to evacuate the building.

The County Health Services Hazardous Materials Division may call a “Shelter-in-Place” by calling the facility switchboard or management. A “Shelter-in-Place” may also be determined by sounding the EMERGENCY SIRENS that are located in Richmond, Martinez, and Antioch.

If the facility receives a call or **if the Siren is heard**, the following procedures should be followed:

- ICS:** The facility will activate the Incident Command System. The Building Warden, Suite Wardens, and Evacuation Monitors will take action to gather employees and secure the building.
- Shelter:** Employees should go inside the nearest building entrance and bring all visitors inside.
- Shut:** Shut doors and windows or other sources of outside air. Cover cracks around doors and window with tape or towels, shut off hoods and exhaust systems. If possible and if instructed how to do so, turn off the HVAC system (some facilities may have emergency stop buttons.)
- Listen:** Listen for instructions from the Building Warden.

Note: Avoid using the telephone during a Shelter-in-Place unless you have a life- threatening emergency. The Siren is tested throughout the northern part of the County from Richmond to Pittsburg on the first Wednesday of each month at 11:00 a.m.

**Contra Costa County
Animal Services Department**

Emergency Incident Command System

In the event of a building evacuation or other emergency, employees may be assigned roles to help coordinate building evacuation, employee roll call, and communication with emergency services.

PINOLE SHELTER

BUILDING WARDEN – Clerk on Duty

SUITE WARDEN – Clerk on Duty

EVACUATION MONITOR – Everyone sweeps their area as they evacuate the building.

MARTINEZ SHELTER

BUILDING WARDEN – Lieutenant on Duty

SUITE WARDEN – Mary Tennyson or the Senior Tech on Duty

EVACUATION MONITORS

| Shelter Area | 1st Alternate | 2nd Alternate |
|---------------------|---------------------------------|---------------------------------|
| Spay Clinic | Nancy Lilian | Spay Clinic Clerk on Duty |
| Shelter Medicine | RVT on Duty | RVT on Duty |
| Administration | Dan Barrett | Lead Clerk on Duty |
| Kennel | Senior Kennel Tech on Duty | |
| Volunteers | Volunteer Coordinator | |

ALL EMPLOYEES: Everyone sweeps their area as they evacuate the building.

RESPONSIBILITIES

- **BUILDING WARDEN** – responsible for liaison with emergency services. Calls the All Clear when it is safe to go back into the building. *Martinez ONLY – Notify Sheriff's Dispatch to take over Officer Dispatch (646-2441)*
- **SUITE WARDEN** – responsible for taking roll call and reporting the headcount to the Building Warden to ensure all employees are clear of the building. Rely on the Leads to get daily schedules for check in.
- **EVACUATION MONITOR** – conducts sweeps of pre-designated areas in the building prior to evacuating. Reports sweep results to the Suite Warden. Carries emergency equipment to the assembly area.
- **EMPLOYEES** – must listen for alarms and instructions in case of emergency. Must evacuate calmly and briskly if alarms are heard or if instructed to do so. May render assistance to others during evacuation or may report the location and situation to the Suite Warden. Must report promptly to the Suite Warden to check in. Must stay in the emergency evacuation assembly area until given further instruction by the Building Warden or management.

**Contra Costa County
Animal Services Department**

Evacuation Assembly Areas

RESPONSIBILITIES

In an emergency, employees should exit the building from the **NEAREST EXIT** and then proceed directly to the building evacuation assembly area and report to the Suite Warden for check in.

- Employees may bring keys, wallets, purses and other personal items if they are stored close by and can be accessed immediately.
- Employees should escort visitors outside the building.
- Employees assigned to sweep areas, bring emergency equipment, or act in an emergency role should carry out their assigned duties as long as it is safe to do so.
- As employees exit, they should sweep their exit route quickly for others in need of assistance. Depending on the circumstance, employees may render help and assistance out of the building, or may not the location and report this to the Suite Warden during check in.

PINOLE SHELTER

- The evacuation assembly area for the Pinole Shelter is located in the middle of the wheelchair ramp in the parking lot.

MARTINEZ SHELTER

- Employees at the Martinez shelter should exit from the **NEAREST EXIT** in the building and then walk to the assembly area.
- The evacuation assembly area for the Martinez Shelter is located in the western end of the visitor parking lot near the front entrance.

**Contra Costa County
Animal Services Department**

Emergency Codes:

In the event of an emergency, please use the following codes over the intercom system. These are universal emergency codes used in California hospitals.

- Code Red: Fire (also call 911)
- Code Blue Human medical emergency (also call 911)
- Code Yellow Bomb threat (also call 911)
- Code Gray Combative person (*physically combative*, also call 911)
- Code Silver Person with a weapon and/or hostage situation (also call 911)
- Code Orange Hazardous material spill/release
- Code Green Animal needs assistance (**medical emergency**, vet staff response needed.)

Use the code followed by the location. Say it at least two times in a calm, clear voice so that the public is not unnecessarily alarmed.

An example of what to say if a combative person is in the lobby and assistance from uniformed personnel is needed:

"Code gray in the lobby; code gray in the lobby."

In a human **medical emergency**, "Code blue in the kitchen, code blue in the kitchen." 911 should also be immediately called.

Examples:

If an animal is in critical distress in shelter medicine, say: "Code green in shelter medicine, stat, code green in shelter medicine, stat."

If an animal is in critical distress in the kennels, say: "Code green in (location), code green in (location)."

Please remember that these are *emergency codes* and are to be used appropriately.

**Contra Costa County
Animal Services Department**

Shelter Pet Overpopulation

In the event of a disaster where the Animal Services Department must humanely euthanize animals at our shelters due to the inability to humanely care for them or safely house them, the following order of animals to be euthanized shall be followed:

This procedure will only be carried out as a last resort when all other reasonable means have failed and the only reasonable action to prevent cruelty to animals is humane euthanasia.

1. Sick or injured wildlife.
2. Un-weaned animals without maternal care.
3. Animals that, for health reasons, should be humanely euthanized. These would include animals that are suffering from irremediable illnesses or animals suffering from chronic illnesses such as FeLV, kidney or heart failure or advanced age.
4. Animals that have been held their legal hold time and are the property of the Animal Services Department.
5. Feral cats.
6. Animals with severe injuries.
7. Aggressive dogs with no identification that pose a public safety hazard.
8. Animals with no identification and less severe illnesses or injuries.
9. Domestic animals other than dogs and cats with no identification.
10. Stray dogs and cats with no identification.
11. Strays with identification but no contact from the owners.
12. Animals that are under rabies observation should be held until a veterinarian determines and certifies that they are free of disease (after 5 days) or through the entire rabies quarantine period (10 days for dogs and cats; 14 days for other animals), after which they may be humanely euthanized.
13. Owned animals. This should only be done as a last resort, when no other options exist and where it would be more humane to euthanize the animals than to hold them.

**Contra Costa County
Animal Services Department**

Temporary Pet Friendly Animal Shelter Plan

1. The Contra Costa County Animal Services Department (temporary) Pet Friendly animal shelter plan integrates **3** pre-staged emergency response trailers, each equipped to maintain a **300** cage temporary Pet Friendly animal shelter in conjunction with our currently existing facilities.
2. The pre-staged temporary shelter equipment will be utilized in conjunction with the American Red Cross shelters in pre-designated locations where a “Memorandum of Understanding” exists for the use of such facilities in an emergency and/or disaster. The Animal Services Department temporary Pet Friendly shelters will be in close proximity but not in the same structures as human shelters.
3. The Animal Services Department’s newly created PEP teams will assist the public to obtain temporary supplies (food, water and shelter) for pets during an emergency or disaster. They will also assist in operating the temporary or permanent shelters under the guidance of an Animal Services Department Supervisor and/or their designee.
4. The PEP team members will operate under the direction of the Animals Services Department Volunteer Coordinator while performing their regular duties and training at our permanent facilities. The PEP team will operate under the direction of our Field Services Division (Officers) when requested to provide assistance in a disaster and/or emergency. The PEP team will also operate in conjunction with “Memorandum of Understanding” for mutual aid with qualified volunteer, private, public and/or other recognized organizations.
5. The temporary Pet Friendly animal shelters will be set up to operate independently with assistance from the pre-existing established county Animal Services Department facilities. During the initial phase all supplies will come from the Animal Services Department and external organizations (Example: Pet Food Express, Petco, Concord Feed and Fuel, etc.) through “Memorandum of Understanding.”
6. Temporary Pet Friendly animal shelters will only operate for as long as an emergency need exists and will be closed as soon as possible when conditions allow.

**Contra Costa County
Animal Services Department**

Temporary Pet Friendly Animal Shelter - Procedural Plan

A. Purpose

To provide a safe haven for domestic pets in the event a disaster strikes Contra Costa County in close proximity to Red Cross Shelter.

B. Set Up: Registration:

1. 4 small folding Tables manned with 2 persons per table
2. The tables will be located at the entrance doors of the building
3. 4 Polaroid cameras and film
4. ID bands (animal and owners will be required to wear a band at all times while animals are housed at the shelter.)

C. Animal Housing Area

1. Housing areas will be divided into 4-6 areas with these areas being roped off.
2. Line the floor with heavy gauge plastic in one continuous piece where all cages will be placed.
3. Place cages on top of the plastic.
4. Place runner rugs onto the floor on top of the plastic in front of the cages.
5. Each individual caged area will have waste containers, paper towels, spray bottles of disinfectant, deodorizer, food dishes, disposable litter pans, water, food and litter.
6. Each area will be overseen by an ASD technician and/or their designee (PEP team members and/or qualified volunteers.)
7. Volunteers will be utilized in the registration areas and assisting with animal care and clean up.

D. Check In Procedures

1. Persons must wait at a registration check in table with their pets, fill out forms, read and sign (Temporary cages on wheels will be available for animals in the registration area.)
2. A photo will be taken of the person and animal.
3. This person will be responsible for walking, feeding, caring for and cleaning up after the animal.
4. ID bands will be placed on the pet's neck and the owner's wrist.
5. Signed releases and photographs will be placed in a clear pocket and this information will be attached with a zip strip to the carrier that the animal will be placed in. Photo will be facing out so at all times the staff will have a visible reference.
6. Attach pocket with info to respective carrier and place that animal in the carrier.

**Contra Costa County
Animal Services Department**

E. Clean Up

1. Remove all cages from the area.
2. Disinfect and hose out.
3. Stack and reload trailer.
4. Roll up carpet runners.
5. Remove garbage.
6. Roll up plastic.
7. Empty building, mop floors, wipe down walls and deodorize.

The temporary Pet Friendly animal shelters will be staffed with the following Animal Services Department Personnel and will be coordinated by an Animal Services Department Supervisor and Veterinarian.

- (1) Animal Services Officer – Law Enforcement Duties
- (1) Animal Services Registered Veterinarian Technician (RVT)
- (1) Animal Services Technician
- (1) Animal Services Utility Worker
- (2) Animal Services Clerk
- Animal Services PEP Team Battalion Members
- Approved non-profit (501C-3) organizations with existing “Memorandum of Understanding” with the Animal Services Department (example: HSUS, Noah’s Wish, Code 3 Associates, etc.)

**Contra Costa County
Animal Services Department**

Recovery

During the recovery stage of a disaster, the following activities must be coordinated:

A. Shelter Closures and Redistribution of Supplies

It is important that guidelines be developed to decide when closure is appropriate and how it will be done. This is often coordinated with the closure of human shelters. Animal shelters can usually be closed 48 hours following the closure of human shelters. Owners who need to make special arrangements can do so on a case-by-case basis. Guidelines on distribution of remaining supplies should be agreed upon by all responding groups in private run shelters and by the Animal Services Department in public run shelters. Also, a plan for the release of volunteers should be developed.

B. Removal and Disposal of Animal Carcasses

Guidelines should be developed for disposal of animal carcasses in a safe and timely manner. Some disposal methods have negative environmental impacts. You should check with the County Department of Environmental Health for specific restrictions. It may be helpful to develop a MOU with a local rendering company or crematoria to ensure their services following a disaster.

C. Unclaimed Animal Adoption or Euthanasia Procedures

Procedures for the adoption or euthanasia of unclaimed animals following a disaster should be developed and agreed upon. These should be consistent with local laws and the current procedures of sheltering groups involved.

D. Collection of Data

In the recovery stage, data should be collected on the response activities. This data should include financial information about the response effort as well as damage assessment information.

**Contra Costa County
Animal Services Department**

Mitigation

Mitigation activities should include an assessment of the response activities and possibly a revision of the response plans and procedures. The goal of mitigation should be to improve future response. Mitigation and preparedness activities should continue until the next disaster response.

Food and Supply Resources within Contra Costa County

One of the most important parts of pre-planning for a disaster and/or emergency is identifying our local animal related resources available. The following types of businesses and private organizations listed below have been identified within Contra Costa County and have been placed on our infrastructure protection list.

All resources that have been identified are broken up by classification and have been divided into geographical areas west, central, and east. Copies of this information are available to local jurisdictions upon request.

1. Animal Confinement and Shelter Facilities

Small Animal

Kennels/boarding facilities
Animal Control facilities
Wildlife rehabilitation centers
SPCA/Humane organizations
Local fairgrounds
Veterinary clinics

Large Animal

Local fairgrounds
Stables or racetracks
Local FFA or 4-H groups
Sale yards or auctions
Railroad holding areas
Rodeo arenas
Local educational institutions
Producers/ranchers/private parties

2. Animal Food Sources

Small Animal

Pet stores
Food banks
Grocery stores
Kennels
Breeders

Large Animal

Feed stores
Hay brokers
Local boarding and breeding facilities
Ranchers/private individuals

3. Animal Water and Power Sources

The availability of safe and accessible water will largely depend upon our water delivery system. The Animal Services Department currently gets its tap-water from Contra Costa Water District and has an additional drinking water contract with Alhambra Water. The kennel area of our Martinez facility is also augmented with grey-water from the Central Sanitation District for hose purposes. If you are concerned about water quality or contaminated water at a particular site, check with the County Department of Health. In an emergency, water may need to be treated with chlorine or other chemicals before use.

**Contra Costa County
Animal Services Department**

4. Supplies

The following is list of supplies that are currently available at our shelters and will be included in our emergency response trailers equipment for animal care and sheltering. Outside sources of equipment and resources not maintained by the Animal Services Department will be acquired through Memorandum of Understandings and mutual aid agreements.

Non-Medical Animal Care Supplies

Small Animals

Pet carriers
Cat litter
Collars
Leashes
Cages
Shovels
Food and water dishes
Chlorine bleach
Disinfectant

Large Animals

Halters
Lead ropes
Blankets
Bedding
Wheelbarrows
Rakes
Pitchforks
Buckets
Hoses
Fly spray
Chlorine bleach
Disinfectant
Lime

Office Supplies (for record keeping, animal identification, etc.)

| | |
|--------------------------------------|------------------|
| Necessary forms | Staplers |
| Trail marking tape (to make collars) | Hole punch |
| Duct tape | Paper |
| Microchip scanner | Computer/printer |
| Camera/film | Copy machine |
| Pens/pencils | Fax machine |
| Permanent markers | Cell phone |
| Binders | Flashlights |

Veterinary Supplies

Medications
Vaccines
IV fluids
Leg wraps
Bandages
Ambulatory clinics

**Contra Costa County
Animal Services Department**

5. Transportation

The following are possible sources of animal transportation resources. Most of the local groups listed should be included in the planning committee.

Small Animal

Animal control vehicles
Mobile veterinary clinics
Mobile dog kennels
Local kennel clubs/cat fanciers
Local humane organizations
Private vans, trucks, and trailers

Large Animal

Horsemen's associations
Riding clubs
Private horse trailers
Horse transport companies
Cattlemen's association
Rancher livestock transport
Dairy livestock transport
Feedlot transport
Animal Control vehicles
Animal Control horse trailers
Higher Education animal transport

A. Volunteer Resources

Volunteers are the people who make a response plan work. When animals are in danger, you will find many willing volunteers. It is important that volunteers understand the response system, are trained, and are registered disaster service workers. The Animal Services Department requires that all of its volunteers be a registered Disaster Service Worker.

Volunteers must register with the local Emergency Services Disaster Council prior to a disaster. Being a registered disaster service worker will allow volunteers to receive workers' compensation should they be injured while volunteering. It will also ensure that volunteers are trained in SEMS and are aware of relief operations. The following is a list of groups that could supply volunteers and help gather other needed resources.

Local animal control
County Agricultural Commissioner
CVMA
Local humane societies
Local SPCA
College or school groups (4-H, FFA, etc.)
Local Cat Fanciers Associations
Local kennel clubs

B. Confirmation of Resource Availability

In addition to the identification of local resources, it is important that the availability of resources be periodically confirmed with the owners or suppliers of these resources. In some cases, it may be necessary for the OA to enter into a Memorandum of Understanding (MOU) with resource providers to ensure resource availability in the event of a disaster. It is important that plans be made for gathering needed resources during a disaster. Multiple routes to shelters and areas where resources are kept should be planned.

**Contra Costa County
Animal Services Department**

Livestock Management Plan (LMP)

Introduction

Contra Costa County recognizes a need for proactive disaster planning for its agencies, farms, businesses, and individual citizens. This livestock disaster plan has been developed primarily for the safety of Contra Costa County residents and visitors. It also supports the continuance of vital agriculture operations, promotes responsible animal care and companionship, and reduces harmful interactions between humans and non-domestic animals in the event of a disaster. This plan is intended to supplement the Contra Costa County Animal Services Department Emergency Management Plan and organize a system to allocate proper and pertinent resources.

Purpose Statement

To protect the public health, the public food supply, livestock, exotic and poultry resources, the environment, the agricultural economy, and to ensure the humane care and treatment of animals in case of an emergency, including earthquakes, severe storms, mud slides, dam and levee breaks, floods, drought, fire, explosion, building collapse, livestock transportation accidents, hazardous material releases, power outages, or other situations that can cause animal suffering.

Scope

This plan is intended for use by Contra Costa County government and agencies as a guideline for implementing immediate action to provide care and control of livestock: cattle, sheep, swine, goat, or any horse, mule, donkey, burro or other equine, kept for commercial purposes or otherwise, exotics such as but not limited to: llamas, emus, ostrich, fallow deer, bison, camels, zebra, and poultry such as but not limited to: ducks, geese, swans, chickens, turkeys, peacocks, guinea hens, pheasants and quail, non-domestic animals kept in captivity as a pet, exhibition and or production animals, restricted species defined as any animal requiring a license or permit from the Department of Fish and Game, (see California Department of Fish and Game Manual 691 for listing) thereby minimizing animal suffering in the event of a significant emergency.

In the event of an emergency, care and control measures outlined herein will apply to all above listed types of animals regardless of their ownership or if they are domestic or wild. All of the above will be referred to as livestock for the rest of the emergency action plan. This plan does not include care for true wildlife other than the following statements: Wild animals should be left to their own survival instincts. Wild animals that are sick, injured or out of their natural habitats and are a danger either to themselves or the public will be the responsibility of the Animal Services Department, California State Department of Fish and Game or Lindsay Wildlife Museum. These animals will be returned to their natural habitat if possible.

**Contra Costa County
Animal Services Department
Mutual Aid**

The Animal Services Department may enter into “Memorandum of Understanding” with local jurisdictions and approved qualified private animal welfare organizations, faith based organizations, private companies and/or individuals to obtain assistance in the pre-planning, preparation and/or response to an emergency or disaster.

Our primary goal in a declared disaster and/or emergency is public safety. Services provided to the cities associated with a declared disaster or emergency may be outside the contractual agreement currently in place with the cities. Additional services provided to local jurisdictions in the event of a declared disaster and/or emergency will include, but not be limited to, set up of emergency shelters, supplies and equipment necessary for rescue services, and any other action necessary to address management and mitigation of animals issues associated with a declared disaster and/or emergency.

Any local jurisdiction that requests disaster or emergency services from the Animal Services Department or other mutual aid personnel under the direction of the Animal Services Department, outside the scope of our current contractual agreements, shall be responsible for the actual cost of all fees not covered through state or federal disaster reimbursement.

Any jurisdiction for which we do not have a contractual agreement that requests disaster or emergency services from the Animal Services Department or other mutual aid personnel under the direction of the Animal Services Department shall be responsible for the actual cost of all fees not covered through state or federal disaster reimbursement.

State Mutual Aid - California Animal Response in Emergency System (CARES)

CARES organizes state resources in support of local government responding to animal issues during a state level emergency in accordance with SEMS. During a disaster, if local resources are insufficient to meet existing needs, local government may request state assistance.

When this assistance is requested; the Governor’s Office of Emergency Services (OES) will activate CARES, with CDFA as the lead agency. The ability to respond effectively at the state level largely depends upon planning accomplished with each OA prior to a disaster. Since the majority of volunteers, resources, and organization during a disaster originate in the local area, it is essential that counties and local agencies have animal response plans in place in order of CARES to function effectively. The CARES Plan is intended to facilitate mutual aid between counties.

Coordination with Other Levels of Government

Contra Costa County has identified the jurisdictions, special districts, volunteer agencies, and private agencies within the County geographical area that may have an emergency response role during an emergency or disaster that affects the County. Their emergency roles have been identified and provisions for coordination with each of them made. Contra Costa County is the lead agency for the Operational Area and will coordinate with local jurisdictions (cities) and special districts’ agencies during an emergency or disaster.

The Contra Costa Operational Area agreement between the various cities, the County of Contra Costa, and special districts defines the roles and responsibilities of each party. The agreement is on file at the Contra Costa County Sheriff’s Emergency Services Division, Emergency Operations Center, at 50 Glacier Drive, Martinez, CA.

**Contra Costa County
Animal Services Department**

**Coordination with Special Districts, Private, and Volunteer Agencies in Initial
Response Operations**

The level of involvement of special districts, public utilities, private organizations, and volunteer agencies will vary considerably depending upon the type and complexity of incident. In general, special districts or other agencies that have a statutory or jurisdictional responsibility over the incident should be represented at the incident. The form of involvement for these districts and agencies may be as part of the unified command or as agency representatives who coordinate with a County Liaison Officer. The emergency response role of special districts will be focused on their normal services and functional area of responsibility.

Mutual Aid Stake Holders

The following is a list of possible stakeholders; specific groups that have been identified as essential in the response of an incident of significance and/or disaster:

A. Government Agencies

- County Office of Emergency Services
- County Agricultural Department
- County Health Department
- County Animal Services Department
- County and City Law Enforcement
- County and City Fire/Rescue
- County and City Parks and Recreation
- County Fair Grounds
- Antioch Animal Services
- Solid Waste Management

B. Voluntary Organizations

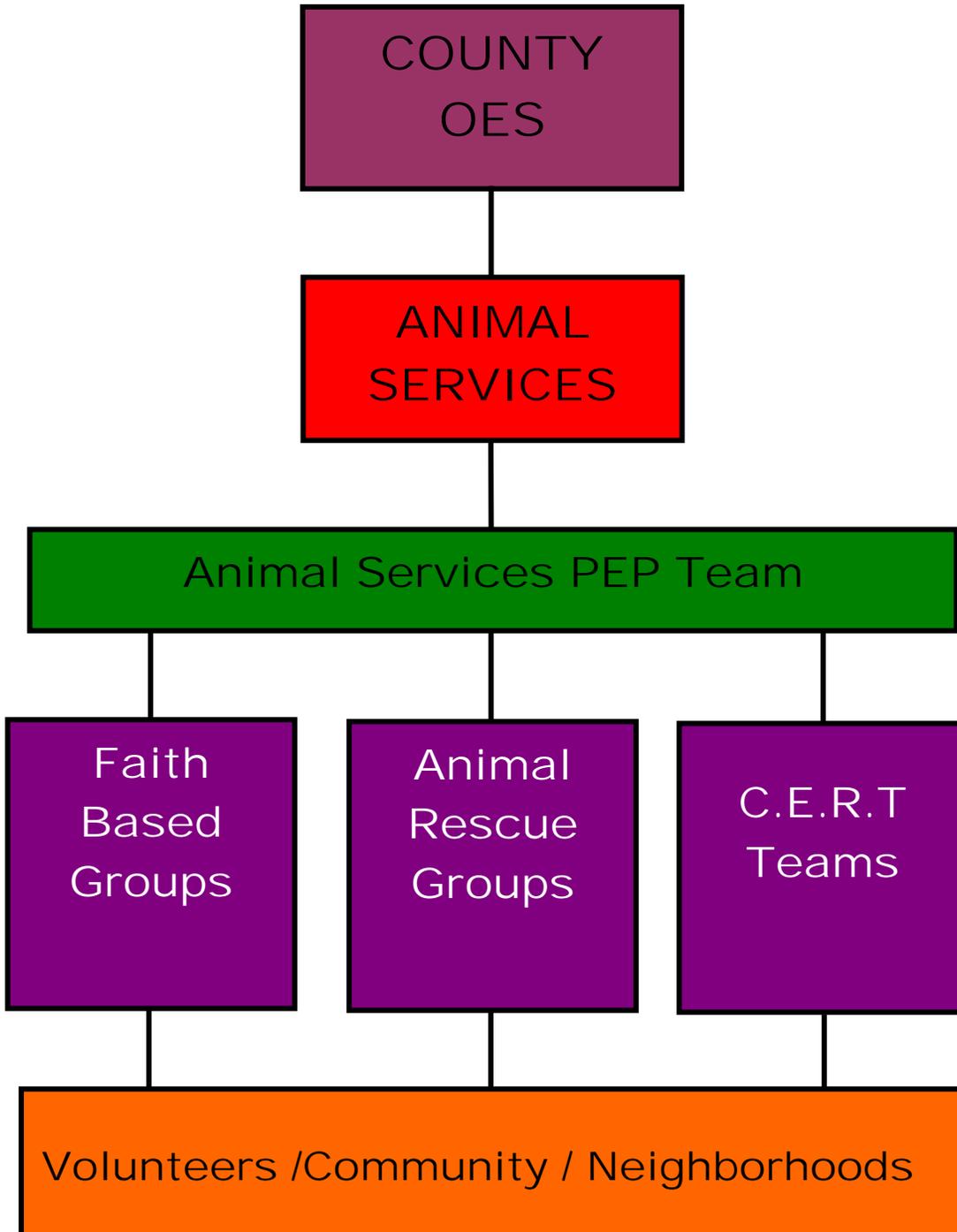
- American Veterinary Medical Association (AVMA)
- California Veterinary Medical Association (CVMA)
- Humane Society of the United States (HSUS)
- Society for the Prevention of Cruelty to Animals (SPCA)
- Animal Welfare Groups
- School groups (4-H, FFA, Animal Science Clubs, etc.)
- Wildlife Rehabilitation Groups
- Local Food Banks
- Other Disaster Response Agencies (Red Cross, Salvation Army, etc.)
- Animal Clubs

C. Industry Groups

- Cattlemen, Dairy, or Equestrian Associations
- Farriers
- Animal Transporters
- Pet Food and Supply Businesses
- Commercial Animal Industries (breeders, stables, kennels, beef, dairy, and poultry producers)
- Horse Track Representatives
- Home Owner Associations for Rural Communities
- Utilities
- Local Zoos or Animal Parks
- Local Fair Organizations



Mutual Aid Schematic



**Contra Costa County
Animal Services Department**

Veterinary Medical Assistance Teams (VMAT)

It is the mission of the VMAT to assist the local veterinary community with the care of animals and to provide veterinary oversight and advice concerning animal related issues and public health during a disaster or following a request from an appropriate agency.

VMAT is designed for response to large-scale disasters but has adequate flexibility to permit response to disasters of limited scope. Though the initial response to disasters occurs at the local level, resources within a disaster area may be inadequate to fully cope with the effects of a major disaster, or local resources may need time to recover before resuming complete responsibility. VMAT provides assistance during those times when the local veterinary community is overwhelmed.

VMAT are advanced trained teams of veterinarians from areas including private/public practice, toxicology, pathology, wildlife/exotic/aquatic medicine, surgery, emergency and critical care and various other fields, veterinary technicians, laboratories, epidemiologists, wildlife experts, and other medical and academic professionals, and support personnel who function under the Incident Command System. They provide nationwide coverage during times of disaster and can be deployed to any state or United States territory. VMAT team members triage and stabilize patients at a disaster site and provide austere veterinary medical care. These teams are mobile units that can deploy within 24-48 hours. The members carry a 3-day supply of food, water, personal living necessities, and medical supplies and equipment, if needed. Each team is capable of establishing a veterinary field hospital and can provide any other veterinary services needed to support a complete disaster relief effort.

Response Capabilities

VMAT responsibilities during disasters include:

1. Liaison (1-2 members) in State Emergency Operations Center (EOC) pre or post disaster.
2. Assessment of animal care giving infrastructure.
3. Veterinary diagnosis, triage, treatment and stabilization.
4. Establish veterinary field hospitals.
5. Mobile veterinary strike teams.
6. Food and water safety.
7. Multi-hazard assessment, risk reduction and response.
8. Biological and chemical exposure surveillance.
9. Animal decontamination.
10. Medical supervision/treatment of response/service animals.
11. Augmentation of surge capacity for an integrated medical response.
12. Supervision of animal care and production facilities.
13. Training Assistance for local and state assets assigned to animal issues in disasters.
14. Provide supplemental veterinary care for overwhelmed local veterinarians.
15. Epizootiology / Epidemiology
 - a. Animal disease surveillance.
 - b. Zoonotic disease surveillance and public health assessment.
16. Humane euthanasia or supervision thereof.
17. Animal mortality management
18. Animal capture, restraint and transport.

**Contra Costa County
Animal Services Department
Public Education & Pet Emergency Preparedness Training**

Pet Emergency Preparedness (PEP)

The Animal Services Department is in the initial phases of organizing and recruiting volunteers to participate as members of our PEP team battalion to respond (when requested) in a disaster and/or emergency. This plan calls for a dynamic expanding and collapsing of (singular or combined) PEP teams based on the requirements during an emergency or disaster. The Animal Services Department PEP team volunteer battalion may be augmented upon request by outside qualified PEP teams through “Memorandum of Understanding.”

The goal of the Contra Costa County Animal Services Department PEP team battalion is to assist in the preservation of animal life in a disaster and/or emergency. The PEP team members will provide resources to obtain proper food, housing and medical care for animals in a disaster or emergency. The PEP team members will provide animal related resources to the citizens of Contra Costa County utilizing a variety of public and private partners through “Memorandum of Understanding.”

In response to an emergency, when requested and activated, our PEP team members will respond to a variety of incidents. When activated, the PEP team members will report to an assigned location (staging area) to perform the following types of functions:

- 1 Provide leashes and pet carriers to citizens.
- 2 Provide outside resources for the private sheltering and care of animals.
- 3 Provide temporary confinement of owned animals in an emergency.
- 4 Assist with grief counseling for the loss of a pet in a disaster and/or emergency.
- 5 Assist with the set-up and operation of permanent or portable temporary Pet Friendly shelters in a disaster and/or emergency.
- 6 Act as our “Pet Disaster Liaison” and coordinate local PEP teams and Animal Services Department approved volunteer organizations.
- 7 Request additional resources when required.

PEP - Team Configurations

Single PEP team Configuration: Each individual PEP team will consist of (4) members and a designated leader.

Combined Configurations: Combined PEP teams will be divided into working groups identified as platoons, companies and a battalion, based on size and number of PEP members assigned.

Platoon (4) combined individual PEP teams and a designated team leader (total number - 21 team members.)

Company (4) combined PEP team platoons and a designated platoon leader (total number – 86 team members.)

Battalion (4) combined PEP team companies and a designated assistant battalion commander and battalion commander (total number - **342** team members.)

Contra Costa County
Animal Services Department

**PET EMERGENCY
PREPAREDNESS (PEP)
BATTALION**

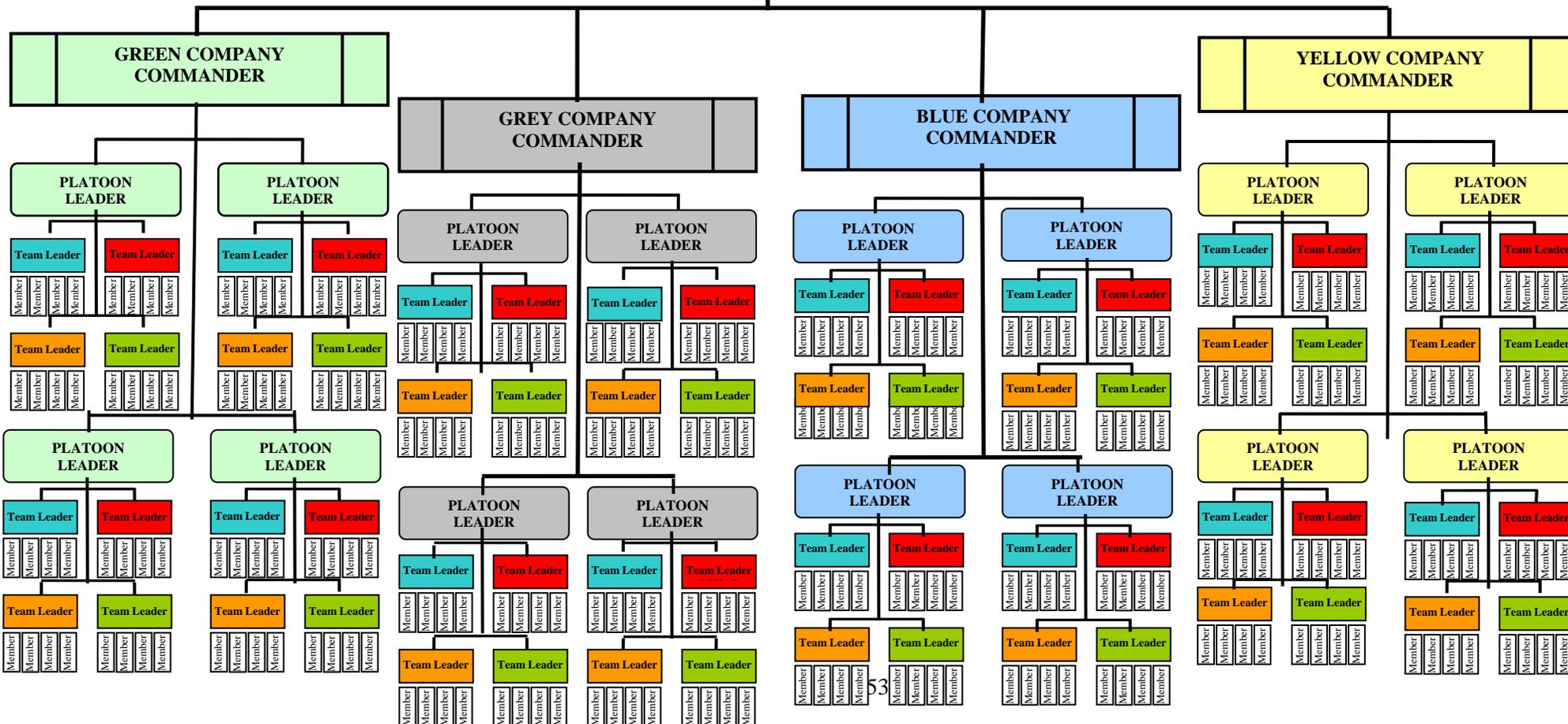
PEP BATTALION COMMANDER
ASSISTANT PEP BATTALION COMMANDER

Planning

Logistics

Operations

Finance



**Contra Costa County
Animal Services Department
PEP Team Qualification Requirements**

- Contra Costa County Animal Services Department Volunteer in good standing.
- Registered - Disaster Service Worker (DSWVP.)
- CERT (Citizens Emergency Response Team) certification.
- CPR / First Aid certification.
- Basic Pet First Aid / CPR certification.
- Pet Emergency Preparedness training.
- Maintain Pet Emergency Kit.
- Ability to handle large and small animals.
- Ability to pass background investigation and home visit.

Public Education

In the event of a disaster, proper education and training will help people know what to expect. Proper training affects the human response to disasters before, during and after a disaster.

Public Education will encompass the following:

- Public Presentations
- Handouts & Pictograms
- Pet First Aid & C.P.R. Training
- City Emergency Preparedness Fairs
- Mobile Licensing & Micro-chipping Events
- Collaborative training with Public, Private and Non-Profit Volunteer Groups

PEP Team Training

Training that enhances the capability of individuals, families, communities, businesses, or large facilities to prevent, mitigate against, respond to or recover from all hazards catastrophic events, will need additional disaster training to include their pets.

A training curriculum that encompasses all Animal Sheltering topics is provided.

The curriculum will include the following training topics:

- Disaster Service Worker
- Operational Guidelines (NIMS /SEMS)
- Animal Behavior / Temperament 101
- Animal Sheltering (Layout & How to)
- Temporary Pet Friendly Shelter Operations
- Pet First Aid & C.P.R.
- Disaster Preparedness Kits for Pets
- Medical / Decontamination
- Vaccinations / Micro-chipping
- Transporting of Animals
- Grief Counseling

**Contra Costa County
Animal Services Department
Community Emergency Response Teams (C.E.R.T.) Addendum Training**

An addendum training package will be provided to all C.E.R.T. Trainers to be incorporated into the existing C.E.R.T. Training Guidelines. Current C.E.R.T. trained individuals will be encouraged to take the P.E.P. Team Training.

Collaborative Partnerships

A plan can only be successful with team work that is shared. In order for any emergency preparedness plan to be successful, partnerships are necessary. Partnerships with organizations that exemplify qualified leadership and good team work qualities. Animal Services has been very fortunate to have these partnerships with a conglomeration of groups to include the cities, public, private, non-profit and animal rescue groups. A series of fundraising and educational events have been hosted over time.

These events include the following:

- Mobile Licensing Events:
 1. Homeless Animals Response Program (H.A.R.P.) - Oakley, CA
 2. The Crossings Home Owner's Assoc. - Concord, CA
 3. Pet Food Express Pet Emergency Preparedness Day - Clayton, CA
- United Way Campaign – Pet Emergency Preparedness
Tesoro Refinery Employees, Concord, CA
- Emergency Preparedness Fairs:
 1. Todos Santos Park – Concord, CA
 2. Latter Day Saints & City of Danville – Danville, CA

Public Service Announcements via Television

Television interviews have been conducted to inform the public on Pet Emergency Preparedness:

- People Networking with People – Comcast, Walnut Creek Nov. 2006
- Street Smart – Comcast, Concord Police Dept. Feb. 2007

Multi-Agency Meetings

Animal Services continuously attend and present at Multi-Agency meetings that often include O.E.S., American Red Cross, C.E.R.T. members, Law Enforcement officials, City representatives, Animal Rescue Groups and other special population representatives.

Disaster Service Worker Volunteer Program (DSWVP)

The Animal Services Department is committed to enter into “Memorandum of Understanding” with approved qualified (DSWVP) animal welfare organizations, faith based organizations, private businesses and/or individuals to obtain assistance in the pre-planning, preparation and/or response to an emergency or disaster.

**Contra Costa County
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Definition Disaster Service Worker Volunteer

Registered DSWs: A disaster service worker volunteer is “... any person registered with an accredited Disaster Council...for the purpose of engaging in disaster service...without pay or other considerations.”

Registered DSW volunteers are persons who have chosen to volunteer their time to assist a disaster or emergency services agency in carrying out the responsible of that agency.

The person must:

- Be officially registered with the accredited Disaster Council; and not receive any gratuities or monetary compensation for the services being provided

“Disaster Service Worker”

Our Animal Services Department volunteer PEP team program is committed to meeting federal and state guidelines for DSWVP accreditation. The Animal Services Department will endeavor to meet these guidelines through meeting mandated registration requirements and our volunteer PEP team training program; that will be conducted at our facilities.

Without the assistance of our volunteer program and our -private sector partners we will be unable to effectively respond to major incidents or provide the necessary resources to mitigate their effects.

Volunteer Workers

All volunteers involved in our county animal disaster response will be Registered Disaster Service Workers. For additional information on volunteer workers, see California OES DSWVP guide.

Classifications of Disaster Service Worker Volunteers

DSW volunteers are used throughout the state to augment first responder and rescue teams in a state of war, state of emergency, or a local emergency disaster, and to assist in recovery activities following a catastrophic event.

The DSW volunteer classifications approved by the California Emergency Council are listed below. If an accredited Disaster Council determines it needs volunteer disaster services not included in one of these classifications, the Council may contact the Governor’s Office of Emergency Services, DSWVP Coordinator.

- | | |
|------------------------------------|-------------------------------------|
| * Animal Rescue, Care and Shelter | * Law Enforcement |
| * Communications | * Community Emergency Response Team |
| * Finance and Administrative Staff | * Human Services |
| * Fire | * Laborer |
| * Logistics | * Medical and Environmental Health |
| * Safety Assessment Inspector | * Search and Rescue |
| * Utilities | |

**Contra Costa County
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What Powers Does Law Enforcement Have Regarding Evacuations?

There are six specific statutes, in addition to the California Emergency Services Act, that provide methods for enforcing the restriction on movement of people and property. These statutes provide for punishment of persons interfering with firefighters or rescue personnel during the discharge of their duties and make it an offense to disobey orders given by firefighters or other public officers. They pertain to interfering with personnel at the scene of an emergency. They prohibit persons from remaining in the area of a riot or an unlawful assembly, after being warned to disperse and provide that law enforcement has authority to control or manage an accident scene except for patient care. They allow specified law enforcement officers to close or restrict access to an area. Allow specified law enforcement officers to close or restrict access to an avalanche area, and provides for forcible removal from the area. For additional information refer to the California Penal Code (§ 148.2, § 402, § 409, § 409.3, § 409.5, § 409.6).

Dependent upon the evacuation order being voluntary or mandatory certain considerations must be made:

- Who is going to enforce the order? (police, sheriff, director of emergency services, fire department, etc.)
- What are they authorized to do? (Evacuate, e.g. use reasonable force to remove someone from an area)
- The relevant time period and the evacuation thus issued under provisions of the Emergency Services Act, thereby invoking the penalty provisions of the Act and affording the immunities accorded.

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Emergency Services Act / Standardized Emergency Management System (SEMS)

The various statutory provisions and the police power of the state that allow for controlling the movement of people and property during an emergency may be utilized independently or in conjunction with the Emergency Services Act. Immunity from liability is generally greater if the provisions of the Emergency Services Act are employed. To illustrate the differences, the discussion below explains the Emergency Services Act beginning with Government Code § 8550.

State responsibility

Section 8550 codifies the legislative intent that the state is responsible to mitigate the effects of those emergencies “which result in conditions of disaster or in extreme peril to life, property, and the resources of the state, and generally to protect the health and safety and preserve the lives and property of the people of the state.” This section also confers emergency power on the Governor, the Director of the Office of Emergency Services, and the chief executives and governing bodies of political subdivisions of this state.

Political Subdivision

Government Code Section 8557 defines “political subdivision” to include “any city, city and county, county, district, or other local governmental agency or public agency authorized by law.”

Evacuations

For the purpose of this guideline, an evacuation is considered a control on the movement of people and their property. An evacuation may be a voluntary evacuation, where the governing body recommends but does not require the evacuation of an area. Alternately, an evacuation may be mandatory, where the governing body determines that under its police power it can require the citizens of an area to leave the area in order to protect life, safety, or the general welfare of the population during an emergency. In either event, an evacuation is best ordered pursuant to either statutory authority or the Emergency Services Act.

Penal Code § 409.5

Section 409.5 provides that specified law enforcement officers may close or restrict access to an area in the event of a disaster. This is the most common method used to initially order an evacuation, and is usually used prior to a resolution by the local governing body. Penal Code Section 409.6 provides law enforcement officers with the same powers as allowed under § 409.5, however, § 409.6 expressly allows the use of reasonable force to remove an unauthorized person from a closed avalanche area.

Penal Code § 409.6

Issues Instead of forcibly removing persons from an area ordered evacuated, many jurisdictions merely warn the person and either have them sign a release of liability or fully document the notice given and the citizen’s refusal to leave. There are potential problems with this method, such as questions of whether “duress” could be construed when a citizen signs the release under emergency conditions, and whether a mere waiver is adequate to relieve the governing body of its obligation under the police powers of the state. An alternative to the use of a signed waiver

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would be to have an officer order an evacuation. This would permit the officer to arrest that person under Penal Code § 148 or § 148.2. § 8634.

Emergency Services Act

The Emergency Services Act provides that during a local emergency, the local government, or a designated agent, may impose a curfew. Additionally, the Governor has the authority to exercise “all police powers vested in the State...,” which would include the power to order a curfew. “During a local emergency the governing body of a political subdivision, or officials designated thereby, may promulgate orders or regulations necessary to provide for the protection of life and property, including orders or regulations imposing a curfew within designated boundaries where necessary to preserve the public order and safety.”

Under § 8634 of the Emergency Services Act, a curfew may be proclaimed by the governing body of a political subdivision or an official designated by the local governing body.

Incident Command System (ICS)

All emergency response operations work under a defined command and control system, often referred to as an ICS. ICS are designed to coordinate the activities of responding personnel and agencies and ensure that all forces work toward the single goal of resolving the crisis as quickly and efficiently as possible.

The ICS is a model for organizing a chain of command. It is expandable and flexible to adapt to any type or size of emergency. It includes many different groups under one command. An effective ICS includes six major components that are established and incorporated into the total response program for any given incident.

1. **Integrated Communications**, using common terminology is the most important factor in the success of any operation. All units must be clearly understood and every unit must be able to contact and communicate with every other unit directly or indirectly, both verbally and in writing. For example: safety personnel must be able to alert all units of possible hazards, and the Incident Commanders must be able to contact logistic personnel for supplies.
2. **Modular Organization** allows the ICS to expand and contract as necessary. The modular organization of the ICS is divided into five functional areas: Command, Operations, Planning, Logistics, and Finance.
3. **Unified Command Structure** is necessary for situations that are multi-jurisdictional in nature. For example: an oil spill in bay waters, which would be handled by both the US Coast Guard and state wildlife personnel needs a central unified command structure to coordinate actions of the separate agencies.
4. **Consolidated Action Plans** are vital in the preparedness phase of any operation. The plans consist of written actions that are designed to define and achieve all goals and objectives during the entire operations. Checklists are effective tools to assist agencies in responding in a predetermined fashion and to ensure that all functions are performed. The incorporation of Animal Services staff and Volunteers in the recall process of written action plans of federal, state and local agencies will ensure that the contact is made at the earliest possible time and

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will greatly enhance the Animal Services staff's ability to provide the best possible public safety during and after the rescue and recovery of animals.

5. **Span-of-Control** deals with the effective management of personnel. Under the ICS, the number of personnel under any supervisor generally ranges from three to seven; five is optimal in most circumstances.
6. **Designated Incident Facilities** are critical locations for staging and command. The Command Post is the location from which all operations are directed. It is always located at a safe distance from the disaster scene to ensure unhampered communications and access. Animal Services would most likely be directed to the Incident Base or staging areas where supplies, equipment, and personnel are held until they are dispatched or deployed.

The ICS chain of command structure consists of five groups of response personnel that are recalled and integrated as necessary. Not all groups are activated at all times. The ICS is similar to an "on-call" system, in which only the minimal number of personnel are mobilized for a given situation.

1. **Incident Command Staff** is comprised of the Command Group, which usually is based at the Command Post. The Command staff includes several representatives, each with specific responsibilities.
 - **Incident Commanders** are the designated individuals from the public agencies or other responsible parties such as Red Cross representatives who have the authority to act on behalf of their respective groups.
 - **Chiefs of Staff** are responsible for the internal management of the agencies that they represent. They may serve as agency Incident Commanders, in the absence of an Incident Commander.
 - **Safety Officers** assess safety hazards and unsafe situations, and they have the authority, when necessary, to bypass the chain of command to correct unsafe acts immediately.
 - **Liaison Officers** are the points of contact for assistance and to coordinate activities among agencies.
 - **Information Officers** are responsible for interfacing with the media.
 - **Legal Counsel** is appointed to represent the involved agencies and to ensure that legal issues do not impede response effectiveness.
 - **Investigations Officers** determine cause and responsibilities as required.
2. The **Planning** Section is responsible for collection, evaluation, dissemination, and use of information about the development of the incident and the status of resources. Effective planning ensures an aggressive, comprehensive approach to the problems that may be encountered.
3. The **Operations** Section and its various branches, manage tactical operations at the incident scene. They are responsible for public safety and rescue and recovery of animals in the operations area(s.)
4. The **Logistics** Section is responsible for providing facilities, services and materials for the response forces. Several logistics branches are of concern to Animal Services staff. They are the Communications Branch, Service Branch, and Support Branch. The Service Branch is further divided into Medical and Food Units, which provide medical care and meals for

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response personnel. The Services Branch is divided into animal shelter, animal food and medical care of animals after rescue.

5. The **Finance** Section monitors costs and weighs financial considerations, such as reimbursement for the use of public or private sector resources. It is critical that all responding parties adopt consistent cost documentation for later recovery from federal and state funds or other responsible parties.

Liability Issues

With the development of a county wide animal response plan there are various areas where liability issues may arise.

You should consult with your county council, city attorney and county OES office regarding exposure to risk and statutes that cover emergency activities, animal issues, and lost or abandoned property within your jurisdiction of the OA.

Releases

The liability of release statements will be utilized for all owned animals being housed in our Temporary Pet friendly shelters.

Organization of Response Activities

Response activities should be organized into clearly defined roles. The following is an outline of some of the roles needed for response, as identified by OES in the State Plan.

1. **Management**

Management is responsible for overall emergency policy and coordination through the joint efforts of governmental agencies and private organizations. Management duties include:

A. **Liaison**

The liaison communicates with staff from other agencies in the EOC. This is the responsibility of the County Animal Coordinator.

B. **Public Information Officer**

The Public Information Officer develops and releases information about emergency operations to the news media, personnel involved in the response operations, and other appropriate agencies and organizations.

2. **Planning and Intelligence**

Planning and Intelligence is responsible for collecting, evaluating, and disseminating information during response and recovery activities. Much of this may be done through the statewide RIMS (through OES). Planning and Intelligence duties include:

A. **Situation and Status Analysis**

Situation and Status Analysis may be assigned to provide information on situation status of animal rescue, care, and sheltering operations.

B. **Documentation**

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Animal Services Department**

Documentation compiles records and data pertaining to the response effort.

C. Mobilization/Demobilization

Mobilization/Demobilization works with Operations and Logistics to help plan the mobilization of personnel, equipment/supplies, and facilities. It also prepares the demobilization plan and monitors its execution.

3. Operations

Operations will coordinate all jurisdictional operations in support of the emergency through the implementation of the OA action plan. The animal issues may be assigned to deal with:

A. Care and Sheltering

Care and Sheltering assists in the coordination of animal care and sheltering with human care and sheltering operations.

B. Disease Control

Disease control activities may include:

- Disposal of dead animals
- Separation of sick and healthy animals
- Rabies control
- Capture or euthanasia of animals “at large”

C. Animal Identification System

A system must be developed for identifying animals brought to shelters so that they can be returned to their proper owners. Records must also be kept for dead and unclaimed animals. Those operating the animal identification system may work with Operations to assist in reuniting animals with their owners.

4. Logistics

Logistics is responsible for providing facilities, services, personnel, equipment, and materials. The following is a list of logistical activities needed for responding to animal issues:

A. Communications

Communications staff maintains communications with all sites and personnel responding to animal issues during a disaster. Helps facilitate cooperation between responders.

B. Transportation

Transportation coordinates the movement of transportation resources to where they are needed.

C. Facilities Coordination

Facilities Coordination develops plans for mobilization centers, staging areas, shelters, and regional evacuation points. It oversees the distribution and installation of supplies to these areas.

D. Resource Tracking

Resource Tracking is responsible for tracking the status of resources at the various response sites.

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5. Finance

Finance is responsible for tracking financial activities. The following is a list of activities that need to be tracked for costs incurred by the OA in case of future reimbursement.

- A. Employee Time Reporting
- B. Procurement of Supplies
- C. Workers' Compensation and Claims
- D. Cost Accounting for Response Activities
- E. Damage Survey Report (DSR) Record Keeping

Response

Practice Your Response Plan

Once you have planned your response, it is important that it be practiced periodically. Practicing the response plan will help pinpoint possible problem areas and allow personnel to become comfortable with their roles. Both table top and actual drills are useful.

Volunteer Training

Dealing with animals, particularly in stressful or chaotic situations such as disasters, requires special skill. Volunteers who handle animals need to have experience or training in this area. Several national, state, and local groups offer training programs. The Animal Services Department PEP Team Battalion will start volunteer initial training in June of 2007.

Other Planning Resources

The following is a list of disaster planning and information resources available from other government agencies and non-profit organizations.

Response is putting all of this planning to work. To ensure a smooth response, some things to consider are:

- Developing and updating SOPs that specifically outline the response duties of personnel and organizations.
- Use the template forms (in the appendix of this guide) to make a binder of forms needed at each shelter facility and EOC.
- Develop a notification system to be activated in the event of a disaster.
- Flexibility is key to an effective response; be prepared to activate alternate plans if needed.
- Update your resource lists, plan, and SOPs often.

**Contra Costa County
Animal Services Department
Forms**

Animal Care and Holding/Boarding Survey

1. Facility Name _____

Address _____

Number and Street

City

Zip

Facility Phone () _____-_____ Fax () _____-_____

2. Owner's Name _____

Owners' Home Phone () _____-_____ Cell Phone () _____-_____

Owner's Pager () _____-_____

3. What animal species will you accept?

Dog Cat Equine Livestock Avian Other _____

4. Do you have a microchip scanner available? No Yes Type: _____

5. How many cages, runs or stalls do you have available? Are any seasonal?

Cages _____ Runs _____ Large Animal Stalls _____ Corrals _____

6. Would you be willing to provide services during a disaster?

Pro bono Reduced Rate _____ Standard rate _____

7. What are the minimum entry requirements for animals to your facility?

None Rabies Other vaccinations _____

Parasite control Other _____

Would you waive them during a disaster? Yes No

8. Does your facility have isolation facilities? Yes No

9. Is your staff available outside normal hours of operation? Yes No

10. Do you have a consulting veterinarian or vet clinic you work with? Yes No

Name _____ Phone () _____-_____

11. Give brief directions to your facility from the closest major road or highway.

**Contra Costa County
Animal Services Department**

Small Animal Intake Form - Owned Animals with Owner

Date arrived _____ **Animal ID #** _____

Date discharged _____ **Assigned Location** _____

Owner Information

Name _____ Phone # () _____ - _____

Address _____

Emergency Contact _____

Animal Identification

Species _____ Other ID _____

Breed _____ Size: Toy Small Medium

Coat Color _____ Coat Length: Short Medium

M M(neutered) F F(spayed)

Medical

Rabies Vaccine? Yes No Tag # _____

Other Vaccines:

Canine: Distemper Hepatitis

Feline: Rhinotracheitis Calicivirus Chlamydia Feline FIP

Any medical problems? No Yes _____

Taking medications? No Yes _____

Instructions _____

Special diet? Yes _____ Owner provided? No Yes

Instructions _____

Habits and Traits (circle all that apply)

fence jumper digger scratcher submissive housebroken highly
excitable biter shy leash broken barker/vocal declawed
obedience trained other _____

Aggressive toward men women children

Accepted by (staff) _____ Date _____

Owner Signature _____ Date _____

Released by _____ Date _____

Owner Signature _____ Date _____

**Contra Costa County
Animal Services Department
Small Animal Intake Rescued/Found/Stray**

Date rescued/found _____ **Location found** _____

Date arrived _____ **Assigned Location** _____

Date discharged _____ **Animal ID #** _____

Accepted by (staff) _____

Rescuer Information

Name _____ Phone # () _____ - _____

Address _____

Animal Identification

Species _____ Rabies Tag? _____

No Yes # _____

Breed _____ Size: _____

Toy Small Medium Large

Coat Color _____ Coat Length: _____

Short Medium Long

Other ID _____ Sex: _____

Male M (neutered) Female

Reclaimed

Owner _____ Phone () _____ - _____

Address _____

Proof of Ownership _____

Released by _____ Date _____

Owner Signature _____ Date _____

Adopted

Adoptive owner _____ Phone () _____ - _____

Address _____

Released by _____ Date _____

New owner signature _____ Date _____

Transferred to _____

**Contra Costa County
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Large Animal Intake

Date Arrived _____ Rescued Owner Brought

Intake number _____ **Assigned Shelter Location** _____

If rescued, **Date rescued** _____ **Location** _____

Date Discharged _____

Species: _____ Cattle Sheep

Owner's/Rescuer's name _____ Phone () _____

Address _____

Individual Animal Identification

Identification Age Sex Breed Description, registration (E.g., Brand/tattoo: name or number.)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Accepted by (staff) _____ Date _____

Contra Costa County Animal Services Department

| | | | | | | | | | |
|--|------------------------------------|----------------------------------|---------------------------------|---|--|--|--|--|--|
| CONTRA COSTA COUNTY | | TEMPORARY ANIMAL HISTORY NO. #T | | DATE IN: _____ | | | | | |
| Animal Services Department Emergency Animal Intake Form | | | | | | | | | |
| AREA OR ADDRESS IMPOUNDED | | | | FINDER WANTS | | | | | |
| DATE RETURNED FROM VET | | IMPOUNDING TIME | KENNEL No. | DATE OUT | NAME | | | | |
| STRAY <input type="checkbox"/> | SURRENDER <input type="checkbox"/> | BITER <input type="checkbox"/> | RELEASE DATE | CUSTODY <input type="checkbox"/> | OWB? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | | | | |
| IDENTIFICATION NO. | | YEAR | PLACE | LIC <input type="checkbox"/> | OTHER <input type="checkbox"/> | | | | |
| IMPOUNDING FOR | CHP <input type="checkbox"/> | SHERIFF <input type="checkbox"/> | OTHER: | OFFICER REQUESTING | PHONE | | | | |
| DATE OF BITE | VICTIM'S NAME | ADDRESS: | | | PHONE | | | | |
| OWNER | | | | ADDRESS: | PHONE | | | | |
| NEW OWNER | ADDRESS: | | | PHONE | | | | | |
| BREED | | SMALL <input type="checkbox"/> | MEDIUM <input type="checkbox"/> | LARGE <input type="checkbox"/> | COLOR OF COLLAR | | | | |
| DETAILED DESCRIPTION | | | | | | | | | |
| NAME | | SEX | M <input type="checkbox"/> | F <input type="checkbox"/> | NM <input type="checkbox"/> | | | | |
| THIS IS NOT A RECEIPT | | DISPOSITION | SF <input type="checkbox"/> | RABIES VACCINE | YES <input type="checkbox"/> | | | | |
| IMPOUND FEE | \$ | RETURN TO PRESENT OWNER | <input type="checkbox"/> | EXP: | NO <input type="checkbox"/> | | | | |
| IMPOUND PENALTY | \$ | RETURN TO NEW OWNER (ADOPT) | <input type="checkbox"/> | <p>I, the owner/custodian signed below request the emergency housing of the animal being evacuated because of a pending or occurring disaster. I must be house at this Red Cross shelter during my pets stay. I, the animal owner/custodian hereby release the person or entity who is receiving the animal from any and all liability regarding the care and housing of the animal during and following this emergency. I, the animal owner/custodian acknowledge that if emergency conditions pose a threat to the safety of the animal , additional relocation may be necessary and this release is intended to extend to such relocation.</p> <p>I the animal owner/custodian acknowledge that the rise of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also required that the owner or his/her agent take responsibility for the care, feeding and maintenance of their animal.</p> <p>Animal owner/custodian signature: _____ DATE: _____</p> <p>ADDRESS: _____ Home Ph. _____</p> <p>CITY _____ STATE _____ ZIP _____ CELL Ph. _____</p> <p>EMERGENCY CONTACT NAME/NUMBER: _____</p> | | | | | |
| BOARD | \$ | PTS | | | | | | | |
| SPAY/NEUTER DEP | \$ | | | | | | | | |
| RABIES VACC DEP | \$ | | | | | | | | |
| LICENSE FEE | \$ | | | | | | | | |
| LATE LIC PENALTY | \$ | | | | | | | | |
| VET BILL/QUAR FEE | \$ | | | | | | | | |
| APPLICABLE TAX | \$ | | | | | | | | |
| TOTAL CHARGES | \$ | | | | | | | | |

| | | | | | | | | | |
|---|------------------------------------|----------------------------------|---------------------------------|---|--|--|--|--|--|
| CONTRA COSTA COUNTY | | TEMPORARY ANIMAL HISTORY NO. #T | | DATE IN: _____ | | | | | |
| Animal Services Department Emergency Intake Form | | | | | | | | | |
| AREA OR ADDRESS IMPOUNDED | | | | FINDER WANTS | | | | | |
| DATE RETURNED FROM VET | | IMPOUNDING TIME | KENNEL No. | DATE OUT | NAME | | | | |
| STRAY <input type="checkbox"/> | SURRENDER <input type="checkbox"/> | BITER <input type="checkbox"/> | RELEASE DATE | CUSTODY <input type="checkbox"/> | OWB? <input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> | | | | |
| IDENTIFICATION NO. | | YEAR | PLACE | LIC <input type="checkbox"/> | OTHER <input type="checkbox"/> | | | | |
| IMPOUNDING FOR | CHP <input type="checkbox"/> | SHERIFF <input type="checkbox"/> | OTHER: | OFFICER REQUESTING | PHONE | | | | |
| BREED | | SMALL <input type="checkbox"/> | MEDIUM <input type="checkbox"/> | LARGE <input type="checkbox"/> | COLOR OF COLLAR | | | | |
| DETAILED DESCRIPTION | | | | | | | | | |
| NAME | | SEX | M <input type="checkbox"/> | F <input type="checkbox"/> | NM <input type="checkbox"/> | | | | |
| THIS IS NOT A RECEIPT | | DISPOSITION | SF <input type="checkbox"/> | RABIES VACCINE | YES <input type="checkbox"/> | | | | |
| IMPOUND FEE | \$ | RETURN TO PRESENT OWNER | <input type="checkbox"/> | <p>I, the owner/custodian signed below request the emergency housing of the animal being evacuated because of a pending or occurring disaster. I must be house at this Red Cross shelter during my pets stay. I, the animal owner/custodian hereby release the person or entity who is receiving the animal from any and all liability regarding the care and housing of the animal during and following this emergency. I, the animal owner/custodian acknowledge that if emergency conditions pose a threat to the safety of the animal , additional relocation may be necessary and this release is intended to extend to such relocation.</p> <p>I the animal owner/custodian acknowledge that the rise of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also required that the owner or his/her agent take responsibility for the care, feeding and maintenance of their animal.</p> <p>Animal owner/custodian signature: _____ DATE: _____</p> <p>ADDRESS: _____ Home Ph. _____</p> <p>CITY _____ STATE _____ ZIP _____ CELL Ph. _____</p> <p>EMERGENCY CONTACT NAME/NUMBER: _____</p> | | | | | |
| IMPOUND PENALTY | \$ | PTS | | | | | | | |
| BOARD | \$ | | | | | | | | |
| SPAY/NEUTER DEP | \$ | | | | | | | | |
| RABIES VACC DEP | \$ | | | | | | | | |
| LICENSE FEE | \$ | | | | | | | | |
| LATE LIC PENALTY | \$ | | | | | | | | |
| VET BILL/QUAR FEE | \$ | | | | | | | | |
| APPLICABLE TAX | \$ | | | | | | | | |
| TOTAL CHARGES | \$ | | | | | | | | |

**Contra Costa County
Animal Services Department
County Animal Food Resource Checklist**

Small Animals

- Food Banks
- Pet Stores
- Grocery Stores
- Kennels
- Breeders
- Feed Stores
- Humane Societies/SPCAs
- Animal Control Shelters
- Veterinary Clinics

Large Animals and Horses

- Feed Suppliers
- Feed Stores
- Hay Producers/Transporters
- Local Animal Producers
- Local Boarding Facilities
- Local Breeding Facilities
- Local Horsemen's Organizations
- Local Cattlemen's Organizations

**Contra Costa County
Animal Services Department**

County Animal Food Request

1. **Company/Organization Name** _____ Phone () _____ - _____
Address _____

Representative's Name _____ Phone () _____ - _____

2. What species do you have food for?

Dog (Type of food) _____

Cat _____

Bird _____

Reptiles _____

Cattle _____

Horse _____

Sheep/Goat _____

Other _____

3. Would you be willing to provide animal food during a disaster?

Free Reduced Rate _____ Standard Rate _____

4. Give brief directions to your location from the closest major road or highway.

**Contra Costa County
Animal Services Department**

County Animal Food Resource List

Organization/Company Name _____

Address _____

Area or cross streets _____

Contact's name _____

Phone Number () _____ Fax () _____

Rep's Cell Phone () _____ Pager () _____

Supplies Available _____

Type of Food _____ Species _____

Delivers? Yes No

Free Reduced rate _____ Standard Rate _____

Organization/Company Name _____

Address _____

Area or cross streets _____

Contact's name _____ Phone Number () _____

Rep's Cell Phone () _____ Pager () _____

Supplies Available _____

Type of Food _____ Species _____

Delivers? Yes No

Free Reduced rate _____ Standard Rate _____

**Contra Costa County
Animal Services Department**

Supplies

County Animal Supplies Survey

1. Company/Organization Name _____

Address _____ Phone () _____ - _____

Representative's Name _____ Phone () _____ - _____

2. What supplies do you have?

Veterinary Supplies

Drugs Vaccines V fluids Leg wraps Bandages

Non-medical Animal Supplies

Small Animal

Pet carriers Cat litter Collars Leashes Cages Shovels Bleach
 Disinfectant Food and water dishes

Large Animal

Halters Lead ropes Blankets Bedding Wheelbarrows Rakes
 Pitchforks Buckets Hoses Fly spray Bleach Disinfectant Lime

Office Supplies

Trail marking tape Duct tape Microchip scanner Camera/film Paper
 Pens/pencils Permanent markers Binders Staplers Hole punch
 Computer/printer Copy machine Flashlights Cellular phones

3. Would you be willing to provide these supplies during a disaster?

Free Loan Reduced Rate _____ Standard Rate _____

4. Give brief directions to your location from the closest major road or highway.

**Contra Costa County
Animal Services Department**

County Animal Supply Resource List

Organization/Company Name _____

Address _____

Contact's name _____ Phone Number () _____

Rep's Phone () _____ Cell () _____

Supplies Available

Free Loan Reduced rate _____ Standard Rate _____

Organization/Company Name _____

Address _____

Contact's name _____ Phone Number () _____

Rep's Phone () _____ Cell () _____

Supplies Available

Free Loan Reduced rate _____ Standard Rate _____

**Contra Costa County
Animal Services Department**

Transportation Resources

County Animal Transportation Checklist

Small Animal

- Animal Control vehicles
- Mobile veterinary clinics
- Mobile dog kennels (talk to hunting clubs, kennel clubs)
- Local Cat Fanciers
- Local humane organizations
- Private vans, trucks, and trailers

Horses

- Local horsemen's association/riding clubs
- Private horse trailers
- Horse transport companies

Large Animal

- Local Cattlemen's association
- Livestock Transport Companies
- Ranchers
- Dairies
- Feedlots
- Animal Control vehicles and horse trailers
- University and other local educational institution livestock transport
- Department of Transportation (Caltrans)

**Contra Costa County
Animal Services Department**

County Animal Transportation Survey

1. Company/Organization Name _____

Address _____

Phone () _____ - _____ Fax () _____ - _____

2. Representative's Name _____

Phone () _____ - _____ Pager () _____ - _____

3. What species can you transport and how many?

Dog _____ Cattle _____ Exotics _____

Cat _____ Sheep _____ Poultry _____

Horse _____ Swine _____ Goat _____

4. Would you be willing to provide transportation services during a disaster?

Pro Bono Reduced rate _____

Standard rate _____

5. General information

Insurance Company _____ Policy # _____

Vehicle License Plate Number _____ Description _____

Trailer License Plate Number _____ Description _____

If more than one vehicle:

Vehicle License Plate Number _____ Description _____

Trailer License Plate Number _____ Description _____

Vehicle License Plate Number _____ Description _____

Trailer License Plate Number _____ Description _____

Vehicle License Plate Number _____ Description _____

Trailer License Plate Number _____ Description _____

**Contra Costa County
Animal Services Department**

County Transportation Resource List

Company/Group Name _____

Address _____

Owner's name _____ Phone Number () _____

Owner's Cell Phone () _____ Pager () _____

Description of Transportation Resource _____

Species _____ Number of animals _____

Driver(s) _____

Free Reduced rate _____ Standard Rate _____

Company/Group Name _____

Address _____

Owner's name _____ Phone Number () _____

Owner's Cell Phone () _____ Pager () _____

Description of Transportation Resource _____

Species _____ Number of animals _____

Driver(s) _____

Free Reduced rate _____ Standard Rate _____

**Contra Costa County
Animal Services Department**

Volunteer Resources

Survey of Groups with Registered Disaster Service Workers

Organization _____

Address _____ Phone () _____ - _____

Contact Name _____

Phone () _____ - _____ Cell () _____ - _____

Number of Volunteers

1. Trained as a disaster service worker

_____ Veterinarian/Animal Health Technician

_____ Non-medical

2. Not trained as a disaster service worker

_____ Veterinarian/Animal Health Technician

_____ Non-medical

3. Experienced with:

_____ Small Animal

_____ Large Animal (livestock)

_____ Horses

_____ Exotics

Volunteers

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

**Contra Costa County
Animal Services Department**

Organization (cont.) _____

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

Name _____ **Phone** () _____ - _____

Veterinarian/RVT Non-medical Trained as a disaster service worker

Experience: Small animal Large Animal Horse Exotic

**Contra Costa County
Animal Services Department**

Registration and Release

The undersigned owner(s) (agent) of the animal(s) described as follows:

Name of Animal _____ Breed _____
Description _____

hereby request the emergency quartering of these animals being evacuated because of a pending or occurring disaster. The animal owners (agents) hereby release the receiving property owners and any caregivers from any and all liability regarding the care and quartering of these animals during and following this emergency. The animal owners (agents) acknowledge that if emergency conditions pose a threat to the safety of these animals, additional relocation may be necessary and that this release is intended to extend to such relocation.

The animal owners (agents) acknowledge that the risk of injury or death to these animals during an emergency can not be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animals. It is also requested that the animal owners (agents) contribute to the feeding and daily care of their animals, if possible.

The cost (if any) of returning these animals after the emergency will be at the owners (agents) expense. If arrangements have been made, the animal owner will be notified of possible adoption or relocation.

Printed Name of Animal Owner (Agent) _____

Signed Name of Animal Owner (Agent) _____

Home Phone _____

Place of Employment _____ Work Phone _____

Address _____ to _____ which _____ Owner _____ (Agent)

plans _____ to _____ evacuate _____ during

the _____ emergency

_____ Phone _____

It is the responsibility of the animal owner (agent) to keep the receiving property owners aware of where the animal owner (agent) can be contacted following the emergency.

Address of Receiving Property

**Contra Costa County
Animal Services Department**

Agreement

I, the animal owner/custodian signed below request the emergency housing of the animal being evacuated because of a pending or occurring disaster. **I must be housed at this Red Cross shelter during my pets stay.** The animal owner/custodian hereby releases the person or entity who is receiving the animal from any and all liability regarding the care and housing of the animal during and following this emergency. The animal owner acknowledges that if emergency conditions pose a threat to the safety of the animal, additional relocation may be necessary, and this release is intended to extend to such relocation.

The animal owner acknowledges that the risk of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also required that the owner or his/her agent take responsibility for the care, feeding and maintenance of their animal.

Check out is required when departing from the shelter.

Animal Owner Signature _____

Would you be evacuating if a pet shelter wasn't available? YES _____ NO _____

Date _____

Animal Owner Name _____ Address _____

City _____ State _____ Home Phone _____

Cell Phone _____ Do you have your phone available now? _____

Emergency Contact Name (not in shelter) Phone number (include area code)

Emergency Contact Person in shelter _____
(This person would provide care for your pets in the event an emergency would occur)

Name of Person in charge of animals care **(must be staying at the shelter)**

**Contra Costa County
Animal Services Department**

| Name of animal Age | Color | Sex | Breed | |
|-----------------------|-------|-------|-------|-------|
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |
| _____ | _____ | _____ | _____ | _____ |

(Only animals crated together on one sheet)

DO NOT WRITE UNDER THIS LINE

OFFICIAL USE ONLY

ASSIGNED CAGE # _____

STAFF INITIALS _____

**SIGNATURE BELOW INDICATES THAT THE OWNER OR GUARDIAN HAS
CLEANED THEIR PETS CAGE, RECEIVED THEIR PET AND IS CHECKING OUT
OF THE SHELTER.**

**DATE AND TIME CHECKED OUT _____
INITIALS**

STAFF _____

SIGNATURE _____

**Contra Costa County
Animal Services Department**

Registration and Agreement Rules

I, _____ (the owner / custodian of the pet listed on the reverse side), understand that an emergency exists and that special arrangements have been made to allow my family and pets to remain together at this shelter facility. I understand and agree to abide by the pet care rules contained in this agreement and have explained them to any other family member accompanying me and my pet.

- My pet will remain contained in a carrier approved by the Animal Services Officer / Technician or their designee except at posted times when I will be able to exercise my pet (if appropriate) and clean its carrier.
- I agree to provide adequate food and water and any necessary medication and to properly feed, water, medicate and generally care for my pet as instructed by the animal care technician or code enforcement officer.
- I agree to properly sanitize the areas used by my pet, including performing proper waste disposal and disinfecting as instructed by the Animal Services Officer / Technician or their designee.
- I agree that only one designated person may be in charge of the animal and allowed in the animal housing area.
- I certify that my pet is current on rabies and all other vaccinations recommended. I fully understand that if my animal should bite or scratch while housed at the shelter the said animal will have to undergo quarantine. State mandates will supersede any rules and/or agreements.
- I will maintain proper identification on my pet at all times including but not limited to the neck band issued upon entry.
- I will not permit any other shelter occupant to handle or approach my pet either while in its carrier or during exercise time. I will make sure the carrier door remains securely latched.
- No aggressive animals will be allowed.
- No animal will be allowed that show any sign of contagious disease (mange, etc.) I will permit the Animal Services Officer / Technician, Veterinarian or their designee to examine my pet to make this determination.
- I further understand that if my pet becomes unruly or aggressive or begins to show signs of a stress related condition it may be removed to a more appropriate location.

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- I understand that any decisions concerning the care and welfare of my pet and the shelter population as a whole are within the discretion of the Animal Services Officer / Technician or their designee.
- I agree that any equipment used by my pet or I must remain at the facility and maintained in good, clean condition while I utilize it. All equipment must be left at the shelter upon the removal of my pet.
- I agree that when it is announced the shelter is closing I must remove my animal from the property. Any animals that are not reclaimed and removed from the shelter will be relocated to an approved Animal Services Department facility where the pet will remain there as a stray as required by law.
- I agree that if at anytime I fail to follow the rules as set forth my pet and I will be asked to leave the facility.
- I certify that my pet has no previous history of aggressive behavior to humans or animals. I certify that my pet has not been diagnosed with any contagious diseases and is parasite free.
- I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animals. I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal.

Animal Owner / Custodian signature
Date

Date

Witness signature

**Contra Costa County
Animal Services Department**

Government Agencies

Federal Emergency Management Agency (FEMA)

- www.fema.gov
Provides general information about FEMA and emergency management activities

- www.fema.gov/fema/anemer.htm
Provides information specifically on preparedness and planning for animals in emergencies and links to other related sites.

- www.fema.gov/EMI/is10.htm and www.fema.gov/EMI/is11.htm
Provides information and course materials for the independent study *Animals in Disasters Training Courses*. There are two modules of this course; 1.) Awareness and Preparedness; and, 2.) Community Planning. Course materials can be downloaded and a final exam may be completed online.

National Weather Service (NWS)

- www.nws.noaa.gov
Provides weather information and warnings for the United States.

State of California Governor's Office of Emergency Services (OES)

- www.oes.ca.gov
Provides information about OES activities, state disaster planning, and types of emergencies. Includes links to mapping resources, related agencies, and weather reports. The California Specialized Training Institute (CSTI) can also be accessed through this site. CSTI provides training in SEMS and other emergency response activities.

California Department of Food and Agriculture (CDFA)

- www.cdfa.ca.gov
Provides information about CDFA programs, the Animal Health and Food Safety Services, disaster preparedness materials for animal owners, and includes a directory of the County Agricultural Commissioners. This guide and appendices can also be downloaded from this site.

California Department of Fish and Game (CDFG)

- www.dfg.ca.gov
Provides information on CDFG programs. Includes information about oil spill response activities.

University of California, Davis (UC Davis)

- www.vetmed.ucdavis.edu/vetext/home.html
Provides information on the Veterinary Medicine Cooperative Extension program through UCD. All or part of the *DANR Guide to Disaster Preparedness Resources* can be downloaded from this site.

- www.ucdavis.edu
Provides access to all UCD websites and resources.

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Florida Animal Disaster Planning Advisory Committee (ADPAC)

- www.unr.net/~lbevan/adpac
Provides information on Florida's animal disaster response program, and disaster planning and preparedness guidelines. Includes links to other sites and order forms for disaster planning information. Most of the sources used to develop this guide can be ordered from this site.

Florida State Department of Agriculture and Consumer Services, Division of Animal Industry

- <http://doacs.state.fl.us/~ai/ai.html>
Provides information on ESF-17, Florida's animal disaster response plan. Includes information on disaster preparedness for animals.

Indiana State Board of Animal Health (BOAH)

- www.state.in.us/boah/index.html
Provides information on the Indiana State Annex for Veterinary Emergencies (SAVE) and disaster preparedness guidelines for various types of animals.

Non-profit Organizations

American Humane Association

- www.americanhumane.org
Provides information on disaster relief and preparedness.

American Red Cross

- www.redcross.org
Provides general information about disaster relief efforts worldwide.
- www.redcross.org/disaster/safety/pets.html
Provides information on disaster preparedness for pets.
- www.redcross.org/disaster/safety/index.html
Provides general information on disaster safety, including a list of California Preparedness Materials. These include a barnyard animal rescue plan, information for owners of service animals, and first aid for animals.

American Veterinary Medical Association (AVMA)

- www.avma.org
Provides information about veterinary activities throughout the United States. Includes links to state Veterinary Medical Associations.
- www.avma.org/avmf/Drmain.htm
Provides information about the American Veterinary Medical Foundation's (AVMF) disaster relief activities. Includes an order form for the AVMA Disaster Planning Guide.

California Veterinary Medical Association (CVMA)

- www.cvma.org
Provides information on the CVMA disaster response programs. Includes a directory of CVMA member veterinarians.

Cat Fanciers Association

- www.cfainc.org/disasters.html, Provides information on the disaster relief efforts of the Cat Fanciers Association and disaster preparedness

**Contra Costa County
Animal Services Department**



**CONTRA COSTA COUNTY
ANIMAL SERVICES DEPARTMENT**

Appendix A: Pet Friendly Temporary Shelter Plan

**Contra Costa County
Animal Services Department**

**CONTRA COSTA COUNTY
ANIMAL SERVICES DEPARTMENT**

Pet Friendly Temporary Shelter Plan

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**Contra Costa County
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**Contra Costa County
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Introduction

Pet friendly temporary shelters will be set up in the event of a disaster or emergency that requires people to evacuate their homes and seek designated shelters. The pet friendly shelters will be set up in close proximity to the shelters that have been designated for people. Each pet friendly temporary shelter will have the capability of housing approximately 300 dogs and cats.

The temporary shelters can also accommodate pet birds and small animals that are brought by owners in their own cages. The shelters will *not* be able to accommodate the following:

- Aggressive dogs
- Feral or aggressive cats
- Dogs over 80 lbs.
- Reptiles
- Exotics

The Contra Costa County Animal Services Department has three trailers stocked with supplies for setting up and maintaining temporary pet emergency shelters.

Each pet friendly temporary shelter will be staffed with a minimum of the following personnel:

- One Animal Services Lieutenant
- One Center Operations Supervisor (or designee)
- One Animal Services Veterinarian
- One Registered Veterinary Technician
- One Animal Services Officer
- One Animal Center Technician
- Two Animal Services Clerks
- One Animal Services Utility Worker
- Animal Services PEP team members (number to be determined)
- Animal Services Volunteers and/or 510©3 members (number to be determined)

Pet owners shall feed, water, and clean up after their pets. Pet owners (18 years of age and over) shall exercise their dogs at a minimum of two times per day. Pet owners shall be advised of the hours during which they may visit the shelters and provide care to their pets. Minors must be accompanied by an adult.

**Contra Costa County
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Set-Up

- Load truck(s) with pet food and cat litter.
- Drive supply truck(s) and emergency supply trailer(s) to pet friendly temporary shelter location(s).
- Unload truck(s) and trailer(s).
- Stock designated storage area(s) with supplies.
- Have volunteers and PEP team members put together crates and carriers.
- Lay out heavy-duty plastic sheeting in areas that will house pets. Secure to walls and floors.
- Place heavy-duty rubber runners on top of plastic.
- Line walls with crates and carriers.
- Set up crates and carriers with bedding, litter boxes for cats, and food and water dishes.
- Set up registration tables and chairs.
- Place liners in garbage cans.
- Fill cat litter bins.
- Fill dog and cat food barrels.



Photo courtesy of Marion County Florida

**Contra Costa County
Animal Services Department**

Sign-in and Registration

Sign-In for employees and volunteers:

All employees and volunteers shall sign in at the beginning of their shift and sign out at the end of their shift. This is critical for expense reimbursement from the state.

Registration for Pet Owners:

- Citizens fill out registration forms.
- Polaroid photos are taken of the owners with their pets.
- Cages are assigned to pets. Paperwork and photos (photos facing out so that they are visible to staff) are placed in plastic sleeves or Ziploc bags and attached to cage doors with zip ties.
- Neckbands are placed on dogs and cats.
- Wristbands are placed on owners.
- Instructions are given to the owners.



Photos courtesy of Marion County Florida

**Contra Costa County
Animal Services Department**

24 Hour Monitoring

Although a temporary shelter is a 24-hour operation, animals need periods of darkness and quiet. Night activity is limited to veterinary issues and monitoring by veterinary staff.

During the registration process, owners will be advised of the hours during which they can care for and visit their pets.

Sign-Out

Closing a temporary animal shelter is usually coordinated with the closure of human shelters.

Ensure that owned animals at the shelter have been properly signed out with the owner(s) and exit paperwork has been filed.

Break-Down and Clean-Up

CLEAN UP:

- Remove all cages from the area.
- Disinfect and hose out.
- Stack and reload truck(s) and trailer(s).
- Roll up carpet runners.
- Remove garbage.
- Roll up plastic.
- Empty building, disinfect and mop floors, wipe down walls and deodorize.

**Contra Costa County
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Disaster Relief Resources

- www.disasterrelief.org
Provides information on disasters worldwide. Includes disaster preparedness information for pets.

Humane Society of the United States (HSUS)

- www.hsus.org
Includes a section on animal disaster relief.

The Horse Review

- www.horsereview.com
Provides links to disaster preparedness sites and information for horse and pet owners.

International Fund for Animals

- www.ifaw.org
Includes information on their Emergency Relief Team.

United Animal Nations

- www.uan.org
Provides information on the Emergency Animal Rescue Service (EARS).

**Contra Costa County
Animal Services Department**

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**Contra Costa County
Animal Services Department
Acronyms**

| | |
|--------|--|
| AH&FSS | Animal Health and Food Safety Services |
| CARES | California Animal Response in Emergency System |
| FEMA | Federal Emergency Management Agency |
| CSTI | California Specialized Training Institute |
| GIS | Geographical Information System |
| OA | Operational Area |
| OES | Office of Emergency Services |
| RIMS | Response Information Management System |
| SEMS | Standardized Emergency Management System |
| NIMS | National Incident Management System |
| ICS | Incident Command System |
| SOP | Standard Operating Procedures |