

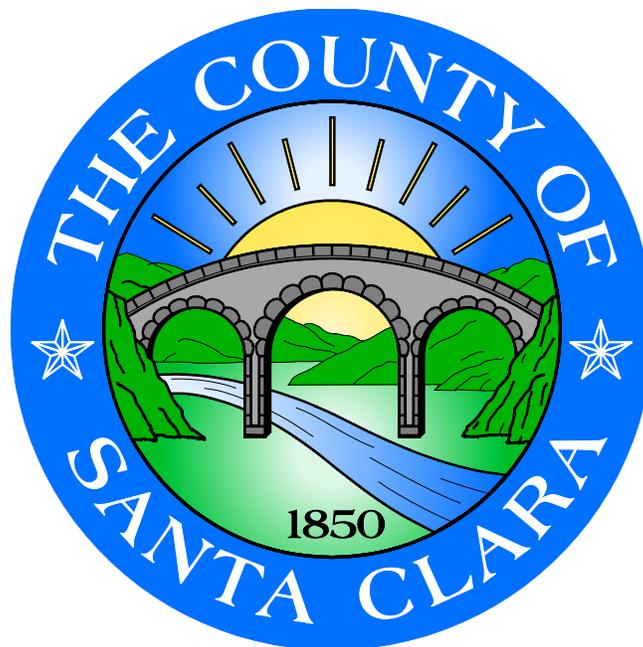
**SANTA CLARA COUNTY OPERATIONAL AREA  
EMERGENCY OPERATIONS PLAN**

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**ANIMALS IN DISASTER ANNEX**

**MARCH 31, 2009**

Revised August 2011



*Written by: Kelle Rimmel and Sitara Lones, M.S.  
Rimmel Consulting Services*

*Written for: Santa Clara County Office of Emergency Services*

*Revised August 2011*

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# **I. INTRODUCTION**

## **A. OVERVIEW**

California is home to a wide array of disaster possibilities such as earthquakes, fires and floods. It has become widespread knowledge from past disasters that often people will not evacuate their homes unless they can bring their pets and livestock with them. For many people, pets are considered a member of the family. No one wants to leave animals behind, and when asked to do so, many owners will risk their own lives and the lives of others to save their animals. When people are unwilling to enter a shelter or refuse to evacuate during an emergency they remain at risk, could be arrested, and place rescue workers at risk. Additionally, many who own livestock are not prepared with specialized transport and holding areas, which may be difficult or impossible to arrange during a sudden disaster.

Disaster preparedness strategies for pets and livestock safety must be in place before a disaster occurs. Disaster preparedness for animal safety can mean the difference between undue loss and suffering of animals, which adds additional trauma to victims already suffering from the disaster. State and local governments are increasingly realizing that planning for the evacuation and sheltering of animals in any disaster is essential to the well-being of all residents.

The Santa Clara County Animals in Disasters Annex is designed as a countywide document to be annexed to the Santa Clara County Emergency Operations Plan. This Annex will provide an overview and guidance for the care and sheltering of animals following a major disaster. This Annex can be adapted for local jurisdictions within Santa Clara County.

The planning for this Annex was done by the Emergency Managers Association Animals in Disaster Committee, a group representing public, private and non-profit animal care agencies throughout Santa Clara County. The Committee provided guidance and resources for the development of this plan.

The basis for this plan and its attachments is the animal shelter operations guidance document by the Bay Area Super Urban Area Security Initiative (SUASI). The document also represents animal disaster guidelines published by the California Department of Food and Agriculture (CDFA) and the UC Davis Division of Agriculture and Natural Resources (DANR).

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## **B. PURPOSE**

This Annex is designed to aid Santa Clara County and its cities in preparing for animals before, during and after a disaster. This document outlines guidance for the care and sheltering of animals throughout Santa Clara County in a major disaster.

The purpose of this Annex is to:

- Provide standardization for protocols and practices for sheltering animals in a disaster in Santa Clara County and its local jurisdictions
- To provide direction for the overall coordination of resources for animal care in the County Operational Area
- To ensure the planning for animal care is included within and consistent with the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), both in the County Operational Area and in the field
- To identify key players and resources for sheltering animals in a disaster

## **C. GOALS AND OBJECTIVES**

Overall Goals:

- Protect the health & safety of the community
- Provide for the immediate care, control and safety of animals
- Minimize animal suffering, loss of life, and potential disability by ensuring a timely and coordinated assistance
- Provide for the care of animals brought into shelters, housed in mobile shelters and/or other evacuation sites
- Provide a system for returning animals to their owners

Objectives:

- Establish procedures for activating and deactivating this Annex
- Provide for the management of animal control services, facilities, activities and resources in disaster response and recovery
- Provide a framework on which the County, cities and other supporting agencies can develop support plans and standard operating procedures

## **D. ORGANIZATION & SCOPE**

The Santa Clara County Animals in Disaster Annex is an annex to the County of Santa Clara Emergency Operations Plan (EOP.) The Annex is also meant to be modified for cities within the County to use with their EOPs..

This Annex is applicable within the geographical boundaries of the County of Santa Clara. The Annex references multiple county, regional, state and national organizations that may help to provide services or resources needed to meet the needs of evacuating and sheltering animals during a disaster.

For purposes of this Annex, an animal services disaster applies primarily to a major situation or potential situation which creates sufficient animal related problems that exceed the capabilities of the local animal control agency.

## **II. PLANNING AND PREPAREDNESS**

### **A. ASSUMPTIONS**

In disasters, the first priority is the protection of life, property and the environment. This has not historically always included planning for the coordinated response for the evacuation, care and sheltering of pets. In 2006, the PETS Act was adopted which requires local, state and federal government to include companion animals when planning for response to a disaster. Based on previous experiences with disaster and local planning efforts, the following planning assumptions are made regarding animals in disaster:

- Local resources within Santa Clara County will be very limited the first few days following a major disaster
- Many residents assume government resources will be available to rescue them and their pets in an emergency
- Most pet owners do not make evacuation plans and have not stockpiled resources and supplies to care for their pets
- Evacuation orders may not give information about taking pets
- A percentage of pet owners will fail to evacuate because of their animals
- Many pet owners will arrive at human care shelters with their pets
- Some pet owners will leave pets behind
- Service animals will be allowed in human shelters
- All other pets and animals will typically not be allowed in human shelters
- A large number of animals will need sheltering and will not have provisions
- Many owners will be separated from their animals because of the disaster & animals will arrive at shelters without medical history
- There will be an increased danger of disease and contamination
- For profit animals, such as livestock, may not be evacuated but will still need care

### **B. PLANNING GUIDANCE**

As with all planning for disaster response, it is always more effective to plan prior to a disaster and anticipate resource needs, operational plans and coordination with other response agencies. Disasters in California are managed locally and resources coming into local jurisdictions from the state and federal government will be coordinated through the Santa Clara County Emergency Operations Center (EOC) for all sixteen jurisdictions. It is critical that local agencies work within their emergency response systems at a city level and coordinate activities and resources through their local city Emergency Operations Center (EOC) to provide for the best countywide coordination possible. In this way, working within our emergency management system, we will be able to provide and care for the greatest number of animals possible within Santa Clara County after a large-scale disaster.

Another overall planning concept for this annex is the assumption that field level temporary shelters will need to be established at a variety of locations to meet the needs of sheltering animals

in a disaster. Ideally, these shelters will be located next to Red Cross Shelters and other mass care shelters to allow people to reside in shelters in proximity to their pets. To this end, Santa Clara County has purchased and stocked four large trailers that can be mobilized and deployed to establish temporary shelters. Some local jurisdictions and agencies also have trailers to set-up mobile shelters and other strategies will need to be employed to establish enough field shelters to successfully co-locate animals with their owners as much as possible. Animal shelters that are co-located to human shelters is a guiding principle and goal for animal shelter planning Santa Clara County.

### **III. TYPES OF ANIMALS**

The California Animal Response Emergency System (CARES) defines “animals” as “affected commercial livestock, companion animals, exhibition animals, captive wildlife, and exotic pets”. This definition is used for state level response activities. The Urban Area Strategic Initiative (UASI) Animals Operations Guide recommends that dogs, cats, rabbits, birds, reptiles, horses, livestock, exotic pets, captive wildlife and wildlife be considered in disaster planning. Service animals, defined by the American with Disabilities Act (ADA) as guide dogs, signal dogs and other animals trained to provide assistance to individuals with disabilities are exempt from restrictions with regards to facility and transportation access.

For the purposes of the protocols outlined in this Annex, animals will be categorized by the following species or types used in the Bay Area SUASI guide:

- Dogs and cats
- Rabbits/small mammals
- Reptiles/amphibians
- Domestic/exotic birds
- Horses/equine
- Chickens/other fowl
- Livestock/farm animals
- Other exotic pets

## **IV. KEY PLAYERS**

### **A. SANTA CLARA COUNTY OPERATIONAL AREA**

As the Operational Area (OA), the Santa Clara County Office of Emergency Services is responsible for coordinating and managing resources in the county during a disaster. It is the primary point of contact for allocating resources within the jurisdictions of Santa Clara County and requesting resources from the state. The Operational Area (OA) includes all the cities and special districts such as schools, water and reclamation. Both within the Emergency Operations Center (EOC) and at the scene of the disaster, the Incident Command System (ICS) will be used to manage response activities.

The command structure (ICS) in the EOC will include an Animal Services Coordinator who is a designated animal control officer or other knowledgeable person trained in disaster response, animal care and animal rescue. The County has four mobile animal shelter trailers that may be deployed in support of local operations throughout the county. The allocation and deployment of this resource will be determined by the county and coordinated by the Operational Area.

### **B. CITIES/TOWNSHIPS EMERGENCY OPERATIONS CENTERS (EOCs)**

Local government is often the first point of contact for residents needing help or services in an emergency. Local government may have limited capacity or resources to meet the needs of evacuating and sheltering animals in a disaster. Some jurisdictions in Santa Clara County have animal response plans, animal shelters and animal control divisions and/or officers. Local jurisdictions, through the EOC, may request assistance with setting up temporary animal shelters through the County Operational Area.

City government staff may also help provide services, such as communications, animal control resources or volunteer coordination to assist with countywide response efforts.

### **C. LOCAL ANIMAL CARE AGENCIES, SHELTERS AND HOSPITALS**

In Santa Clara County, there are government, non-profit and private animal shelters and animal care facilities. Many of these groups participate in the Animals in Disaster group. During a response, any of these organizations may request the activation of this Annex in support of local response efforts. If it is a city agency, the request will come through their local EOC. If it is from a private or non-profit organization (for example, the Humane Society of Silicon Valley) the request will be directed to the City or County EOC Animal Services Coordinator to determine availability and allocation of County resources in response to the activation request.

### **D. AMERICAN RED CROSS**

The American Red Cross (ARC) provides shelter and mass care services to residents throughout Santa Clara County. ARC generally assumes the responsibility to help government with care and shelter operations. Initially in a disaster, shelters may be opened by ARC or others then turned over to ARC as

additional resources become available to help with local response. In the EOC, ARC will work with the Animal Resources Coordinator in the County EOC Operations Section under Public Welfare.

## **E. DANR AND CVMA**

The University of California, Division of Agriculture and Natural Resources (DANR) and the California Veterinary Medical Association (CVMA) provide guidelines for disaster preparedness for the care and rescue of animals. They also operate local networks that serve as preparedness and response resources to local OAs. The CVMA Disaster Response Program consists of a network of veterinary professionals who are prepared to provide veterinary care for rescue, evacuation, treatment and shelter of animals. See the chart on the next page for a directory and map of regional DANR representatives.

# UC Division of Agriculture and Natural Resources

## Regional Directors

### 1 North Region

Director: Terrell Salmon  
 DANR—North Region  
 University of California  
 One Shields Avenue  
 Davis CA 95616-8545  
 (530) 754-8491  
 Fax: (530) 754-8499

### 2 North Central Region

Director: Nicelma King  
 DANR—No. Central Region  
 University of California  
 One Shields Avenue  
 Davis CA 95616-8575  
 (530) 754-8509  
 Fax: (530) 754-8540

### 3 South Central Region

Director: A. Charles Crabb  
 DANR—So. Central Region  
 Kearney Agricultural Center  
 9240 S. Riverbend Avenue  
 Parlier CA 93648  
 (209) 646-6511  
 Fax: (209) 646-6513

### 4 South Region

Director: Allyn Smith  
 DANR—South Region  
 127 Highlander Hall  
 University of California  
 Riverside CA 92521  
 (909) 787-3321  
 Fax: (909) 787-4675

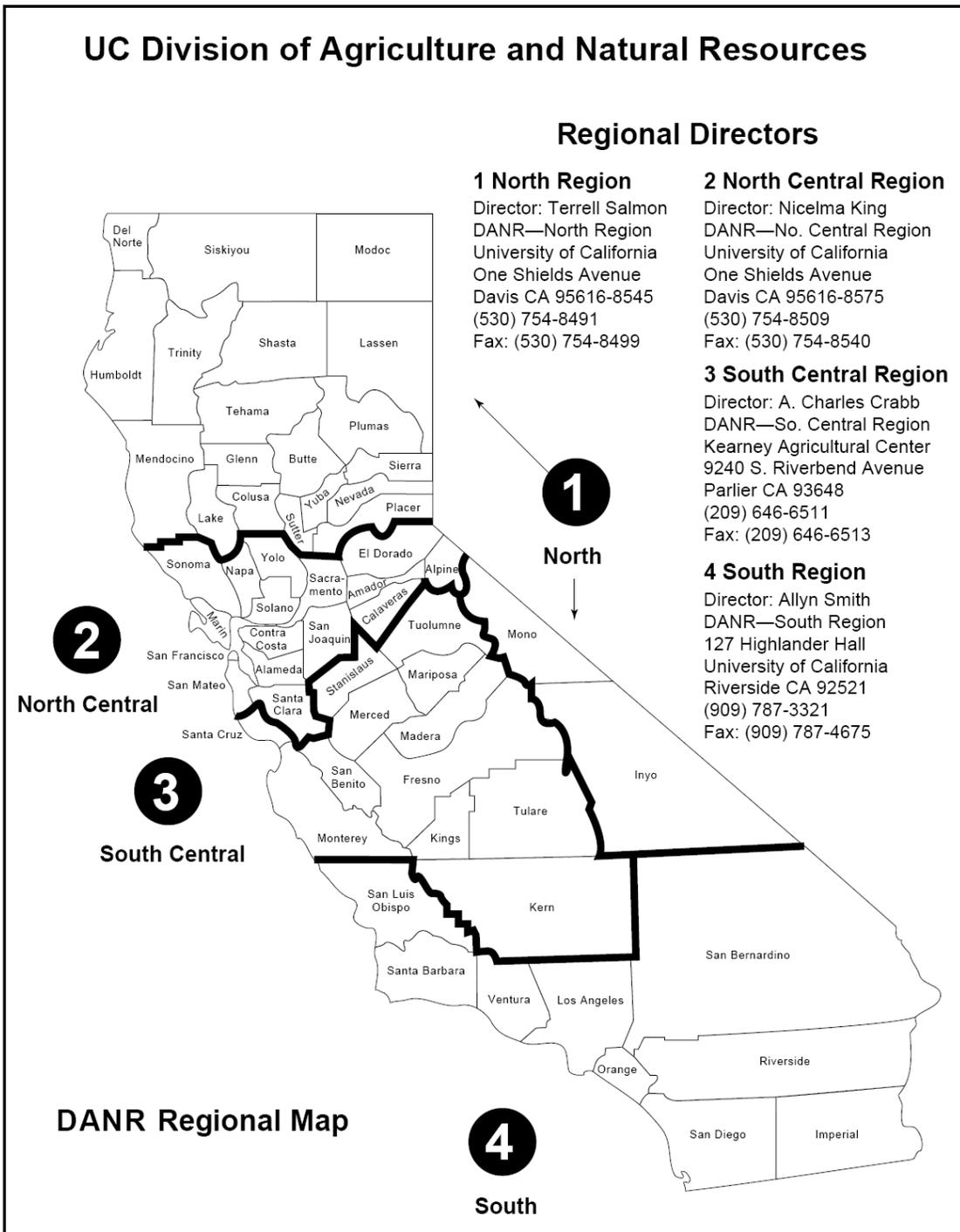


FIGURE 1: DANR REGIONAL MAP

## **F. COMMUNITY-BASED ORGANIZATIONS (CBOs)**

A list of organizations that offer services and resources for the protection and well-being of animals are listed in Attachment D. The list includes descriptions and contact information. A number of these organizations coordinate or operate volunteer networks that may be available to assist local disaster efforts. These organizations include:

- **Cat Fanciers' Association** – a nonprofit organization with a disaster network that will assist communities to set up auxiliary shelters for animals not allowed in human shelters and assist with animal rescue efforts.
- **Emergency Animal Rescue Service (EARS)** – operated by the United Animal Nations. Shelters and cares for animals displaced by disasters.
- **HSUS Animal Rescue Team** – operated by the Humane Society of the United States. Responds to disasters and assists in animal rescue operations.
- **Noah's Wish** – an animal welfare organization dedicated exclusively to rescuing and sheltering animals in disasters.
- **Red Star Animal Emergency Services** – operated by the American Humane Association to help communities prepare for disasters and to assist in disaster response. This includes assessing animal needs, caring for injured animals; reuniting animals with family, ensuring animal shelters are co-located with human shelters and distributing pet food and supplies.
- **UC Davis Veterinary Emergency Response Team** – provides emergency animal rescue services.

## **G. SUPPLIERS & VENDORS (PLEASE SEE LOCAL CONTACT LIST, ATTACHMENT # )**

## **V. RESPONSE STRATEGIES**

### **A. CONCEPT OF OPERATIONS**

Santa Clara County recognizes the critical importance of coordinating animal evacuation and shelter services during the response to an emergency or disaster. When the EOC is activated, the Animal Services Coordinator will be activated as necessary in any emergency for the county itself or in support of local jurisdictions(s). The Animal Services Coordinator will serve as the single point of contact on all animal issues in the Operational Area (OA.) This position is staffed by the Santa Clara County Department of Animal Care & Control or designee.

The County of Santa Clara and its Animals Services Coordinator will employ one or more of the following strategies in its response to meet the needs of animals and the broader community in a disaster:

- Coordinate resources within the County Operational Area to support local jurisdictions
- Once resource needs cannot be met with resources within the Operational Area, coordinate requests for resources outside of Santa Clara following SEMS/NIMS operating procedures
- Assess the status of animal shelter and establishing locations needed for additional shelter in coordination with the Mass Care Leader in the EOC
- Coordinate the deployment of county mobile shelters and field operations
- Determine and coordinate the need for veterinary services
- Work with the Public Information Officer (PIO) to disseminate information to the public regarding the evacuation and care of animals
- Assist with identification of vendors for procurement of animal supplies with the Logistics Section in the EOC (see Attachment #)

### **B. ACTIVATION**

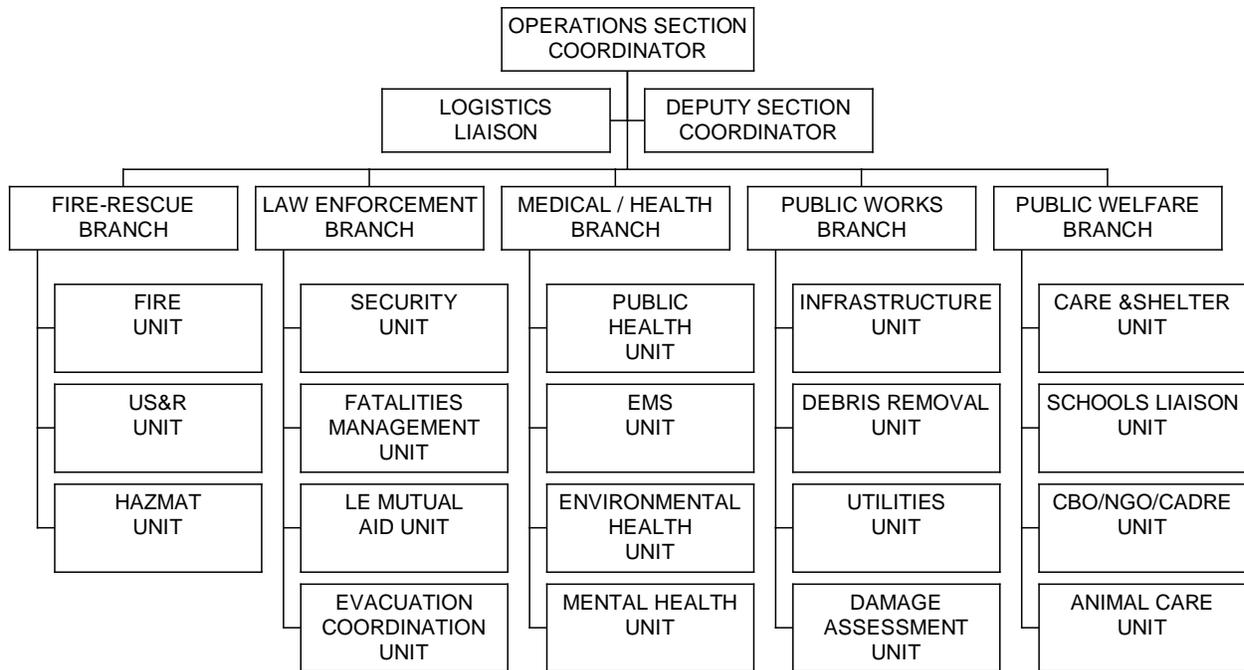
#### **Authority**

The activation of this Annex shall be at the request of the local animal control agency and initiated by the Shelter Manager for the County of Santa Clara Department of Animal Care & Control or designee.

#### **Santa Clara County Operational Area EOC**

The Santa Clara County Emergency Operations Center (EOC) is activated when a disaster occurs to coordinate resource management and information sharing for the Operational area. The EOC is staffed by county employees with emergency responsibilities, as well as liaison representatives from other agencies and jurisdictions. The Animal Services section of the EOC is normally activated when the EOC is fully activated. This position is staffed by the Santa Clara County Department of Animal Care & Control or designee.

The Animal Services Coordinator is located in the Public Welfare Branch in the EOC.



The Animal Services Coordinator in the EOC will be responsible for ensuring the following actions are taken:

- Establish communication with all affected agencies
- Assign the opening of Field Animal Shelters as needed
- Deploy County Mobile Shelters as needed
- Respond to requests from within the EOC and other agencies
- Obtain support and supplies for field animal shelters
- Maintain communication with city EOC Animal Coordinators

**City and Townships EOCs**

Local jurisdictions will activate their own EOCs in response to local events. This Annex may be requested to be activated by an animal control agency for an affected jurisdiction in Santa Clara County. City plans may call for an animal control representative to be present when the EOC is activated. In each city, the city manager is designated as Director of Emergency Services, by ordinance.

At the scene, the responsibility for animal care and control belongs to the respective animal control agency. As the incident overwhelms the initial responding animal control agency, that agency would

expand operational procedure and activate this Annex. The request for activation of this annex would flow from the field to the city/town EOC to the County EOC.



## C. INCIDENT COMMAND SYSTEM (ICS)

Immediately following the disaster, the Incident Command Center will be established at the shelter, if it is safe and intact. The center will serve as a meeting place for staff, a briefing area for other agencies and groups and a place to store information. It will be staffed according to the Incident Command System (ICS). Some circumstances may require a person to take on more than one position. Summaries of the positions are as follows. All the full position descriptions can be found in Attachment B.

- **Incident Commander (IC)** is responsible for establishing the Incident Command Center and staff assignments. The IC is supported by the Command Center Coordinator.
- **Animal Service Coordinator** is either a veterinarian, animal control officer or other knowledgeable person trained in disaster response, animal care and animal rescue.
- **Public Information Officer (PIO)** is responsible for communications to media and the public.
- **Safety Officer** is responsible for ensuring safe operating conditions (including safety hazards and security) for all personnel.
- **Liaison Officer** is responsible for coordinating with all other outside agencies.
- **Operations Section Chief** is responsible for managing tactical operations, public safety and the rescue and recovery of animals in the operations area.
- **Planning Section Chief** is responsible for collecting, evaluating and disseminating information during response and recovery activities.
- **Logistics Section Chief** is responsible for ensuring that staff has access to equipment, supplies, facilities, and personnel and manages issues related to communications, transportation, facility coordination, distribution and installment of supplies and tracking the status of resources.
- **Finance Section Chief** is responsible for tracking financial activities.

## D. PROTOCOLS FOR ANIMAL SHELTERS

### *Managing and Prioritizing Shelter Population and Evacuation*

Depending on the damage to existing shelters, it may be necessary to evacuate animals to a temporary shelter or other interim location. Animals should be removed in an order that is in the best interest of the animals, the public, and the shelter. Examples of types and suggested priorities are as follows:

- **Owned animals in the veterinary clinic.** Animals currently in surgery or pre- or post-operative care have the highest priority.
- **Owned friendly dogs** (non-aggressive dogs with known owners). If the shelter contains a boarding facility, boarded animals take precedence over impounded animals.
- **Owned friendly cats** (non-aggressive cats with known owners). If the shelter contains a boarding facility, the boarded animals take precedence over impounded animals.
- **Adopted animals in the veterinary clinic** (adopted animals in the clinic for spaying or neutering).
- **Shelter animals in the veterinary clinic.** Un-owned animals in the clinic should be the last evacuated from the veterinary portion of the facility.
- **Animals in rabies quarantine.** These animals should be evacuated with care and only by qualified shelter staff. Quarantined animals should have as little contact with each other as possible, and when possible should be evacuated to a confined area, away from other shelter animals.
- **Stray friendly dogs** (healthy dogs that are on stray hold and may be claimed by the owner).
- **Stray friendly cats** (healthy cats that are on stray hold and may be claimed by the owner).
- **Injured friendly animals** (injured animals that are on stray hold and may be claimed by that owner).
- **Un-owned dogs** (dogs that were surrendered or whose legal hold has expired). Dogs in adoption wards should be evacuated first, followed by those awaiting availability to the public.
- **Un-owned cats** (cats that were surrendered or whose legal hold has expired). Cats in adoption wards should be evacuated first, followed by those awaiting availability to the public.
- **Aggressive dogs and cats.** These animals should be evacuated with care and only by qualified staff.
- **Animals with legal pending.** Aggressive animals with legal pending and/or in protective custody should be evacuated only by qualified staff.
- **Sick dogs and cats.** These animals should be confined to an area separated from other evacuated animals when possible.
- **Livestock.** Livestock should be evacuated beginning with owned animals, followed by healthy animals, and then injured or sick animals.
- **Other species of domestic animals,** including small domestic animals such as rabbits, other pet rodents, reptiles, and amphibians. Owned legal pets should be evacuated first, followed by healthy animals, and then injured or sick animals. Pets that are illegal in California, such as ferrets, should be the last of the domestic animals to be evacuated.
- **Wildlife.** Wildlife priorities should be based on both health and how well the animals can be handled while in custody.

### **Large Increase in Shelter Population**

If a shelter has not been affected by the incident, immediate preparations should be made to house a large increase in animals. When possible, animals in the shelter prior to the incident should be evacuated so they will not share wards with incoming animals. This is especially important in an emergency in which the potential for the spread of disease is significant, such as flooding. A second dog may need to be housed with a single dog, but more than two dogs should not be housed together unless absolutely necessary. Generally speaking, cats should not be housed in the same cage unless they were previously housed together, and if there is sufficient space within the cage. Sick animals in the shelter before the incident should not be mixed with the general population, but it may be necessary for bite quarantine animals, protective custody/legal pending animals, and strays and adoptable animals to be housed together. After animals have been evacuated, empty kennels should be cleaned with pressurized water and bleach and supplied with water, food, and beds or blankets.

### **Euthanasia Priorities**

If animals are arriving at a shelter faster than they can be transferred to other facilities, some animals may need to be euthanized. A priority list should be established, based on medical condition/behavior, then the holding period requirements of the Hayden Bill. Animals should always be scanned for a microchip before being euthanized. The decision to euthanize must be made by the highest ranking manager available at the animal control facility.

### **Shelter set up**

After the decision to activate a temporary animal shelter has been made, the location is selected by the Incident Commander (IC). Section Chiefs should then work together to staff the shelter, supply it adequately, and notify the public and media that it is available. The Safety Officer should inspect the facility and its grounds for safety issues. The Operations Section Chief should assign shelter positions to staff and volunteers, create staffing schedules, obtain the appropriate forms, and create a task list for setting up the shelter.

## Animal Intake

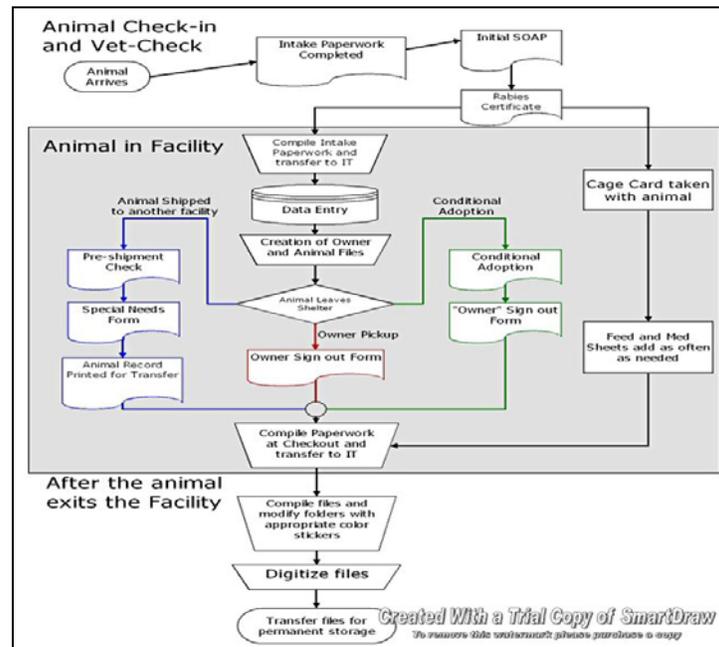


FIGURE 2: CHECK -IN DIAGRAM (FROM SUASI)

### 1. Registration and Identification

The intake process initiates the registration and care of animals. Animals may be brought in by the owner, in person; by a third party; or by an unknown owner. A full description of the animal will need to be documented to include species and breed, gender, color and other information used to identify the animal. The description along with any available identification needs to be recorded and kept in the animal's file. Types of identification can include collars, tags, licenses, microchips or tattoos on ears or bellies. Each animal should be photographed upon intake (minimum of 2 photos to include a face and profile shot). Cats and dogs without a microchip should be implanted with one during intake and documented.

### 2. Health & Safety

Paid shelter staff will need to handle animals that may have been bitten within the last ten days; have been reported as aggressive by the owner; shows signs of aggression; are extremely difficult to handle; or shows signs of physical pain or illness. These animals may need to be kenneled immediately.

Immediate medical concerns can be detected by examining the eyes, ears, skin, teeth, nose and paws. Animals with contagious or zoonotic conditions should receive prompt attention. Animals should be vaccinated according to the instructions from the veterinary staff.

## Facility Safety and Security

While animals need adequate exercise and socializing, it is important to maintain a safe and secure facility. The safety and security of a facility can be affected by a large number of unskilled volunteers

and untrained owners. Volunteers who care for and feed the animals need to be well-oriented to the shelter’s procedures and protocols. Examples of potential problems include overfeeding, under cleaning and trying to handle large or unruly dogs.

**Animal Care**

The manager of a temporary shelter should determine who may have access to the animals. Although it may not be possible to have locks on every cage and kennels, creating an identification system for volunteers who may remove animals from holding areas is necessary.

All animals should be housed with their identification documentation and an Animal Care Log, which is used to record feedings, cleaning, and socialization. The Animal Care Coordinator should create protocols for determining which animals can be taken out of their cages or kennels, how much time they may be out, which activities are allowed, and the labeling system on the cage or kennel that is used to indicate that an animal is out. The Animal Care Coordinator should physically count the animals on the premises at least twice a day and document in the log. Counting can quickly identify animals that may be improperly housed or missing. Although a temporary shelter is a 24-hour operation, animals need periods of darkness and quiet. Most activities should be performed during the day. Night activities should be limited to veterinary issues only.

**Cleaning**

During emergencies, the risk of the spread of disease may be increased. A full cleaning should therefore be done no less than once a day for dogs, cats, co-housed rabbits, and some livestock. For reptiles, small mammals, birds and horses, cleaning should also be done once a day. Spot checks should be scheduled several times per day. The guidelines for cleaning shown in the table below should be considered.

TABLE 1: CLEANING AND WATERING NEEDS OF ANIMALS IN A SHELTER

| Animal                   | Full Cage Cleaning |  | Check and refill water bowls every 2 hours during the day | Other                            |
|--------------------------|--------------------|--|---|----------------------------------|
|                          | Start of AM shift  | Start of PM shift                            |   |                                  |
| Dogs                     | X                  | Only if dirty                                | X   |                                  |
| Cats                     | X                  | Spot check                                   | X   |                                  |
| Rabbits                  | X                  | If small space housing three or more rabbits | X   |                                  |
| Small mammals            | X                  | —  | X   |                                  |
| Reptiles                 | X                  | —  | X   |                                  |
| Domestic birds           | X                  | —  | X   |                                  |
| Chicken/fowl             | X                  | —  | X   |                                  |
| Livestock (farm mammals) | X                  | If housed in small kennels                   | X   | Check every 4 hrs during the day |
| Horses/equine            | X                  | —  | X   | Check every 4 hrs during the day |

## **Feeding**

Watering frequency is listed in Table 1.

The Planning and Logistic Section Chiefs will work together to obtain food for the animals if the incident lasts more than 72 hours. Although donated food will arrive daily, keeping the diet consistent is important for reducing stress and cleaning requirements (diet changes can cause loose stools). The following guidelines for feeding should be considered or expanded.

- **Dogs**  
Dogs should be fed two times a day, approximately 10 to 12 hours apart. Wet food should be avoided if possible to limit diet-related diarrhea. If an animal refuses to eat after the first 24 hours in a facility, a spoonful of wet food may be added for taste. Consult onsite veterinarian for details or changes.
- **Cats**  
Cats should be fed twice per day, approximately 10 to 12 hours apart. Wet food should be provided to kittens under four months old but avoided for adults if possible to limit diet-related diarrhea. If an animal refuses to eat after the first 24 hours in a facility, a spoonful of wet food may be added for taste. Consult onsite veterinarian for details or changes.
- **Rabbits/Small Mammals**  
Rabbits and other rodents should be fed non-rich diets. The home diet should be continued if known. Rabbit diet should consist of hay (oat or timothy) and green rabbit pellets. Consult onsite veterinarian for details or changes.
- **Reptiles/Amphibians**  
Care must be taken to identify not only the correct food source for reptiles but also the correct presentation and time of feeding. Additionally, co-housed snakes and many lizards must be separated at feeding times. Diets vary significantly among species and according to size and age of an animal. If possible, home diets should be continued. Consult onsite veterinarian for details or changes.

Lizards = Prey should be no larger than the length of the lizard's head.

Snakes = Prey should be no wider than the widest part of the snake's body.

### **Herbivorous Diets**

Food should be placed on a plate or dish to avoid consumption of the substrate provided as the flooring of the enclosure. Ingredients should be well mixed to avoid picking, and a commercial calcium supplement should be included. Herbivores should be fed one or two times a day, with younger animals eating more often than adults.

### **Carnivorous Diets**

Prey guidelines are as follows:

- Vertebrate prey = safest if fed pre-killed. Move the prey around when dropping it into the enclosure to stimulate the animal to feed. Young lizards may need to eat daily but adult snakes may only need to eat twice per week.
- Fish = should be fed live.
- Worms/larvae = should be fed live. They are best fed in a dish that the reptile may eat from but from which the worms cannot escape.
- Crickets = should be dusted in calcium powder and fed live. Some reptiles need additional nutrients that are provided by giving the cricket's commercial gut-loading food 12 to 24 hours before feeding.

### Omnivorous Diets

Terrestrial omnivores should be fed using the guidelines for both herbivores and the appropriate carnivore. Aquatic omnivores should have their greens floated on the water and given live fish.

#### ▪ **Domestic Birds**

Birds should be fed twice daily but must be monitored for food intake regularly. If a bird is not eating the diet given, alternatives must be tried until a diet is found that the bird will eat. Whenever possible, a bird's diet should remain the same as the diet in home. Food must be provided by the owner, found in the owner's home, or found in the bird's food dish as a guideline for its diet. Additional considerations are as follows:

- Birds should have limited access to dairy products, cabbage, and bananas
- Birds should not be given chocolate, avocado, foods with high salt content, or mushrooms
- Lorikeets and Toucans require a diet of fruits, vegetables, juices, and nectars. They should not be given seeds.
- Finches, canaries, and other wild and wild-type birds require small amounts of grit in their diets. The grit can be sand, gravel, or crushed oyster shells.

#### ▪ **Horses/Equine**

Horses should be fed small amounts of food several times per day. They should be fed locally grown grass hay. Meals should consist of no more food than a horse can consume in an hour.

#### ▪ **Chickens/Other Fowl**

Chickens should be given commercial chicken feed twice per day. The chicken's normal diet should be followed if known.

#### ▪ **Livestock/Farm Mammals**

- Goats - The diet should consist of commercial goat feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to plant material, goats require a supplement of leafy hays or legumes. Goats should be fed twice a day rather than allowing the animals to free feed.
- Sheep - The diet should consist of commercial sheep feed (non-medicated), a plant fiber source, and a salt block. Unless housed in pens that allow access to grasses, sheep require a supplement of grass hay. Sheep should be fed twice a day rather than allowing the animals to free feed.
- Swine - Pigs should be fed twice a day. An appropriate standard diet consists of a non-medicated commercial pig feed and a small amount of alfalfa hay.

## **Animal Transportation**

Animals may need to be moved out of temporary shelters. This section addresses transport and shipping issues. The assumption is based on canines and felines transport and will need to be adjusted for all other animals. Exit station procedures are provided in the following tables.

TABLE 2: EXIT STATIONS FOR DOGS

| No. | Function  | People   | Supplies  |
|-----|---|--|---|
| 1   | Direct walkers to appropriate animals   | 1  | Leash<br>Whistle<br>Bio-bags                                  |
| 2   | Check microchip; make sure records match<br>If correct, attach shipping collar; send dog to Station 3<br>If incorrect, return dog to kennel<br>Match transport # and give portfolio to walker | 2  | Two chip readers<br>Record portfolios                         |
| 3   | Walk and water dogs   | 4  | Leashes<br>Water<br>Bowls                                     |
| 4   | Administer flea control<br>Verify microchip   | 2<br>(Veterinarian or<br>veterinarian<br>technician) | Flea control<br>Pill pockets<br>Pill guns<br>Two chip readers |
| 5   | Write transport number on Sky Kennel with magic marker<br>Record to driver<br>Put dog in kennel   | 2  | Hole punch<br>Markers   |
| 6   | Load kennel into truck  | 2  |   |
| 7   | Volunteers to fill water bowls  | 1  |   |
| 8   | Walkers   | 4 or more  | Leashes   |
| 9   | Fork lift operator  | 1  |   |

TABLE 3: EXIT STATIONS FOR CATS

| No. | Function   | People | Supplies   |
|-----|--|--------|--|
| 1   | Take cat out of kennel<br>Check microchip and photo<br>Check records If incorrect, return to kennel<br>Write transport # on collar and attach to cats<br>Give flea control if necessary<br>Place in sky kennel | 2      | 2 chip readers<br>Boxes of portfolios<br>Collars<br>Scissors<br>Pen<br>Flea control<br>Pill pockets<br>Pill guns |
| 2   | Confirm that profile is for the correct cat  | 2      |  |
| 3   | Write transport # on Sky Kennel with magic marker<br>Attach folder with zip tie  | 2      | Hole punch<br>Zip ties<br>Markers  |
| 4   | Load kennel into truck   | 2      |  |

*TRANSPORTATION GUIDELINES FOR THE PRIMARY ENCLOSURE:*

- Should be strong enough to securely contain the animal. The animal should not be able to reach outside the enclosure in a way that could result in injury to itself, to its handlers, or to other persons or animals nearby.
- Should have no sharp points or missing pieces in anything (e.g., wall, floor) that could cause injury.
- Should be large enough so that the animal has enough space to turn about normally while standing, to stand and sit erect, and to lie in a natural position. The animal should not have to crouch when sitting or standing
- Should have a solid, leak-proof bottom or a removable, leak-proof collection tray under a slatted or mesh floor.
- Must contain enough previously unused litter to absorb and cover excreta unless the dogs or cats are on raised, slatted floors or raised floors made of mesh; litter must be of a suitably absorbent material that is safe and nontoxic to dogs and cats.
- Must allow the dog or cat to be removed easily and quickly from the enclosure in an emergency.
- Must have exterior handles or handholds that enable the enclosure to be lifted without tilting and ensure that anyone handling the enclosure will not come into contact with the animal.

The transport vehicle:

- Must not fall below 45°F or rise above 85°F for more than 4 hours.
- Must adequately protect the animals from exposure to the elements.
- Must have paint, preservative, treatment, or other chemical or material used in or on the enclosure that is nontoxic to the animals and not harmful to their health or well-being.
- Must allow proper ventilation for the animals and not block airflow.

During surface transportation (ground or water), animals must be checked every 4 hours for sufficient air flow and temperature and to observe for illness, injury, or distress. If indicated, veterinary care must be provided for the animals in an appropriately timely manner.

Horse trailers are not acceptable.

**Animal Documentation Guidelines**

Animal shelter support personnel are responsible for reporting shelter activity data to the Agency Shelter or EOC.

Occupancy counts two times a day (morning and evening) are necessary for reporting and safety accountability. Mid-day counts may be added at the discretion of the Field Shelter Director in response to individual security needs.

Animal shelter information that is reported involves a variety of formats, including:

- Manual status report
- Animal shelter database
- Animal shelter status boards, updated daily, including the following information:
  - Total number of animal shelters open

- Total number of animals in care at all sites
- Total number of new animals in care at all sites
- Site information
  - Name of shelter
  - Lead agency
  - Site address
  - Number of animals in occupancy
  - Number of new animals in occupancy
  - Capacity by species and animal type
  - Percentage of capacity filled
  - Name of site manager and point-of-contact information
  - Site status (e.g. open, closed, stand-by)

It is also critical to create a filing system for the documentation that is created at the animal shelter. A folder and binder system works well. All animal records and associated documentation should go into a folder and should be in the same order in each folder. If an animal is onsite, the folder should have a green dot. If the animal has been transported elsewhere, a red dot should be used. If the animal has been moved into a foster home or contingent-adoptive home, a yellow dot should be used. Color coding the folders will facilitate tracking the folders and animals.

Binders may be used to store and access other information, such as:

- Lost animal information
- Owned animals
- Reclaimed animals
- Stray animals

### **Utilization of Volunteers**

Animals in disaster usually bring forth an outpouring of volunteers who want to help. Dealing with animals, particularly in stressful or chaotic situations such as disasters, requires special skills. Volunteers who handle animals need to have experience or training in this area. Several national, state, and local groups offer training programs. If volunteers are going to be handling or working directly with animals, it is recommended that they are pre-trained or pre-affiliated with a credible organization.

Local shelters and animal control agencies are also encouraged to train their own volunteers to assist with the care and sheltering of volunteers in a disaster. Volunteers can be trained ahead of time on:

- The ICS System
- Animal handling techniques
- Citizen Emergency Response Team (CERT) certification
- Cardio-pulmonary resuscitation (CPR) certified and first –aid certified for pets
- Disease Control
- Care and Feeding Instructions

- Customer Service
- Critical Incident Stress Training

If volunteers arrive at a shelter and cannot be utilized, they should be directed to the nearest Emergency Volunteer Center (EVC). The EVC will provide intake and referral to deploy the volunteer to another organization. Additionally, if more volunteers are needed, they can be requested from the local EVC. The County OA Personnel Unit Coordinator will have the status of EVCs activated within the county and its local jurisdictions.

## **VI. DEMOBILIZATION**

When the EOC has notified the IC that a temporary animal shelter should be deactivated, a number of key activities are required and are described below.

### **A. SHELTER CLOSURES**

Closing a temporary animal shelter is usually coordinated with the closure of human shelters. The following activities must be coordinated:

- Remove all animals from the facility
- Clean, sanitize and break down cages/kennels
- Remove paper and tarps from walls and floors
- Sweep and mop floors
- Clean surfaces
- Remove signage
- Use air fresheners if necessary
- Use de-fleaing sprays if necessary

### **B. REDISTRIBUTION OF SUPPLIES**

Remaining supplies should be inventoried, returned to the owner, or disposed of properly. This activity is important for reimbursement.

### **C. REMOVAL AND DISPOSAL OF ANIMAL CARCASSES**

Although all efforts should be made to use a freezer or refrigerated truck to store dead animals, this may not be possible. If a freezer or refrigerated truck is not available, the animals must be securely tied in several thicknesses of plastic bags and kept at a distance so as to not pose a health risk. Fly spray should be used often. The animals should be moved to a freezer at the shelter when possible or picked up by an animal disposal company.

### **D. PROCEDURES FOR UNCLAIMED ANIMALS**

Every shelter should create procedures for unclaimed animals. An animal may be adopted, transferred, or euthanized, but the procedures must be consistent with state and local laws. The procedures must be communicated to local rescue groups and the public.

### **E. FINAL DATA COLLECTION**

Any remaining data, reports, or documents should be collected to ensure that a complete record of logs, transactions, analyses, and other information is in one place.

## **F. DEBRIEFING AND AFTER ACTION REPORT**

After all animals have been returned to owners, transferred to a shelter, or transported, and all emergency areas have been closed, it is important for key staff, volunteers, and personnel from other EOC departments to meet for a debriefing on the incident response. The following may be discussed:

- What was achieved?
- What went well?
- What went wrong?
- Were any innovations implemented?
- What changes need to be made to the plans?
- Were supplies sufficient?
- What job descriptions need to be altered?

## **VII. PLANNING RESOURCES AND REFERENCES**

Bay Area SUASI

CDFA

DANF

CVMA

Palo Alto Police Department, Division of Animal Services Emergency Response Plan

## VIII. ATTACHMENTS

- A. Shelter Forms
  - A1. Animal Intake Form (Two part form = A1.1 & A1.2)
  - A2. Emergency Release Form
  - A3. Field Rescue Form (Two part form = A3.1 & A3.2)
  - A4. Rescue Release Form
  - A5. Animal Care Daily Log
  - A6. Medication Log
  - A7. Behavior Log
  - A8. Animal Count Log
  - A9. Contingent Adoption/Foster Care Agreement
  - A10. Animal Release
  - A11. Transportation Release Form
  - A12. Staff/Volunteer Registration Form
  - A13. Staff/Volunteer Just-In-Time Training Aides
  - A14. Staff/Volunteer Sign In Sheet
  - A15. Supply and Equipment List
- B. Shelter Position Checklists
- C. Bay Area Animal Welfare Agencies
- D. Resource & Contacts List
- E. Animal Care Suppliers
- F. Food & Feed Vendors
- G. Animal Care Products & Supplies
- H. Animal Transportation Resources
- I. Sample MOU
- J. List of Acronyms
- K. Temporary Shelter Guidelines