State of Oklahoma

County Animal Response Team (CART) Manual

Pet Sheltering: Standard Operating Procedures

# INTRODUCTION

Recent history involving both man-made and natural disasters has illustrated the need to include animal evacuation and sheltering as an integral part of disaster preparedness planning and response. This plan has been developed for the operation of pet shelters throughout the state of Oklahoma in the event of disaster and/or emergency. It has been created through the adaptation of other state pet sheltering programs, investigation of animal shelter protocol and industry standards as well as experience of involved parties.

**Purpose**

This document outlines the procedures to control and support the humane care and treatment of companion animals during and immediately after an emergency event occurs.

# CONCEPT OF OPERATIONS

Before the event, owners should plan to evacuate and continue to care for their animals. Suggested considerations for animal owners that are advised to evacuate:

1. If possible, evacuees should evacuate to accommodations other than public emergency shelters. Evacuees should try to make arrangements to stay with family and/or friends that are some distance away and are willing to accept evacuee and their pets.
2. Pets should be microchipped to aid in the identification of their animals should the owner and animal become separated.
3. Pet owners should be prepared to transport their animals taking into consideration that traffic delays may mean longer than expected travel times. Pets should be safely confined in travel kennels, pet carriers, etc. while travelling.
4. Sufficient food and water should be carried so that each pet has a one week supply. Additional items including medications, proof of vaccination, etc. should be carried with the pet during the evacuation. (See Go-Kit Checklist Attached)
5. Animal owners should consider making changes and improvements to their property and/or animal housing facilities prior to a disaster event. (See Disaster Mitigation Information Attached)

**Assumptions**

* The protection of companion animals is the responsibility of the pet owner.
* Any emergency that results in the evacuation of residents to a shelter will result in companion animal issues.
* The local Animal Welfare official will serve as the coordinator for all activities related to animal protection and control during an emergency.
* Supporting agencies include Oklahoma Department of Agriculture, Food and Forestry (ODAFF), United States Department of Agriculture (USDA), Oklahoma State Animal Response Teams (OK SART), Oklahoma Emergency Management (OEM), Oklahoma Medical Reserve Corps (OKMRC) and others
* Request for animal protection assistance and resources will be routed through the local Emergency Operation Center to the ESF#11 agency.
* If requested by local responders, the State will support the protection of animals affected by an emergency to include rescue, sheltering, control, feeding, and preventative immunization of animals left homeless, lost or strayed as a result of an emergency.
* Factors that may impact evacuation, transport, and sheltering of companion animals, livestock and service animals include: kind & type of incident/disaster, weather, location of the incident/disaster (urban vs. rural), available staff and equipment, and proximity of the incident/disaster to the Animal Shelter.
* Most companion animals, livestock and service animal owners will evacuate and take their pets with them if given the opportunity. A small percentage may need assistance with evacuating and transporting their animals.

**General**

During times of declared emergencies or disasters, Animal Welfare shall be the lead agency for domestic animal-related response, rescue, and recovery efforts and shall work cooperatively with local, State and Federal governmental agencies, and private animal rescue groups to respond to the emergency or disaster.

To provide pet owners with protection and assistance during times of declared emergencies or disasters, Animal Welfare may:

* Require that no affected animals be removed from the local area, other than by their owners, for a period of up to 30 days after an emergency or declared disaster, without the prior written permission of the division, so that owners have a reasonable opportunity to be reunited with lost pets.
* Establish a date after which affected animals can be removed.
* Waive some or all of the fees associated with reclaiming lost pets.
* Distribute donated and purchased pet-related items, including dog houses, collars, leashes, pet food, pet care supplies, carriers, crates and similar items to the owners or keepers of pets affected by the emergency or disaster.
* Suspend normal operations to focus on the emergency or disaster, including transferring animals no longer being held for stray holding periods to other agencies, shelters, individuals or rescue groups as needed or take such other actions as may be required to address the demands of the emergency or disaster.

Involved agencies should recognize the varying and special requirements of individuals that require and utilize service animals and will be committed to ensuring that the physical and mental health needs of these individuals are appropriately addressed. Individuals and service animals should remain together to the maximum extent possible during evacuation, transport, sheltering, or the delivery of other services and in accordance with the requirements of the ADA.

# ORGANIZATION

Shelters will be operated following the National Incident Management System Incident Command System (NIMS ICS) design. Ultimately, the local Animal Welfare official will direct and control all activities related to animal protection and control during an emergency. The County Animal Response Teams (CARTs) support the Oklahoma Department of Agriculture, Food and Forestry (ODAFF), Office of Animal Industry Services. The Oklahoma State Veterinarian and USDA Area-Veterinarian-in-Charge will provide unified command for any animal issues at the state level under ESF#11. Other organizations such as local humane societies and other related groups may assist with the organization of the temporary shelter if requested and credentialed by the state.

Shelter Strike teams will be deployed under the Operations Section, A Shelter Strike Team will consist of the following positions:

**Shelter Operations Group Leader**

Responsibilities of Shelter Manager:

1. Oversee all operations.
   1. Responsible for managing shelter workers and/or volunteers, ensuring that animals are handled by the appropriate parties only, i.e. owners and designated volunteers.
   2. Register each animal and their owner using appropriate forms. (See Attached Admission/Discharge Sheet)
   3. Responsible for documenting animal injuries and reporting human injuries to the correct channels (See Bite Protocol Attachment).
2. Ensure animals receive proper and timely care.
   1. Oversee set-up for animal cages. The cage should have an empty page protector attached to the cage with a zip tie.
3. Responsible for conducting animal census every morning by 7am.
4. Responsible for issuing a Failure to Comply (See Failure to Comply Form Attachment) if owner does not care for their animal appropriately. Shelter workers are responsible for ensuring that pet owners take care of their pets. Owners are responsible for walking, cleaning, feeding and watering their pet before 10a and 6pm daily. If owners do not accomplish this then shelter workers will notify the Head of Operations who will designate a shelter worker to care for the pet. The Daily Animal Care sheet shall be signed by the shelter worker in red ink too signify that the shelter worker care for the pet and not the owner. This information will also be noted in the medical notes section on the back of the Admission/Discharge sheet.

**Shelter Logistics Unit Leader**

Responsibilities of Shelter Logistics:

1. Overall logistical support of cat and dog friendly shelter component.
2. Set up perimeter fencing.
3. Set up signage and registration location at designated shelter.
4. Designate separate areas, if possible, for dog and cat living quarters.
5. Designate appropriate dog walk areas and cat exercise areas.
6. Evaluate building facilities and report conditions.
7. Inventory supplies and report on needs and surplus.
8. Set up fans, trash cans and other necessary supplies.
9. Stage additional support supplies including disinfectant, refrigerators, first aid, and other needed supplies communication from the Head of Operations.
10. Assist in setting up a veterinary care area, including triage, hospital, general care and quarantine, if necessary. The need for this will be determined by the veterinarian who is serving as the CART leader.

**Documentation Unit Leader**

1. Document and monitor volunteer hours.
2. Maintain cost accounting for supplies and other materials procured before, during and after the event.
3. Monitor storm related, evacuee related and pet owner related damages.

# EXPECTATIONS/GOALS OF CARTs

If deemed necessary, County Animal Response Team (CART) Members will be activated and deployed through the Oklahoma Medical Reserve Corps (OKMRC). The care and health of the evacuated pets is dependent upon the cooperation and helpfulness of shelter workers, and cooperation pet owners and the Incident Command structure. Below is a list of requirements that must be met by all those working in the pet shelters.

* CART members selected for deployment will report to a specified location for Just-In-Time Training.
* During the initial intake all CART Members should be present in order to assist in processing identification and organizing the pet owners. The entire team will become familiar with the paperwork and protocols so that it can be completed and filed properly.
* The shelter will be staffed 24 hours a day.
* Be prepared to camp on the grounds. Bring the recommended supplies for at least 3 days of self-sufficiency. It is not guaranteed that CART Members will have access to Red Cross or FEMA shelters.
* Within the CART team, the roles of Shelter Manager, Shelter Logistics, Head of Operations, Shelter Planning and Shelter Finance will be assigned.

It is important for all CART Members to keep in mind the following goals of the pet evacuation shelters:

* Provide a safe place for people to care for their pets while staying at the human shelter, which is hopefully nearby.
* Assure that owners are the only ones handling their pets unless otherwise instructed by the Head of Operations or Shelter Manager.
* Resist judgmental attitudes regarding the level of care provided by each individual owner. Remember that this is an abnormal and stressful situation for the evacuees and you are there to help and not instruct owners on pet care.

# RESCUE GUIDELINES

Owned or stray animals may need to be rescued from affected areas and these animals must be given the opportunity to be reunited with their owners. In order to facilitate reunification, individuals and groups performing rescue must comply with the following guidelines:

* All individuals and groups intending to participate in animal rescue operations must be credentialed by OK SART, ODAFF, OEM and/or OKMRC. When an event occurs, credentialed rescue groups must check-in at the staging location. All individuals must sign a code of conduct agreeing to work within the guidelines established by Command.
* Any animal that is rescued must be registered at State approved registration sites before being removed from the affected area. Registration sites will collect the appropriate information to help insure that owners have available means by which they can locate and claim their animal(s).
* Location of Registration sites for rescued animals. Registration sites may be located at Co-located shelters, Animal Shelters, Vet Clinics, or other strategic locations/facilities. The sites’ locations will be published pre-event if possible and throughout response and recovery phases of operations.
* Information collection at Registration sites:
  + Name of animal owner, their address, and phone number if known
  + Location where animal was rescued (address, GPS coordinates or description of location)
  + Description of animal (species, breed, sex, color, weight, age, microchip id, and unique markings such as tags (rabies/other) brands, tattoos, ear tags/notches, scars, or color patterns as appropriate)
  + Name of individual and Agency/group performing rescue and phone number
  + Disposition of animal (name of shelter location, phone, address)
* Once animals are registered, the animal(s) can be transported to the approved shelter site or another approved location. Other locations including destinations in other states may be approved by the State Veterinarian in some circumstances. A copy of the registration form will accompany the animal to the approved shelter.

# SHELTER GUIDELINES

**Intake Process**

Upon arriving at the shelter animals and their owners will be directed to the appropriate registration area. The intake process must include the following:

* Ask for proof of rabies vaccination. If the owner does not have proof of rabies vaccination, advise the owner that a rabies vaccination is required and that their animal will be receiving a vaccination upon intake.
* Every pet in the shelter will be assigned a unique animal ID number. This unique animal ID number will be used to link the pet and owner. This same unique animal ID will be used on the pet’s tab-band collar, the owner’s wristband, Admission/Discharge Forms and Daily Animal Care Sheets. (See Attachment)
* The unique animal ID number can be the pet’s microchip number or a barcode assigned to the pet. If the pet does not have a microchip and barcodes are not available, the unique animal ID can be developed with following pattern of letters and numbers: The first part will be the owner’s (Head of Household) initials, first and last. The second part will be the owner’s driver’s license or state ID number. The third part will be a letter signifying the individual animal.

For example, if Mr. and Mrs. Peter Tisdale arrive at the shelter with two dogs and one cat, and Mr. Tisdale’s (Head of Household) driver’s license number is 7864321. Their pets’ shelter numbers will be PT7864321A, PT7864321B, and PT7864321C.

* This unique animal ID will be written on a tab-band neck collar for the pet and a wristband for the owner. The owner, if present, should place the tab-band neck collar with the unique animal ID number around the pet’s neck.
* Arriving animals will be assigned to a unit by the Shelter Manager. If owners are present, they will be allowed to claim their pets, register their pets, and will assist with moving their pets from the transport crate to the shelter kennel. This will be done under the supervision of the designated shelter team.
* Once the animal has been assigned a unique animal ID number and a unit, the owner, if present, should read, fill out and sign the admission/discharge form and the shelter agreement. The owner and pet will then be escorted by a shelter team member to the pet living quarters and the pet will assigned a numbered cage within the unit. The daily care sheet will be placed inside a plastic sheet protector and the sheet protector will be zip-tied to the wire shelter cage.
* The location of shelter animals will be recorded on the Admission/Discharge sheet and the Daily Animal Care Sheet. When the owner claims and registers their pet(s) it will be entered onto the Admission/Discharge sheet. The location information will also be entered on the Daily Animal Care sheet.
* Explain to the owner that part of the shelter agreement is that they care for their animals, and demonstrate how to correctly record care information on the Daily Care Sheet. Any animal not receiving care will be removed by animal control. Explain to owner that pet should be cared for before 10:30 am and 6:00 pm. If for any reason an owner is unable to care for their pet, they are to notify their unit leader so that short-term alternative arrangements can be made.
* Explain that owners are responsible for the actions of their pet. Owners are responsible for ensuring their pet does not injure anyone. This is a good opportunity to gently educate on other methods of leading, correcting, and developing a better bond with the pet. Be careful to use non-judgmental terms and phrases. (The goal is to educate, not be judgmental)
* Attach the animal care sheet to the cage using the plastic envelope and the zip tie after punching a hole in the plastic envelope.
* Explain the hours the shelter will be open. After closing, the shelter will be off limits to all people except shelter personnel.
* Explain to owner that the family designated animal caregiver must sign their dog in and out of shelter section with a picture ID twice per day. Cats will not be allowed out of cages. Only the family designated animal caregiver will be allowed to care for the cats.
* Explain to owner where the dog walk area is. Suggest they walk their dog prior to putting them in a cage. Show them where plastic poop bags are located, how to use them and where garbage containers are located.
* Explain to cat owners how to daily clean their cat’s cage and litter box.
* Escort the owner and pet to appropriate cage. Escort owner to the sign-in table for their unit and make sure they know where to sign in and out when visiting the shelter.

**Daily Operations**

* Owners are required to present ID to enter and take pets out of unit. They should have on their wrist a color-coded wrist band that matches the unit they are in. They will be required to sign in to take their pet out of the unit. Shelter workers will verify that the person has signed the daily log with the name on their picture ID.
* At 10:30 am and 6:30 pm shelter workers will walk through and note on animal care sheet if pet has not received their daily care. The Unit Leader will be notified. The animal will be cared for and the animal care sheet will be signed in red by the Unit Leader. A Failure to Comply notice will be placed in the plastic envelope on the cage. A notation will be entered on the back of the admission /discharge sheet for that owner and pet, including date, time and description of which rule was not followed.
* Shelter workers are responsible for ensuring the shelter is kept clean. They should ensure that empty trash cans with plastic liners are available for owners to throw their trash in.
* Do not discard paperwork. Loose papers should be collected in the shelter office and held until it is determined they are not needed.

Shelter workers will be responsible for monitoring the walking and potty areas, and ensuring owners clean up after their pets properly..

**Discharge**

The process begins when the ESF#11 command has been notified that the situation is safe for people to return to their homes.

* Ensure only family-designated animal caregiver present picture ID and have color coded wrist band to sign out pet.
* Retrieve Animal Care sheet from cage to be filed with other shelter forms.
* Ensure owner has cleaned out cage and removed personal items from cage.
* Have owner sign out the pet on the admission/discharge sheet.
* Staple animal care sheet to Admission/Discharge Form and file forms in alphabetical order in discharged file.

**Fostering Policy**

* Animals rescued from an event will be held in designated shelters in or adjacent to the affected area for 30 days from the date of the incident to allow owners the opportunity to claim their animals. After the initial 30 day period, animals continue to be sheltered or relocated as directed by the State Vet or Incident Commander.
* Animals rescued from an event will not be available for adoption to a new owner until a MINIMUM of 60 days from the day of the event. NOTE: The State Veterinarian may designate a longer time period if circumstances warrant in the attempt to allow owners reasonable opportunity to claim their animal.
* Individuals or Groups agreeing to foster animals must complete the Fostering Agreement before removing any animal from Designated Shelters.
* If animals are to be relocated to other states, health regulations must be followed unless the receiving State Vet agrees to waive such regulations.

**SHELTER SET-UP**

**Shelter Selection** (This section courtesy of Noah’s Wish, 2006)

These suggested locations should be considered when selecting a site for a temporary shelter.

**Agriculture Center** These work best for livestock, but other animals can also be housed at this type of facility.

**Aquarium** This is not the most adaptable facility, but an aquarium may have some areas in their facility that could accommodate a fair number of animals.

**Dog Park** This is a good possibility, as the park will already have an existing perimeter fence and people in the neighboring community will be familiar with its location.

**Dog Training Center** This is obviously going to be best suited for dogs but other animals can be housed here if the proper caging is used.

**Existing Animal Shelter** This is, in most cases, the best possible location since the community already knows it exists. This reduces the efforts to educate the public as to where they can take their animals. If the reputation of this shelter in the community is a negative one, some people will not want to take their animal to the shelter.

**Fairgrounds** This is an excellent location. It is well adapted to house almost any kind of animal. The pens used to house sheep or hogs can be reinforced to house dogs. The cages used to house rabbits and poultry can be used to house cats.

**Field** An empty field can be adapted to house almost any kind of animal. It is best if the field has a sturdy perimeter fence for security reasons and to prevent animals from escaping from the facility.

**Golf Course** There is usually extra land connected to a golf course that could be used to set up a temporary shelter. A perimeter fence is often in place too. We just have to be careful not to use the actual golf course which might lead to damaging the grass.

**Livestock Auction** An auction yard would probably not be where small animals would be housed but it can work well for livestock.

**Park** This type of location works as well as an empty field. There is a greater chance though that there will be more people from the public curious about the facility and asking if they can look at the animals.

**Pet Day Care Center** This type of facility may already be in use as a site for displaced animals, but if not, then it could be utilized to house primarily dogs and maybe some cats or other small caged animals.

**Race Track** A dog or horse race track may not be the type of facility that we would prefer to use, but in some instances it may be the only thing available and they are actually well suited for housing most types of animals.

**Research Facility** This is not a preferred facility but it may be the only facility available and they can be well suited for housing most types of animals.

**School** There are usually grassy areas at a school that can be used, but since schools are often used as human evacuation centers, the space for animals may not be available. Tennis courts should not be used, even though they are usually completely enclosed with a chain link fence. This is because of the wear and tear on the court surface.

**Warehouse** An empty warehouse can work really well, especially if it's raining a lot while responding to the disaster. If there is no air conditioning though, the facility can be extremely hot during the summer months. In winter it can be extremely cold if there is no heat.

**Zoo** This is not the most adaptable facility, but a zoo may have some areas in their facility that could accommodate a fair number of animals.

Areas to consider when selecting a shelter location:

**Bathrooms** Purpose: The area is essential for human comfort.

Location: There may already be bathrooms within the facility or on the property, but if they are not working or none exist, port-a-johns will need to be ordered for the shelter. These should be placed in an area away from any type of food, volunteer rest or housing areas, and places where people are working.

**Cage Cleaning** Purpose: This is the area where all portable cages are cleaned and disinfected. Location: This area should be close to the shelter and have access to water and a good drainage system.

**Command Center** Purpose: This is the area where staff and coordinators manage the response to the disaster.

Location: Secure area with no public access.

**Communications** Purpose: This is where all types of communications are coordinated. This includes telephones (cell, land line, and satellite), ham radios, two- way hand held radios, emails, faxes, and printing of information flyers.

Location: Secure area with no public access. Electricity or generator power is required.

**Dog Exercise and Walk** Purpose: This is the area where dogs are walked and exercised

**Area** Location: This area needs to be close to the shelter but away from any area where food is kept and people will be working.

**Food Preparation For** Purpose: This is where the food is prepared for the animals in **Animals** theshelter.

Location: This area should be close to the shelter and have access to water.

**Animals Food Storage** Purpose: This is where all the food needed to feed animals is **Distribution** stored & and distributed.

Location: This area should be located near the General Information area so that the public has easy access to it.

**Garbage** Purpose: This is where all the garbage collected from the different areas of the facility is kept until it can be picked up or taken to a proper disposal location.

Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, triage, quarantine, and other areas where people are working.

**General Information** Purpose: This is where the public is given information to assist them in getting help for their animals. The following banners are hung in this area:

Adoption Information (if needed in a Response Shelter)

Animal Food and Supplies

Animal Intake

Animal Reclaims (if needed in a Response Shelter)

Donations

Lost and Found Animal Information

Media Check-In

Rescue Requests

Veterinary Care

Volunteer Information

Language Translations

Location: At the entrance to the facility. Think of this as the road block that controls access to the rest of the shelter.

**Generator** Purpose: Used to provide electricity to the shelter when power is not available.

Location: Because generators can be noisy the generator should be set up away from areas where animals are kept and people will be working. Outdoor approved power cords are used to get electricity into the areas where it is needed.

**Grooming** Purpose: This area is set up to bathe animals that come into the shelter.

Location: This area should be located close to the kennel and have access to water.

**Human First Aid** Purpose: This area is set up to take care for minor injuries affecting anyone within the shelter.

Location: It should be in a quiet section of the shelter with access to electricity.

**Intake and Reclaim** Purpose: This is where all animals coming into and leaving the shelter are processed.

Location: This area should be located close to the General Information area as the public will need to be able to access it.

**Kennels** Purpose: This is where all the evacuated animals are sheltered.

Location: This area should be located out of public view and access needs to be closely controlled. It is important to not have people freely roaming through this area.

**Lost/Found Animals** Purpose: This is where all information pertaining to lost and found animals is collected and where volunteers work to make matches.

Location: This area should be located close to the General Information area as the public will need access to access it.

**Morgue** Purpose: This is where dead animals are kept awaiting proper disposal.

Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, triage, quarantine, and other areas where people are working.

**Parking** Purpose: The parking area is divided up into three areas, which include:

public parking

volunteer parking

rescue vehicle parking

Location: The public parking area should be most conveniently located to the shelter. The volunteer parking may need to be off-site and shuttle service arranged between there and the shelter. The rescue vehicle parking needs to be in an area where the public and volunteers are not parking so that these vehicles do not get blocked in and therefore delay responding to an emergency call. This area should be clearly marked with signs and caution tape.

**Quarantine** Purpose: This is where animals are sheltered who need to be isolated from the rest of the population for medical reason, because they have bitten someone or because they have shown aggressive behavior.

Location: This area must be located out of public view and it's imperative that access to this area can be controlled at all times.

**Rescue Equipment** Purpose: This is the area where all the rescue equipment is

**Storage** kept.

Location: This area should be in a secure part of the facility where access can be controlled.

**Rescue Staging** Purpose: This is the area where the search and rescue teams meet and are given a daily briefing and their field assignments.

Location: This area should be located adjacent to the Rescue Equipment Storage area.

**Security** Purpose: To assist in maintaining the safety of the volunteers and animals at the shelter.

Location: There is no set area for security. The people who support this part of the operation are mobile.

**Staff/Volunteer Food** Purpose: This area is set up to provide staff and volunteers

**& Rest Area** with an areawhere they can go to eat and get some rest.

Location: It should be a quiet section of the shelter with access to electricity and water.

**Staff/Volunteer** Purpose: This is where staff and volunteers, who are unable to **Housing** returnhome daily, will sleep.

Location: This area may be on or off site. If on-site it should be in the quietest part of the shelter.

**Supply Storage and** Purpose: This is where all the supplies needed to care for **Distribution (Animals)** animalsare stored and distributed.

Location: This area should be located near the General Information area so that the public has easy access to it.

**Triage** Purpose: This is where the medical condition of all incoming animals are assessed and treatment is provided.

Location: This area should be close to Intake, with no public access.

**Trained Volunteer** Purpose: This is where volunteers sign-in every time they

**Sign-In** come to the shelter to work.

Location: In an area with no public access.

**Water Storage** Purpose: This is where water for drinking and cleaning is stored.

Location: This area should be set up so that the water is not stored in direct sunlight when the weather is hot. If stored in direct sunlight bacteria can grow in the water.

**Shelter Preparation/Setup**

Designing the shelter is part of the preparation process. Size and availability of utilities will determine the number of animals held in the shelter. In general, volunteers will arrive after the call has been made by officials to evacuate. They will assemble shelter crates, have bowls, food, potable water and cleaning supplies organized.

Items to consider and place in plan:

A. Building – prior to use of facility, check:

1. Water and power

2. Adequate lighting

3. Ingress and egress through all doors

4. Readily available fire extinguishers (tagged within the last 12 months)

5. Functionality of restrooms

6. Pet truck unloading and kennel staging area (for shelters receiving pet transport trucks)

B. Registration area:

1. Locate near a strategic entry point for segregating “people” shelter from “pet” shelter.

2. Triage – this is where animals and their owners register; picture will be taken with animal and owner if possible.

3. Owner receives a wristband to signify authorization into pet area; only one (1) wristband per family. Only one family member is allowed into the dog or cat living quarters. That family member must be over 18 yrs of age. No one under 18 is allowed in the pet living quarters. Exceptions may be made for single-parent households

C. Pet Housing Locations:

1. Designate animal living quarters

* Dog living quarters, Cat living quarters,
* Separate areas for aggressive or loud dogs and cats, as well as animal in heat

2. Designate Dog Walk Area and Cat Exercise Area

3. Face animals away from eachother when possible.

4. Monitor for assigns of aggression and relocate as necessary.

D. Volunteer Registration Desk:

1. Registration for volunteers willing to assist and support agencies and organizations with various tasks.

2. Volunteers must be qualified by education and or experience for their chosen position.

E. Cleaning Operations:

1. Surface areas will be disinfected and sanitized 2. Clorox clean-up wipes for hands of all involved or other appropriate hand sanitizer.

2. Trash cans to handle animal waste. Use aliner of 3 mil thick or greater.

3. Disposable cleaning cloths (or high grade paper towels) for cleanup activities.

**Equipment & Supplies**

There are a number of supplies and materials necessary to support an emergency evacuation pet shelter. The below list of equipment and supplies are outlined by locations.

**Registration Area**

Cell Phone Radios (walkie-talkie)

Refrigerators for canned foods Flea control products (Advantage, Capstar)

Pens, markers, pads Note pads

Registration and Care Forms Duct tape

Table and chairs Micro-chip scanner

Animal first aid kit Human first aid kit

Digital or Polaroid Camera Portable fans for kennel areas

Easel stands for signage Rabies catch pole

Colored wrist bands for owners Avery labels, plain white

Sharpie markers Avery labels assorted colors preprinted :

Signage (intact male, intact female, in heat, geriatric

people-aggressive, animal-aggressive)

**Dog Shelter Room**

Muzzles (various sizes) Signage

Carriers (various sizes) Water

Can openers Assorted foods Spray bottles Blankets & towels

Hand disinfectant Disinfectant

Trash cans & trash bags Paper towels

Heavy duty plastic bags Food & water bowls

Mops, buckets, sponges Poop scoops

Table and chair Newspaper for bedding

Leashes, collars, and harnesses ID neckbands

Quality rope

**Cat Shelter Room**

Carriers (various sizes) Leashes, collars, and harnesses

Cat litter and disposable pans Quality rope

Can openers Water

Signage Assorted foods

Hand disinfectant Blankets and towels

Spray bottles ID neckbands

Paper towels Food and water bowls

Heavy duty plastic bags Disinfectant in spray bottles Mops, buckets, sponges Heavy gauntlets/cat gloves

Table and chair (welder gloves are acceptable as an alternative)

**Daily Care and Maintenance at the Shelter**

**Feeding**

Feeding will be done by the owner by 10:30 am and by 6:00 pm. The Daily Animal Care sheet for the animal will be marked to indicate if the animal ate and drank, urinated and/or defecated. If the pet is not cared for, shelter team members will care for the pet and report the lack of care and write it in the medical notes section. The Head of Operations will be responsible for contacting the owner. All attempts to contact the owner will be noted in the medical notes section. If owner neglect happens 48 hours consecutively, the pet will be removed from the shelter and placed with the local animal control. If local animal control is overwhelmed, the nearest prison will receive overflow and act in an animal control status.

**Water**

Animals will be offered fresh water at least daily by 10:30 am. The bowl must be cleaned and sanitized each day.

**Walking/Exercise**

The dogs will be walked at least 2 times each day for a minimum of 20 minutes. The shelter will have designated walking areas. Plastic bags will be available for each walker to pick up feces and put in a trash receptacle. The Daily Animal Care sheet will be marked to indicate walking time, urination, defecation (including quantity and quality).

**Kennel Cleaning**

Kennels will be cleaned 2 times daily before 10:30 am and 6:00 pm (minimum). If the cage

need to be cleaned between these times, the shelter worker must first contact the Shelter Manager to remove any animal from its cage.

**Aggressive and/or Fearful Animals**

Aggressive and/or Fearful animals will be housed in an area separated from regular population. Only trained volunteers or owners are allowed to handle them.

**Waste Disposal**

Potty area will be designated and clearly marked, with plastic bags and garbage cans readily available. If shavings or sawdust is used, fresh shavings and a scoop should be available. Owners are responsible for walking their dog(s) and being sure they urinate and/or defecate and to mark it on the Daily Animal Care Sheet. Stool must be picked up with the plastic bags and discarded in the trash cans. It is recommended that the potty area is a small area covered with a plastic sheet that has shavings covering it.

**GO - KIT CHECKLIST**

**Pets and Livestock**

Evacuation Go-Kit Checklist for Pets

Carriers/airline kennels (one per animal)

Note: pillowcases may be used to transport cats in emergencies

Collars (with tags), leashes, harnesses, muzzles

Registration papers, vaccination records, veterinarian’s contact information

Bowls (food dishes and larger water dishes or dispensers)

Blankets or bedding

Paper towels, spray cleaner, trash bags

Litter box, litter

Medications, first aid kit

Water for three days

Dry food, canned food for three days

Treats and toys

In-Home Shelter Checklist for Pets

Flashlights or lantern, extra batteries

For aquariums, battery-operated air pump with extra batteries

Medications

Snow shovel, snow shoes, cold-weather gear where appropriate

Pet food for two weeks

Stored water for two weeks

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| Evacuation Checklist for Livestock  Halters and lead ropes  Registration, brand inspection papers, veterinarian’s contact information, and medical records  Saddles, pads, bridles, hoof pick, hoof knives, rasp, brushes, rope, lunge line  Water buckets, grain pans  Medications, first aid kit  Water source  Hay and Grain |
| Stay-at-Home Checklist for Livestock  Flashlights or lantern, extra batteries  Camp stove and 2 or more gallons fuel for melting ice or snow for water or a generator and fuel to power a well  Medications  Winter gear (boots, coats, coveralls, gloves) where appropriate  Maintain 1-2 weeks supply of hay/grain at all times  Water for 1-2 weeks (include considerations for extreme heat) |